

National Records of Scotland Strategy 2024-2029

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with Dr Janet Egdell

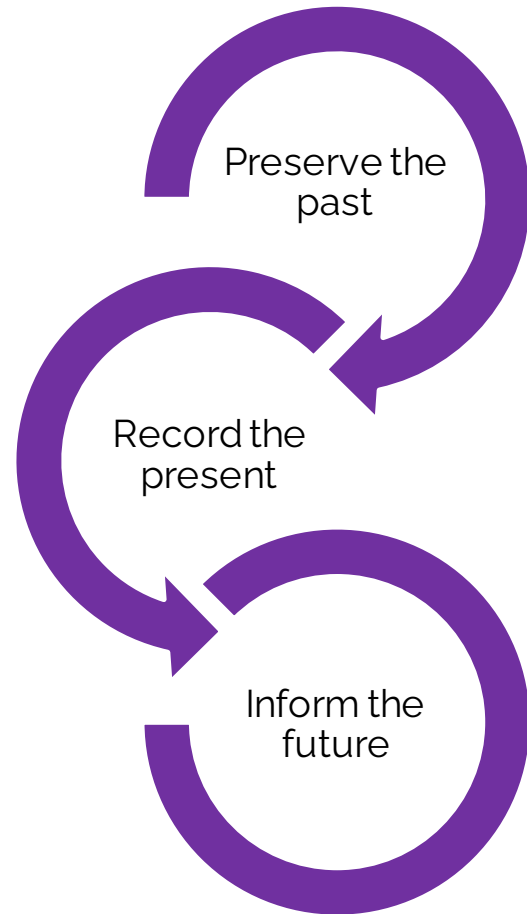


Our Strategy

Better Outcomes for Scotland - 2024 Onwards



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

