



the national archives

## **Terms of Reference for The National Archives' User Forum**

### **Mandate of the User Forum**

The role of the User Forum is to:

- (a) represent the interests of all users of TNA public services (onsite, online, and remotely)
- (b) act as a body for TNA to seek feedback on quality of service being provided and put forward suggestions for improvement;
- (c) provide a forum for TNA management to present its performance ratings and explain its capabilities to improve services; or indeed its constraints;
- (d) provide a forum for TNA management to test ideas for service improvement;
- (e) advise TNA management on measures that can be taken to improve public consultation on service delivery;
- (f) bring issues of concern or potential risk to the attention of TNA management.

The role of the User Forum is distinct from:

- (a) the role of TNA' User Advisory Committee on Cataloguing, which deals largely with diversity and social inclusion;
- (b) the role of TNA's Online User Advisory Committee, which advises on online strategy and commercial digitisation;
- (c) the role of TNA's Disabled Users Advisory Group, a virtual forum of users with disability;
- (d) Executive responsibility of TNA Management Team;
- (e) any other consultative group not listed above

## **Constitution of the User Forum**

The User Forum will be open to all interested users of TNA services.

TNA management will make a commitment to encourage both onsite and online users to attend, and to ensure that the meetings are representative in terms of both Kew and FRC users.

TNA will advertise the forums widely so as to encourage a diverse attendance with which to engage so as to have views reflected from different user type (e.g. Independent Researchers, Family Historians, Graduate and Undergraduate Researchers), age groups, by gender, ethnic group and disability.

## **Method of engagement**

The User Forum will meet on a monthly basis with:

- The Head of the Advice & Records Knowledge Department (Joint chair with representative from Users Group)
- The Head of the Document Services Department
- The Service Quality and Complaints Manager
- The Head of Enquiry Services Team

Additional members of TNA staff can be made available depending upon agenda topics.

For the purpose of reporting Business Plans and Reports, the forum will also be attended by twice annually by:

- The CEO
- The Director of Public Services and Marketing

Agendas for meetings will be agreed in advance, and minutes taken and agreed post meetings.

## **Resources**

The TNA will make resources available to support the User Forum

- (a) Advertise the User Forum onsite, online and in publications where appropriate
- (b) Provide meeting space, refreshments and facilities, as required