

<b>Date of Meeting:</b> 6 September 2022	<b>Location:</b> By Video Conference / TNA	<b>THE</b>
<b>Title:</b> User Advisory Group Meeting	<b>Subject or Purpose:</b> Minutes of a regular meeting held on 6 September 2022	<b>NATIONAL ARCHIVES</b>
<b>ATTENDEES</b>		
Jennifer Aston (Academic)	Lucy Fletcher (TNA – Director of Public Access & Government Services), Co-chair	
Grace Ioppolo (Academic)	Lee Oliver (TNA – Head of Visitor Experience)	
Nadine Chambers (Students)	RM (TNA – Senior Personal Assistant), Minutes	
Pat Reynolds (Family History & Online)	Emmajane Avery ( TNA – Director of Public Engagement)	
Alison Kay (External Archives User)	WB (TNA – Head of Military Records)	
Susan Moore (Map Room)		
<b>APOLOGIES</b>		
Valerie Johnson (TNA Director of Research & Collection), Co-chair	Elli Young (Student & Early Career Academic)	
Sue Adams (Independent Researcher)	Sophie Kay (Inclusion & Diversity)	
Sadie Jarrett ((Map Room & Early Career Academic)	Matthew Cleary (Student & Online)	
Mike Grahn (On-site Personal Interest)	Grace Touzel (External Archives)	
Will Reid (Diversity)		

1.	<b><u>Introduction &amp; Welcome to New Delegates</u></b>
	<p>LF advised the group of 2 resignations, Sophie Kay &amp; Sadie Jarrett and thanked them for their attendance and valuable contributions to the UAG as long standing members.</p> <p>In addition, LF notified the group that the recruitment process for the 4 vacancies would be underway at the end of the September.</p>
2.	<b><u>Minutes &amp; Matters Arising</u></b>
	<p>An action from the previous meeting (7. Windrush 75<sup>th</sup> Anniversary) noted below has been brought forward.</p> <p>It was agreed that the note recorded below will be included in the 'Terms of Reference'.</p> <p>"That UAG agree not to permit the attendance at UAG meetings of any unelected persons, other than persons who may attend on the express invitation from the Chair/Co-chair to support the work of the Group."</p>
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3.	<b><u>Public Services (LO)</u></b>
	<p>LO notified the group that the 'Ministry of Time Travel' event for the summer finished last Sunday with rave reviews and positive feedback and a demand for more events like this for families. TNA are investigating more such events.</p> <p>LO advised the group that TNA hosted a local history weekend (3<sup>rd</sup> &amp; 4<sup>th</sup> September) in partnership with Richmond Local History Society and Kew Society as part of Richmond Borough's Know Your Place Heritage Festival. The event was well received with craft activities, talks from local experts and document displays where people in the area discovered who lived in their house in 1921 from the Census. The group were informed that there would be another local history weekend on 1<sup>st</sup> &amp; 2<sup>nd</sup> October.</p> <p>LO advised the group that The 'Treason: People Power Plot' exhibition would be launched in early November with an invitation to a private viewing for UAG members.</p>
4.	<b><u>Update on FCO 141 (LO)</u></b>
	<p>LF provided an update on the temporary withdrawal from access of the FCO141 collection. LF signposted members to the latest information on TNA's website and assured the group that TNA were prioritising a resolution to release these records. TNA are reviewing the possibility of providing future access to this collection in a specific space with the relevant protective equipment.</p> <p>LF advised the group that a further statement would be made at the end of September.</p>
Comment	NC wanted to note that protocols for such occurrences should be transferable.
Q.	GI noted that this should be high priority for digitisation particularly with external partners.
A.	LO advised the group that the potential safety concerns in relation to these records came to light whilst the records were being digitised. LF advised the group the TNA were talking to other institutions who may have had similar situations to gain their expertise/learnings.
5.	<b><u>Public Spaces Programme (EJA, LF)</u></b>
	<p>EJA provided the group with an overview of the 'Public Spaces Programme'. EJA informed them that, with advice from AOC architects, improvements had already been made to the Public Foyer, Events Space and Café.</p> <p>EJA outlined some of the projects proposed for the programme. Phase 1 of the 'Digital Learning Centre Project' will begin very soon. Phase 2 of the programme would commence once funding is available.</p> <p>EJA showed the group illustrations of the spaces and informed the group of a 'Broadcast Studio' for the delivery of digital teaching sessions, two 'production studios' for making films and other similar activities, as well as handwashing, coat spaces and lunch spaces for school groups.</p> <p>TNA has appointed one of them to commence work (19 September). Hoarding will go up on 25 September and construction works are scheduled to start on 10 October.</p>

	<p>EJA stated construction is due to be completed by end of December, offering a short build time, and most of particularly noisy work would be undertaken 'out of hours' avoiding as much disruption as possible, but that noise cannot be completely eliminated.</p> <p>All works should be complete by the end of the financial year.</p> <p>The group were shown illustrations of 'Reimagining the Visitor Experience', which included the approach to the TNA building, the link area (making this a more spotlight area), renewing the welcome desks, potential for outdoor catering and trials for the Document Reading Room.</p> <p>EJA introduced the group to the plan of setting up a small 'test lab' within the Document Reading Room with different set-ups which would include elements such as sample desks, lighting and camera stands. EJA emphasised the importance of feedback from users during this process.</p>
Q.	With the changes would the quality of the catering offering at TNA be improved (GI).
A.	<p>Feedback would be provided to the catering service in the cafe and the group were advised that the service was under review. (LO)</p> <p style="text-align: right;"><b>Action: LO</b></p>
Comment	NC voiced appreciation of the steps being taken with the 'Public Spaces Programme' and the long term view to 2030.
Q.	Could the 'Public Space Programme' be shared with other colleagues who regularly visit TNA to provide feedback and their experiences? (AK)
A.	Timings for the upcoming works can be shared with colleagues and general feedback is always welcome (LF)
Q.	<p>Can seating plans be circulated within the family historian sectors who use wheelchairs so they can provide feedback? (PR)</p> <p>Can 'way finding' be more user friendly. (PR)</p>
A.	Timetables are currently being worked out. (EJA)
Q.	<p>Would the Map Room be affected by these changes as it is currently working well? (SM)</p> <p>Would there be a seating problem as there already not enough seats since 90% of records are not online? (SM)</p>
A.	The Map Room is not in scope for any changes, other than an improved welcome desk at the entrance. There would be more useable seating in the document reading room in the new layout (the octagonal desks are not easy to seat 8 people

	around). (EJA)
Q.	Will TNA be designated a 'warm space' due to the increase in energy bills? (GI)
A.	TNA are awaiting guidance from central government on what we may be able to offer as a government department and public building. (LO)
Q.	How will TNA accommodate new users making it welcoming? (NC)
A.	TNA are reviewing how the building is being used and the public spaces masterplan aims to make new users feel that TNA is for them and to feel as welcome as possible if using archives is unfamiliar to them. (EJA/LF)
5.	<b><u>Ministry of Defence Service Personnel Records Transfer Project</u></b> (WB)
	<p>Head of Military Records provided the group with an overview of the MoD Services Records Transfer to The National Archives which is estimated to be around 12million relating to the Army, Royal Navy &amp; RAF which is to run until 2027. The entire collection of records is equivalent to at least 22 years' worth of annual accessioned material.</p> <p>WB informed the group that 3 million records have been transferred so far which are being prepared for public access. It was noted that 150,000 service records had been released on Discovery since April 2022.</p> <p>WB showed the group an illustration of what the service record would look like and informed them of the scope of the records where it would cover an individual's service where there is a discharge service date prior to 31 December 1963 (end of National Service). It included 500,000 FWW service records (those who continued to serve after 1920) and selected records from Egypt, Cyprus, Kenya, Palestine, Mauritius and East Africa.</p> <p>WB informed the group that the first records collated were Army Other Ranks discharges 1921 – 1939, REME Other Ranks and Bournemouth Other Ranks. Other records transferred were from the East African ATS (Auxiliary Territorial Service) and QAIMS (Queen Alexandra's Imperial Military Nursing Service), Aden Pioneer Corps, and Libyan Arab Force</p>
	The majority of the records are from the Second World War.
Q.	What was oldest record that falls under the category of 'women in the army'? (NC)
A.	First World War 1914 (WB)
Q.	Are there records for Cromwell's army (NC)
A.	There are no central service record for Cromwell's Army you would need to go to various places for this.
Q.	Is medical history redacted (NC)
A.	Medical information is redacted until 115 years after birth (WB)
Q.	What is happening with the home guard records?
A.	These records are still with the 'Ministry of Defence' and TNA are in the process of
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	working out the best way to provide access to these.
Q.	After the army records are transferred what records will be transferred next? (SM)
A.	Current thinking is that the RAF records will be next and Royal Navy records would follow within the lifecycle of the project. (WB)
6,	<b><u>Delegates Submitted Items</u></b>
	None submitted.
7.	<b><u>Any other business</u></b>

Meeting closed at 12:00hrs