

Purpose, aims and objectives

- To what extent do you think HMC meets its stated aims, objectives and quality standards?
- How responsive do you think HMC is to developments in Government policy and to change more generally?
- How do you think HMC's role should develop over the next five years?

Organisation, functions and delivery mechanisms

- Are there any services that you think HMC should provide that it currently does not?
- Are there any services or functions that you think HMC should no longer provide or undertake?
- Are there any areas in which you think HMC duplicates the work of other bodies?
- Are there any areas in which you think HMC complements the work of other bodies?
- Are there any services or functions currently provided by other bodies that you think it would be more appropriate for HMC to provide?
- Are there bodies other than HMC that you would go to as a source of advice or other services or functions relating to archives?
- What impact do you think the establishment of the devolved administrations has had and will have on HMC and its role?

Efficiency and effectiveness

- How effective do you think HMC is in carrying out its current services and functions?
- What improvements might be made to increase HMC's effectiveness?
- In your opinion, what has been HMC's greatest achievement over the last five years?
- To what extent do you think HMC provides value for money in the use of its resources?

Customer relations and responsiveness

- How satisfied are you with the quality of HMC's services and their delivery?
- How well do you think HMC consults you to identify your service requirements?
- How effectively do you think HMC promotes its services?
- What steps do you think HMC could take to improve the delivery of its services?
- How easy does HMC make it for you to complain and how effective is it at putting things right?

Links with other organisations

- If you are currently working in partnership with HMC, what is the nature of that partnership and how effective is it?
- To what extent do you think that HMC works with other organisations in an open and facilitative manner?
- Do you think there are any areas where HMC should develop joint working arrangements with other bodies?

New technology

- To what extent do you think HMC is at the leading edge of technological developments in the archive sector?
- How do you think HMC could make better use of new technology?

Any other comments or additional information you might wish to provide (please continue on a separate sheet if necessary):

Your name:

Organisation:

Your comments will be treated confidentially by the Department for Culture, Media and Sport and will be used only to inform this review.

Please return your comments to me, Susan Shaw, at the Department for Culture, Media and Sport, 2-4 Cockspur Street, London, SW1Y 5DH **by Monday 5 February**. If you have any questions or comments I should be happy to answer them. Versions of this consultation paper are also available by e-mail from Tania Jacobs on tania.jacobs@culture.gov.uk.