National Records of Scotland Strategy 2024-2029

February 2024 with Dr Janet Egdell







Our Strategy

Better Outcomes for Scotland - 2024 Onwards









Scotland's people flourish through our data informing and improving all aspects of life and society, for increased wellbeing and sustainable and inclusive economic growth

Scotland's people can access the information they need from NRS quickly and digital first Celebrating and enjoying our culture to educate and inform

Grow the nation's archive and store digitally produced public records to preserve the past and inform the future

Scotland's people flourish through a responsive civil registration service underpinning people's identity and enabling their contribution to society



Our Vision

Improving lives, protecting rights and telling Scotland's story through our archives, registration and statistics.



Our Mission

Preserving the past, Recording the present, Informing the future



Our Purpose

Enable Scotland's people to flourish through registration of vital events, informed decision-making, and access to public records and archives.



Our Values

- Customer Focused
- Professional
- Respectful
- Accountable

Strategic Objectives







To deliver and improve on our service for customers



To drive sustainable and affordable value through effective delivery, working collaboratively with others

What we do and how we do it







Strategic objectives



- To share insights about the people of Scotland.
- To deliver and improve on our services for customers.
- To drive sustainable and affordable value through effective delivery, working collaboratively with others.



Key success measures

Reach:

- Maintain use of ScotlandsPeople
- Optimise use of statistics

Impact:

- Sustain customer satisfaction levels
- Meet registration demands

Sustainability:

- Deliver within budget
- Reduce carbon emissions
- Improve employee engagement





Key deliverables





