



OGWEN USERS FORUM

TERMS OF REFERENCE

Following the establishment of a Partnership to manage the Cwm Idwal NNR and the re-development of facilities at Ogwen in 2012/13 it has been recommended to establish a Users Forum. The Forum has a role of contributing to continual improvements in customer focussed services at the Ogwen site.

1. PROPOSED ROLE

1.1 The Users Forum will exist to :

- Provide a platform for users to share their view on the standard of services provided from the site.
- Provide an opportunity for users to contribute to the strategic development of the site and wider within the valley.
- Promote good practice between users and providers on the site.
- Recommend on the standard and range of service provided on site and wider in the valley.

1.2 Views of the users Forum will inform providers at the site as to any services that may need to be ceased, maintained, improved or developed.

1.3 Users Forum will NOT take decisions on matters such as site management, partner organisation, policies and tariffs (car parking/kiosk).

2. PROPOSED MEMBERSHIP

2.1 Membership will be representatives of user groups and service providers in the area. The following is suggested as potential members :

Users :

Community Council
Ogwen Mountain Rescue Team
Local Primary School
Cyclists
Cymdeithas Edward Llwyd
Disability Equality Forum

BMC
Outdoor Educational Establishments
Fishermen
Snowdonia Society
UCW Bangor
Etc.

Providers:

CCW NT Ogwen Cottage YHA
Kiosk Tennant SNPA (Wardens, Education & Interpretation, Property)
Gwynedd Council (Highways & Transport)

It is recommended that membership is capped at 20 in number.

3. CHAIR AND SECRETARIAL SUPPORT

- 3.1 The Chair and Secretarial support will be provided by the Ogwen Partnership Steering Group. Meetings and papers will be provided bilingually. Minutes of the Forum will be available on the Web.

4. FREQUENCY OF MEETINGS

- 4.1 There will be two meetings annually pre and post summer season. Meeting papers will be circulated approximately 14 days prior to any meeting. The Forum should agree its meeting dates.

5. RELATIONSHIP TO OTHERS

- 5.1 Observations and recommendations will be reported to the Ogwen Partnership Steering Group. Specific items will be addressed to any relevant individuals or organisations.