

CORPORATE SERVICES DIVISION: REPORTS FOR APRIL TO JUNE 2006

Accommodation Services Branch

6.3 Key business objectives for 2006-07

- i. **By 30 June 2006, complete the revised Business Case for the proposed new TTH2 building. Significant milestones during the course of the year will be:**

- **design specification completed by 1 April 2006;**

Completed

- **revised costings completed by 30 April 2006;**

Although the cost report has been submitted the consultants have been asked to reconcile these cost.

- ii. **By 31 July 2006, ensure that (up to 15) contracts have been let and works completed, so that the Register House centre accommodation meets all health and safety requirements. This action is required as a result of the main contractor for the original works going into receivership in March 2006, leaving major areas of work incomplete;**

The majority of the contracts have been let, however no contractors submitted tenders for the external works package although one offered to undertake the work on a cost plus basis. The reason given was they appeared to be too busy and that they had a fear of the potential risk in completing work originally under taken by another contractor.

- iii. **By 30 September 2006, ensure that the contract to complete the refurbishment programme for the Scottish Family History Service is let and the revised programme of works agreed.**

The project has been advertised within the OJEC 11 companies responded they have been evaluated in order to select the most suitable and 6 firms were selected. From the companies selected they will be invited to site to have the project explained and asked if they wish to tender for the work. Should only 3 of those selected offer to tender a decision will be required as to whether we re-advertise the project.

6.5 Performance targets and workload measures

1. **In 2006-07, achieve a reduction in NAS energy consumption by 2½% compared with 2005-06 levels.**

The average savings on the predicted reduction over this quarter for the three buildings amounts to 8.6%

2. **In conjunction with CSB, ensure that 45,738.41 metres of storage accommodation complies with BS5454 environmental limits, staying within 5% of limits for 98% of the days in 2006-07.**

The store rooms within TTH and GRH are within the tolerance required, however store Room 3B at WRH is out with the tolerance. This problem is currently being investigated.

3. **Ensure that all public search rooms are cleaned before 09.00 hours each day.**

- 4. Ensure the tearoom is cleaned by 09.45 hours each day and that the offices, corridors, and toilets are cleaned efficiently to minimise disruption to staff.**

Within the first two months of the year this target was achieved. Due to illness and holidays there has been a dramatic loss of cleaning staff. Regrettably within the last 2 weeks we have had to resort to cleaning only essential areas on a demand led basis

Finance and Administration Branch

7.3 Key business objectives for 2006-07

- i. By 12 April 2006, (2 days before), and at each subsequent quarter, provide the required financial monitoring information for NAS Management Board and by 19 April 2006, (1 week before), and at each subsequent quarter for Governance meetings;**
Met.
- ii. By 18 April 2006, provide first draft of 2006-07 Budget for consideration of the Management Board;**
Met.
- iii. By 31 May 2006, issue updated instructions for operation of the FWH system;**
Not met. A further review of procedures was recommended after implementation of an update to procedures in February 2006. Other competing priorities have moved forward and a rescheduled completion date of 31 August is proposed.
- iv. By 30 June 2006, review and reconcile all fixed assets against those held on the 'Britannia' database;**
Not fully met/ partial. The long term vacancy in FAB is due to be filled and this task will be undertaken as part of the routine audit of the NAS Accounts. A rescheduled completion date of 31 August is proposed.
- v. By 30 November 2006, ensure that all financial processes and procedures are in place and fully tested to allow opening of the ScotlandsPeople centre;**
Ongoing. The tender for the SFHS tills has been issued on behalf of GROS/NAS and meetings for other financial accounting have taken place, with more planned for the future. The introduction of joint services will be reconsidered as part of the timing of the new works programme.
- vi. By 31 December 2006, review fees and charges and prepare a report to be submitted to the January 2007 Management Board meeting.**
Ongoing.

7.5 Performance targets and workload measures

- 1. Ensure 98% of payments made within 30 days of receipt of goods and invoice, or within other terms as agreed.**
Met/exceeded. 99% achieved in the last quarter.
- 2. Purchasing:**
 - Routine purchases: on receipt of approved requisitions, place order within 3 days;**
 - Sealed bid or OJEC procedures: on receipt of approved requisitions, agree outline procurement timetable with the requisitioner within 5 days.**Ongoing.

- 3. Complete monthly debtor review within 2 weeks of month end, to ensure debtor management is effective.**
Ongoing.
- 4. Flexible Working Hours:**
 - **Process FWH updates within 2 working days of their receipt in FAB;**
 - **Create and issue weekly reports each Tuesday;**
 - **Create and issue period-end reports within three working days.**Ongoing.
- 5. Reconcile attendance management reports from SE HR, within 2 weeks of receipt of information, to ensure that details are accurate.**
Ongoing, but problems persist from lack of SE info. FAB is trialling an internal report to better monitor absences, to provide NAS Management with more up to date information.
- 6. Produce the monthly staffing return for Branch Heads by the 5th working day of the following month.**
Ongoing exercise though returns are on occasion late due to delay in responses received from Branch Heads.

Information and Communications Technology Branch

8.3 Key business objectives for 2006-07

IT infrastructure and applications

- i. By 13 April 2006, implement RAC Search Tool;**
Achieved
- ii. By 30 April 2006, implement remote access to office systems for the NAS;**
Partly completed. The new remote access system is installed and functional, and is currently being used by selected members of the ICT team. It will be necessary, however, to resolve some remaining security issues with the application before widening the evaluation and making it available to the office as a whole. The launch timetable will be announced shortly and will be accompanied by user seminars.
- iii. By 30 August 2006, install 150 PCs as well as a large number of printers for ScotlandsPeople and ensure that inter-building communications links between NRH and GRH are established;**
Rescheduled. Due to the collapse of the buildings contractor, this objective will be rescheduled to complement the revised SFHS implementation timetables.
- iv. By 31 March 2007, establish the infrastructure underpinning the development of the Digital Data Archive (DDA);**

Online resources

- v. By 30 April 2006, implement systems for creating way points within the Kirk Session series;**
Achieved. This is now in place with a program of waypointing being undertaken by the GSU, ORT staff and (as a filler task) for the RAC project evening shift. There have been discussions too with the Scottish Prisons Service as to whether this could be a contract they could undertake.
- vi. By 30 June 2006, sign agreement with GSU to digitise the historical sasines;**
Achieved. This has been signed. Planning for the completion of the project is underway and the initial digitisation (alongside the completion of the Kirk Session Digitisation) is underway.
- vii. By 31 March 2007, complete church records digitisation project;**
On Schedule. ORT and Conservation staff are starting work on the final major phase of the project by bringing in the first batch of records from Glasgow.
- viii. By 31 March 2007 complete 25% of Midlothian sasines digitisation for the RAC project;**
On Schedule. 2032 volumes completed as at 16/6/2006 comprising in excess of 500,000 images.
- ix. Implement Scottish Documents 2 Website by 31 March 2007.**
On Schedule. A project board having met twice to agree the scope and products for this project.

Digital Access

- x. **By 30 October 2006, upgrade CALM to version 7 (EAD) for both the NAS and SCAN sites.**
On Schedule. This is now being planned for the end of September 2006 to meet PRB's corporate objective. Initial Planning Meetings with users are to be held in July 2006. The CALM System Manager is in discussion with her infrastructure colleagues regarding options for the upgrade
- xi. **By 31 December 2006 implement systems for digitising projects for external and internal customers. Likely external projects include the Roman Catholic parish registers and Aberdeen City Council registers**
On Schedule. An ICT Meeting held with interested parties was held in June 2006 and a draft framework put together.
- xii. **By 31 January 2007 Integrating CALM and the OPACs with the new Electronic Ordering System (EOS).**
On Schedule. An initial meeting was held with DS in June 2006.
- xiii. **By 31 March 2007. Finish the Technical development and delivery of the DDA system.**
On Schedule. The technical specification has been QA and now being worked to. Steve Bordwell is currently further developing his competency in the .NET technologies which is leading into full time development in August 2006 through to February 2007.

8.5 Performance targets and workload measures

1. **Achieve network availability of 98.5% between the hours of 08:30-17:00 hours and 99% availability outwith these times during office opening hours (excepting planned maintenance of no more than 1 hour per month in core time and 2 hours per month in non-core time).**
Figures for March to April 2006: 99.2% availability of the core NASnet servers.
2. **Respond to requests for updates for NAS website and *theOracle* within 3 working days.**
Achieved, with the majority of requests responded to within one working day.
3. **Create a new document of the month area on the NAS website, incorporating the content provided by the On-line Resources Team, within 10 working days of receipt of the content.**
Achieved
4. **Respond to calls to the Help Desk within the specified target response times, attaining 97% compliance, and to RFCs within 5 working days of a request being logged.**
A comprehensive report on the performance of the Helpdesk service will be published in September 2006, and quarterly thereafter.
5. **Answer testaments enquiries from www.scotlandsppeople.gov.uk within 3 days of receipt.**

6. Obtain 920,000 visits to NAS websites (including SCAN, SH and SD) in 2006-7 (230,000 per quarter). Visit figures to exclude search engine robot visitors.

Performance against objective: exceeded (visits to NAS websites in Quarter 1 = 231,967).

N.B. these figures are at 29/6/06. Full reports for the quarter (including whole of June) will follow.

Breakdown

Website	Measure	April	May	June* (estimate)	Total
NAS	Visits (excluding robots)	36,802	43,459	27,721	107,982
	Unique Visitors	17,732	19,607	13,127	50,466
SCAN	Visits (excluding robots)	31,838	40,267	24,465	96,570
	Unique Visitors	13,835	16,934	10,803	41,572
Scottish Documents	Visits (excluding robots)	0	5,030	9,254	14,284
	Unique Visitors	0	2,630	4,385	7,015
Scottish Handwriting	Visits (excluding robots)	5,055	4,574	3,502	13,131
	Unique Visitors	2,147	1,869	1,884	5,900

Electronic service delivery

Including, digital image sales (testaments), digital image downloads and electronic data volume productions from SCAN and NAS sites, school resource downloads from SAfS and SCAN sites, Famous Scots testament downloads from ScotlandsPeople site, OPAC searches, registrations for electronic newsletters, and other transactions.

No target was set for these for 2006/7, but ORT will begin reporting on these during 2006/7.

7. A3 digitiser to produce 3500 images per month.

Achieved. Since 1 April ORT has been imaging High Court minute books (JC8) to 1901 and looks set to finish that series early in July. We have completed the digitisation of the East Lothian Poor Law registers (DC4), which was started last year. Also in hand are glass plate negatives of the Queen Mary (UCS1/118/534) and registers of regality and barony courts (RH11). We have ensured all orders for

soldiers wills from the search rooms have been completed on time and have started imaging the earliest soldiers' wills and will work forward from there (SC70/8). We have imaged the Highlands and Islands Emigration register, a database for which is on the SCAN site (HD4/5) and have done a trial on a charter with a seal (GD45/13/215). We are waiting to see how these images compare to DIU's.

Total number of images: April – 4093, May – 2932 June (to date) – 3742, giving a total of 10,767 images. Sick leave accounted for the shortfall in May.

Conservation Services Branch

9.3 Key business objectives for 2006-07

- i. **By 30 June 2006, have integrated the archive attendant service at TTH and records location function into the branch;**
Management of change underway. It is clear that this will be a difficult process to manage and will require support.
- ii. **By 30 September 2006, have established the box making service in NAS so that all in-house requirements are being met;**
Machine installed 3 July, 2 members of AA staff canvassed to ensure maximum gain from training in association with B1 in CSB. B3 directly involved. Long term staffing requires clarification.
- iii. **By 30 November 2006, complete review of and commence training on NAS Disaster Contingency Plan;**
In progress. Awaiting response from ASB to questionnaire on consultancies and policies.
- iv. **By 31 December 2006, undertake preliminary survey to inform the following proposed digital programmes: pre-1900 Roman Catholic parish registers, related series of cemetery records and records of the Bishopric of the Forces and Sasine Registers 1780-1871;**
No progress due to other work commitments.
- v. **By 31 January 2007, develop a policy on the long term storage of photographic collections held by NAS;**
No progress.
- vi. **By 28 February 2007, submit first draft of a preservation policy to Management Board.**
In draft, no progress.

9.5 Performance targets and workload measures

1. **Complete sealing of Letters Patents and all sealing requirements of the Great Seal, within 24 hours of receipt into NAS.**
5 Letters patents sealed and invoiced during April – June 2006 quarter.
2. **Package sensitive photographic collections for CLRB within 3 weeks of referral to CSB staff.**
Preparing to receive this work August/September, no action to date.
3. **Commence work on unbound RD23 and DI9 records within 10 working days of receipt into CSB.**
Ongoing commitment, 1 x B1 member of staff dedicated to this activity, fully documented on Calm, noticeable increase in demand.

4. Deal with readers' requests for digital imaging, which require conservation treatment, within 3 working days of receipt.

All requests responded to within 24 hours and notified to RSB ensuring any potential for significant delays are noted to search room staff. No means to calculate what % of work translates into revenue or legacy images for NAS digital library as not all requests are consequently images.

5. In conjunction with ASB, ensure that 45,738.41 metres of storage accommodation complies with BS5454 environmental limits, staying within 5% of limits for 98% of the days in 2006-07.

CSB actively monitor special and problematic areas to provide comparison data, we have no input to parameters or read outs from store environment systems currently but do identify and copy all data to ASB to ensure collaboration.

Reader Services Branch

10.3 Key business objectives for 2006-07

- i. **By 20th April 2006, to have managed the refurbishment and upgrading of the public search room facilities in WSR, as part of the follow-up to the Users Survey;**

Partly met. This refurbishment was on course to be completed by 20th April but asbestos was found during the actual refurbishment which led to a consequential delay in re-opening the search room. This delay was completely outwith our control.

- ii. **By 2nd May 2006, to have managed the move of the Legal Search Room from the Dome to the Robertson Wing in GRH whilst minimising disruption and maintaining services;**

Preparations were well in hand for the move of the legal search room to proceed in late April as planned but this did not go ahead due to problems related to the building work. This was due to the main contractor going into receivership. Again, this hiccup was completely outwith our control. The planned move is likely to take place towards the end of the year and once the RAC search tool is fully operational.

- iii. **By 30 November 2006, ensure that the ScotlandsPeople service opens as part of a 'soft launch';**

This will not be met. See Appendix below. I will now look into changing this target.

- iv. **By 30th December 2006, investigate the impact of the electronic ordering system and the RAC project on the functions of the Legal Search Room and to produce a strategy paper for consideration by NAS Senior Management.**

Some initial discussions with staff have taken place but it is early days yet to be able to quantify accurately just how these major changes will actually impact on the work of the search rooms and this is exacerbated because there are so many changes taking place that affect RSB.

10.5 Performance targets and workload measures

1. **Produce replies to 95% of general enquiries within 20 working days.**

Target not met. 92% were produced within 20 working days. This was due to staffing shortages, (in HSR and WSR), and the fact that HSR had to deal with extra immediate search room duties during the WSR's closure for refurbishment.

2. **Ensure that replies to 100% of FOI, DP and EIR enquiries are produced on time, to comply with current legislation.**

Target met.

3. **Produce 92.5% of extract orders within 4 working days**

Target not met. 88% of extracts were produced in 4 working days. This was entirely due to problems within DIU.

4. **Produce 90% of quick copies in the Legal Search Room within 24 hours.**

Target not met. 45% of quick copies were produced within 24 hours. This was

entirely due to problems within DIU particularly during May.

5. 95% of paper copies ordered in the Historical and West Search rooms, to be ready for collection or posting within 72 hours.

Target not met. Approx. 20% of copies were sent out within the five days. This was entirely due to problems within DIU. It should also be noted that this figure involves guesstimates as the EOS does not provide accurate figures yet although this is now being looked into.

6. 95% of paper copies for remote enquiries in the Historical and West Search rooms to be ready for collection or posting within five days of receipt of payment.

Target not met. Approx. 20% of copies were sent out within the five days. This was entirely due to problems within DIU. It should also be noted that this figure involves guesstimates as the EOS does not provide this accurate figures yet although this is now being looked into.

7. Speed of productions to readers from the same building

- Produce 95 % of records within 30 minutes.

Target met. (97%) This figure still involves some guess-work for all search rooms for April and for the whole quarter for the Dome. The latter situation will continue until the EOS is fully used by all Legal searchers.

8. Speed of productions to readers from another building

- Produce 92.5% of records ordered by 3pm one day, for 11 am the next day.

Target met. (93%) This figure still involves some guess-work for all search rooms for April and for the whole quarter for the Dome. The latter situation will continue until the EOS is fully used by all Legal searchers.

9. Create 600 new catalogue entries for plans (ref RHP) for year 2006-07.

Target not met. This was due to staff shortages and the fact that the Plans Officer was heavily involved with the WSR refurbishment for most of the quarter. In spite of these issues, the Plans Officer did well to catalogue 131 plans during the quarter which is about 88% of what we would aim to catalogue at this time.

10. Maintain 12,000 reader daily visits to NAS search rooms during 2006-07.

Suggested quarterly figure = 3,000 so not met. There were 2,209 reader visits in HSR and WSR during the quarter but this figure does not include statistics for the Legal Search Room where we do not have accurate figures for readers. Once the EOS is fully operational i.e. fully used by all the legal searchers, we should have such figures. The total has probably been affected by the closure of the WSR in April and May whilst the refurbishment was being undertaken, i.e. it is slightly less than average figure for this quarter in the preceding two years.

Training and Development Centre

11.3 Key business objectives for 2006-07

- i. **By 30 April 2006, to launch the Framework for the Continuing Professional Development of Archivists and to take first steps to ensure buy-in from the profession to take this forward for the benefit of the NAS;**
Not achieved – but work is progressing.
- ii. **By 30 June 2006, to lead a small working group and make recommendations to NAS senior management about improvements that could be made to improve staff satisfaction levels;**
Achieved.
- iii. **By 31 July 2006, discuss with branch heads and seek and scrutinise completed learning plans from all staff to enable timely and appropriate training opportunities to be arranged;**
One branch head requested a meeting. Most others have forwarded branch learning plans, which are helpful. Only 46 PLPs have been received to date – a reminder has been issued (6 July).
- iv. **By 31 December 2006, run effective management programmes for line managers in NAS;**
On target.
- v. **By 31 March 2007, arrange for accreditation for the NAS Digital Imaging Unit.**
On target.

11.5 Performance Targets and Workload Measures

Learning Plans

- **Personal Learning Plans to be requested from each member of staff who has learning needs (aim for 75% return rate)**
- **Arrange training by date specified by staff member (approximately 100 per annum)**
- **Arrange and run essential corporate training events (approximately 10 per annum)**

Inductions

- **Customised induction for each new entrant – checklist and evaluation completed for each and aim to have forms returned to the Development Centre within 4 weeks of start date**
- **Tours of GRH, WRH and TTH to be held at least twice a year**

Evaluation

- **Personal Learning Logs to be requested for each major piece of learning (“happy sheets”) within one week of learning; more detailed evaluation at approximately 3 months**

ECDL

- **Aim for 2 staff to achieve at least 2 modules during 2006-07**
- **Aim for 2 staff to achieve full licences by 31 March 2007**

Senior Management Branch

12.3 Key business objectives for 2006-07

- i. By 30 June 2006, submit the detailed Business Case for TTH2 to Ministers;**
Target not achieved. Due to pressure of work on the SFHS project, plus queries raised with the cost figures produced by the design team, the Business Case will now be finalised in August.
- ii. By 28 February 2007, hold bilateral meetings with Branch Heads; by 7 March consult Scottish Executive; and by 31 March produce the Corporate Plan for 2007/08 to 2009/10;**
Target achieved. The 2006-07 Corporate Plan was produced and published by end April 2006.
- iii. By 31 March 2007, ensure implementation of a marketing strategy, linked to the outreach programme, in order to raise the public profile of NAS and develop new revenue streams;**
Ongoing.
- iv. By 31 March 2007, ensure that changing demand from legal and family history customers is met and quality of service, both online and onsite, is maintained or improved;**
Ongoing. A number of measures have been implemented in DIU to improve quality and speed of output.
- v. By 31 March 2007, achieve further improvement in the annual rate of sickness absence in NAS;**
- vi. By 31 March 2007, achieve increased engagement by staff throughout the office, as reflected in the annual survey .**
Ongoing. The Working Group set up to look at the staff survey has now reported and senior management have posted their response and action plan on the Oracle.

12.6 Performance targets and workload measures

1. Respond to customer complaints in 10 working days.

9 complaints were received this quarter and responded to within the 10 day turn around time. Topics of the complaints include:

3 suggestions for Electronic Ordering System terminals in the Historical Search Room;

2 complaints about reprographic services (that copies are too dark and that turn around times are too slow);

1 complaint about access to the wills index and suggesting we conserve all UFP material;

1 complaint about time taken to inform customer about conserved item;

1 complaint about not being able to access Church records online;

1 complaint about the delays in HSR regarding copying wills.

2. Ensure NAS responds to Freedom of Information enquiries within the deadlines specified in the legislation (20/30 days).

All FOI enquiries received by NAS this quarter have been responded to within the deadlines specified within the legislation. See table below for details:

	April-June 2006
Total number of FOI enquiries*	7
Speed of replies: % within 20 days	100
Number of FOI Parental Body Referrals	5
Speed of replies: % within 30 days	100
Number of EIR enquiries	0
Speed of replies: % within 20 days	n/a

*Including FOI Parental Body Referrals.

3. Ensure number of days lost per member of staff through sickness does not exceed 10.5 and the average number of spells of absences per staff member does not exceed 2 days, during 2006-07.

4. Hold 6 ‘Keepers’ meetings during the year open to all staff and with at least one held in each building.

The first of the Keeper’s Open Forum meetings was successfully held in GRH in June, it is planned to have these regularly in each building and to post notes of the meetings onto *theOracle*.

Appendix

Progress report on Scottish Family History Service Project

Accommodation

In April of this year, the contractors working on the project to create the family history centre at General Register House (GRH) and the neighbouring New Register House (NRH) - Peter Walker Group - went into receivership. As a result the new Centre is unlikely to open until 2007. The remaining project works will be re-phased and a revised programme will become available once the new contractors are in place – likely to be in October 2006. Some works have been identified as urgent and will be completed under Single Tender Action. This is likely to include work on the Dundas Search Room and café in New Register House.

Staffing and Training

The ScotlandsPeople Centre head - Davina Williams – was appointed in May 2006 and is taking forward detailed work on staffing and staff training for the Centre. The remaining A3 posts have now been filled and dates for filling additional posts will be agreed once the new building contractor and the revised programme are in place.

IT

The data link between NRH and GRH has been installed and the PC's and printers for the new Centre have been delivered. The specification for the new till system has been agreed and the Invitation to Tender was sent out in June with responses due back in August. Work on the prototype system is still in development.

Charging & Service Definition

The schedule of charges has been agreed by the relevant Ministers and work on the introduction of the charges will be taken forward by the new Centre Head.