

National Archives

Service Level Agreement 2016

1. Introduction

This Service Level Agreement is a performance contract in which an agreed level of service is formalised between the Department of Arts, Heritage and the Gaeltacht and the National Archives. This is to ensure that resources are used in an effective and cost effective manner to fulfil the statutory obligations of the National Archives, including providing quality services to the public. The Agreement defines the outcome indicators on which performance for 2016 will be measured.

2. Objectives of the Agreement

The key objectives of this agreement are:

- to clarify the expectations of the Department of Arts, Heritage and the Gaeltacht in relation to the National Archives;
- to define the inputs, outputs and the anticipated outcome of the National Archives activities;
- to measure performance of these functions through monitoring of agreed targets, outputs and outcome indicators.
- To identify risks in achieving these outcomes

3. National Archives

The mission of the National Archives is *to collect, manage, and preserve the public record of Ireland and ensure its availability both as a resource and to safeguard citizen's rights.*

The National Archives is tasked with preserving records of

- Departments of State, including the courts;
- bodies named in the schedule to the National Archives Act 1986; and,
- committees and commissions of inquiry established by Government, by a member of Government or by the Attorney General (hereafter 'the Bodies').

In doing so it supports the legislative requirement of these Bodies to transfer records to its care, to preserve them, and through their public availability, inform the idea of nation and statehood. In addition to these prescribed Bodies the National Archives collects other records from organisations with a national remit where there is compelling reason for their preservation.

4. National Archives' Commitments

The National Archives agrees to the following:

- To implement actions to ensure compliance with public administrative procedures and related practices, in particular in relation to procurement and the expenditure of grant funds;
- Timely provision of the National Archives Annual Report in accordance with the requirements of the National Archives Act 1986 and publication of the Report on the website of the National Archives once the Department has made arrangements for laying the report before the Houses of the Oireachtas;
- To publish details of the National Archives Advisory Council on-line;

- To provide information within time-frames determined by the Department in relation to Parliamentary Questions, Ministerial Representations and other information requests;
- Compliance with all aspects of the Department of Arts, Heritage and the Gaeltacht Reform Programme.
- To implement relevant aspects of the Government's Disability Strategy.

5. D/AHG Commitments

Taking account of the statutory role of the National Archives as a National Cultural Institution, the relevant Divisions within the Department of Arts, Heritage and the Gaeltacht, will support National Archives management by undertaking to:

- Allocate staff and provide support in relation to HR and staff management, in line with Public Service policies and Workforce Planning Guidelines;
- Provide support in administrative areas such as financial services and legal services in line with Public Financial procedures;
- Organise the presentation of Estimates for the National Archives by the Minister each year;
- Provide updates on Public Financial procedures and Civil Service HR Policy Guidelines;
- Provide guidance on Civil Service HR Policy, public expenditure, remuneration and industrial relations, procurement and contracts, ICT, Government Accounting and Governance; and
- Liaise with the National Archives in relation to Public Service Reform initiatives.

6. Mutual Commitments

- Both parties commit to proactive and timely communications, cooperation and information sharing in relation to service delivery.
- Both parties support prompt and timely responses to correspondence, information requests and related matters and to keep each other fully apprised and updated on all relevant issues.

7. 2016 Inputs for National Archives

Budget

Subhead (Current/Gross)	Programme	2016 €000
A4	Current	1,165
A4	Capital	351
A3	NA Grant	40

Staff

The headcount as of January 2016 is 45, comprised of 16 professional (2 on temporary contracts) and 29 general service grades. There are 2 officers on career break.

8. Performance Measurement

Key Outputs	2016 output targets
Continue to develop the National Archives as the leading national cultural institution for the preservation and making accessible of the archival heritage of Ireland.	<ul style="list-style-type: none"> • Preserve the high quality holdings of the National Archives as the basis of all other activities.
Services to government Continue to provide services to government departments and the courts under the National Archives Act, 1986.	<ul style="list-style-type: none"> • Maintain transfers of government archives for release in January 2017 • Hold media preview of archives for release • Maintain recall service and query service to Departments • Where practicable, undertake appraisal of archives in preparation for destruction in accordance with the Act • Publish catalogues of new transfers to website
Services to the public Continue to develop engagement with the public through programmes which are excellent, innovative and inclusive.	<ul style="list-style-type: none"> • Develop where practicable website and reading room visits • Where practicable, develop the genealogical service • Add collections of images to website in development of access to genealogical records
Background services Continue to develop accommodation programme and preservation works	<ul style="list-style-type: none"> • Develop accommodation including new building development in conjunction with Department and OPW in order to meet needs in medium term. • Maintain programme of preservation work
Outreach Ensure the continuation of the education and outreach programme to the greatest extent possible.	<ul style="list-style-type: none"> • Maintain and improve archives education and outreach activities to the greatest extent possible. • Continue to co-operate in DIFP, DRI and other outreach/awareness raising activities. • Provide digital surrogates of archival items for publication, display and online access.
Cultural tourism Maintain the key role of the National Archives in cultural tourism.	<ul style="list-style-type: none"> • Enhance the visitor experience in the National Archives via the web and /or through social media • Maximise the National Archives contribution towards the Decade of Commemorations and Ireland 2016 programmes
Public Service reform Implement Government decision on public service reform.	<ul style="list-style-type: none"> • Implement Reform Programme as appropriate

9. Risk Factors

- Loss of corporate capacity through retirement / redeployment, delays in staff replacement or recruitment, or lack of handover period.
- Lack of sufficient suitable storage space, leading to inability to acquire records and thereby secure their preservation.
- Inadequate records management policies for the State sector.

- Loss of electronic records and/or archives due to degeneration of storage media or their being rendered inaccessible due to system redundancy/obsolescence.
- Destruction of or damage to archives in transit to, from or in the custody of the National Archives - accidental or criminal.
- Theft of archives.

10. Financial Allocation

The Department has formally written to the National Archives setting out the Current and Capital Allocations for the year 2016.

11. Flexibility and amendment of targets

Where amendments become necessary, the Department of Arts, Heritage and the Gaeltacht and the National Archives will mutually engage to agree amended deliverables and no amendments shall be made without the agreement of both parties.

12. Governance

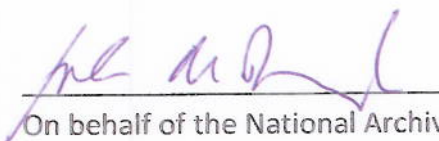
The Department will require a progress report on all key deliverables and corporate governance procedures on a quarterly basis. The time-lines for these progress reports will be decided between the Department and the National Archives. Reports may be submitted to MAC as necessary and as requested. This Agreement will be published on the Department's website and on the National Archives website.



On behalf of the Department of Arts, Heritage and the Gaeltacht

Date:

19/2/2016



On behalf of the National Archives

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