
Annual Business Plan

2019 - 20

Preserving the past | Recording the present | Informing the future



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Our purpose

We collect, preserve and produce information about Scotland's people and history and make it available to inform current and future generations.

Our vision

Increase our reach and impact and be recognised as an influential leader across our sectors. As a trusted, expert and professional organisation, we will continuously improve our customer services and enhance our digital services.

National Records of Scotland (NRS) is a non-Ministerial department of the Scottish Government, supporting the Registrar General for Scotland and the Keeper of the Records for Scotland. Our work underpins the fabric of Scottish society: telling the story of our nation through the records we hold and the data we gather and produce on behalf of the people of Scotland.

As the official Scottish national archive we are guardians of over 800 years of irreplaceable national documents spanning the 12th to the 21st centuries touching on virtually every aspect of Scottish life. We are the Scottish official source of demographic statistics and administer the census of Scotland's population. We produce information about our population, households, migration, vital events (such as births, deaths and marriages), life expectancy and electoral statistics which help inform policy decisions across central and local Government, and the private and third sectors.

We work in partnership with the Scottish Government and the wider public sector to deliver a national Data Linkage Framework to facilitate ethical research that protects privacy whilst benefiting Scotland and informing national investment priorities. We support Scottish public bodies' compliance with the Public Records Scotland Act 2011 and as expert advisers in information and records management we fulfil a leadership role for the archive sector and work to secure the future of physical and digital records. We make our information as accessible as is reasonably possible, while preserving it for the future and are committed to making more information available over time through digital channels.

Last year we published an annual Business Plan for 2018-19 and have delivered the following key priorities:

Our 2018-19 Business priorities	
We said	We did
<p>We will continue to deliver high quality public services to our customers, whilst developing a Business Strategy which identifies our key investment priorities for new and enhanced digital services over the next 3 to 5 years.</p>	<p>Under our revised corporate governance structure and new Chief Executive, we focussed on our customers, including the development of operational Key Performance indicators to measure our success in delivering our services. We undertook the first extensive customer satisfaction survey and we will use this feedback to seek opportunities to further improve our offer. We will build on this start during 2019/20 and engage with stakeholders on a future strategy for the organisation.</p>
<p>Working with a range of partners to design and deliver a successful Census for 2021 with lasting benefits for Scotland, we will prepare and set out, in late 2018, an approach to deliver Census 2021, including any legislative Parliamentary authority requirements, whilst meeting digital assurance requirements in delivery.</p>	<p>We are progressing with our programme for the delivery of the 2021 Census with development of some key systems and services. We published our plans which set out the design and approach for the 2021 Census and introduced the Census (Scotland) (Amendment) Bill in October 2018 which has now concluded its Parliamentary process during the course of 2019.</p>
<p>We will deliver high quality statistics by meeting our commitments in the NRS Statistics Plan, in line with UK standards and through enhancement of our statistical services, and will support and develop the delivery of registration services through local authorities across Scotland.</p>	<p>We published our Vision for demographic statistics which outlined our priorities for the next 3 years. We published our statistics over the course of 2018/19 to a continually high standard and our population projections statistics were re-assessed and retained their National Statistics designation. We worked with local authorities across Scotland to continue to provide a high quality registration service for the citizens of Scotland.</p>
<p>We will work on our strategy for the future of NRS archive functions to ensure they are fit for the 21st century, investing in digital through the delivery of our Digital Preservation Programme priorities for 18/19 and engaging in a collaborative project to take forward long term storage options.</p>	<p>We undertook stakeholder engagement to shape and inform the future for our archive functions in tandem with our wider strategic vision.</p> <p>We paused some of our work on our Digital Preservation Programme to refocus our priorities and refresh our business case to ensure value for money. This work is progressing.</p> <p>We progressed with information sharing and archive deposit contracts to help fulfil our duties under the General Data Protection Regulation 2018. We met our statutory targets on Freedom of Information requests for information.</p>

	<p>We continued our discussions on collaborative storage with the Scottish Government and will progress our plans during 2019-20.</p>
<p>We will improve our organisational infrastructure to enhance the way we operate, through strengthened governance, developing the skills, knowledge, leadership and capacity of our organisation and continuing with the implementation of our Estates Strategy to ensure our buildings are fit for purpose.</p>	<p>Our new corporate governance structure has enhanced the way we operate and make decisions and during 18-19 we undertook further organisational change to invest in the skills of our people. We introduced a Staff Engagement Network to help shape, inform and strengthen our organisational processes, organisational resilience and risk management. We published our annual procurement report and have been supporting major procurements in Census 2021, IT and Estates. We made significant investments in our Estates with works commenced at West Register House to renew stonework, preparations for a survey of the iconic Adam Dome in General Register House and planning for investment activity in Thomas Thomson House.</p>
<p>We will progress a long term plan to transition to a single sustainable NRS IT function augmented by increased customer insight to inform our priorities and secure efficient, high quality digital services.</p>	<p>We restructured our IT services into a consolidated function, creating new business areas to cover Architecture, Services and Programmes. Our revised structure will continue to mobilise skills and resources to move our IT services onto a Common Operating Platform.</p>

Our longer term business strategy is being developed for engagement with stakeholders. We will continue to build on our achievements in the last financial year and have approved our Annual Business Plan commitments for the year ahead as below:

Our 2019-20 Annual Business Plan priorities	
<p>Working with a range of partners to design and deliver a successful Census for 2021 with lasting benefits for Scotland, we will undertake a Census Rehearsal in Autumn 2019 to inform the delivery of Census 2021, and progress legislative requirements through the Scottish Parliament, whilst meeting digital assurance requirements in delivery.</p>	<p>We will continue to deliver high quality public services to our customers will support and develop the delivery of registration services through local authorities across Scotland, whilst engaging customers and stakeholders on a forward Business Strategy which identifies our key investment priorities for new and enhanced digital services over the coming years.</p>
<p>We will deliver high quality statistics by meeting our commitments in the NRS Statistics Plan, in line with UK standards and through enhancement of our statistical services.</p>	<p>We will continue to deliver NRS archive services to achieve our forward strategy to protect, preserve and make available our records, investing in future digital delivery through our Digital Preservation priorities and considering long term storage options.</p>
<p>We will continue to improve our organisational infrastructure to enhance the way we operate, through maturing our governance, investing in the skills, knowledge, leadership and capacity of our organisation and continuing with the implementation of our Estates Strategy (developing an Asset Management Plan) to ensure our buildings are fit for purpose.</p>	<p>We will continue to progress our long term plan to transition to a single sustainable NRS IT service augmented by increased customer insight to inform our priorities and secure efficient, high quality digital services.</p>