



HOUSE OF LORDS SERVICES COMMITTEE

Agenda

The Committee will meet virtually on Thursday 9 July at 1pm on Microsoft Teams

1. Apologies
2. Matters arising from the minutes of the previous meeting (minutes previously agreed by correspondence)
3. Fire safety training and update on COVID-19 secure fire safety arrangements (S/19-21/33) [RESTRICTED]
4. The response of the Participation Team to COVID-19 (S/19-21/34) [UNRESTRICTED]
5. Summary of the House of Lords Administration's response to COVID-19 (S/19-21/35) [UNRESTRICTED]
6. Any other business

Members are reminded that they should declare any relevant interests.

Members are free to discuss the contents of papers with their colleagues, unless the paper is marked 'Highly Restricted'. Papers marked unrestricted are proactively published.

Gabby Longdin
Clerk

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HOUSE OF LORDS SERVICES COMMITTEE**The response of the Participation Team to COVID-19**

*Paper from David Clark, Head of Education & Engagement
and Abigail Fox-Smith, Director of Visitor Experience*

Purpose

1. This paper updates the Committee on the services that the Participation Team has delivered since mid-March, as part of Parliament's wider response to COVID-19. It also updates the Committee on planned activity for the coming period.

Decision for the Committee

2. The Committee is asked to take note of the activities and plans described in this paper. The Participation Team will welcome the Committee's comments.

Context

3. The Participation Team is a mostly bicameral team, which provides a range of public engagement services on behalf of both Houses. (It also provides some services just on behalf of the House of Commons, such as running the Commons' retail outlets, public enquiry service and digital channels.)
4. The Participation Team directly supports the House of Lords strategic objective to promote public understanding of the House of Lords, and engagement with its work.

2019-20 achievements

5. During the financial year 2019-20, the Participation Team engaged with a total of 1,891,783 people, including 1,686,187 through face-to-face activities.
6. A total of 2,711 schools visited the Education Centre, with 1,295 schools receiving financial support for their travel costs. We welcomed 70,238 pupils at the Education Centre.
7. In total, we engaged with 41% of schools across the UK through our wide-ranging programme of activities and campaigns. We received extremely positive feedback from participating schools and pupils about the quality of our services and activities, and 81% of those who completed our surveys said that they had learned more about the role of the House of Lords in shaping and improving laws.
8. Our flagship annual public engagement event, UK Parliament Week, took place from 2 to 8 November 2019. We worked closely with 46 official partners – a 70% increase on 2018. In total, 11,839 events were held across the UK. Over 1.2 million people took part, including 899,513 school children. The table below illustrates the impressive year-on-year growth that has been achieved with UK Parliament Week over the past four years:

Output	2016	2017	2018	2019
Activities	311	4,569	8,108	11,839
Participants	25,743	360,000	989,400	1,225,324
Constituencies	166	650	650	650

9. During 2019-20, we welcomed 199,600 visitors to Parliament on paid tours and a further 62,479 on democratic access tours.
10. We also welcomed many more people to Parliament through a range of other initiatives during the year, including:
 - 3 x 'Lates' (evening entry and access to the Line of Route during the General Election), attracting 1,982 visitors, 75% of whom were first-time visitors; 66% of all visitors said that as a result of attending they were now more likely to further engage with the work of Parliament.
 - Westminster Hall open access, through which we welcomed 2,094 visitors, 76% of whom were first-time visitors.

'Business as usual' services

11. In a normal year, over 1 million people visit the Parliamentary Estate. Over half of all visitors to Parliament take part in activities managed by the Participation Team, including: Education Centre activities for teachers and school pupils; visits to the Lords and Commons public galleries; democratic access tours for UK citizens and school pupils; paid-for guided tours and audio-guided tours (on Saturdays and during recesses); tactile tours; event-related tours.
12. The Participation Team's 'business as usual' services also include:
 - Providing engagement support to Members, through activities such as Peers in Schools, Peers in the Education Centre and #LordsLive.
 - Promoting and helping to facilitate public engagement with select committees.
 - Supporting teachers across the UK with learning resources and training opportunities.
 - Running online 'distance-learning' courses about Parliament with external partners.
 - Running dedicated programmes for groups including adults with learning disabilities.
 - Providing interactive outreach workshops across the UK, focusing on school-age children and a range of priority target audiences who are politically disengaged.
 - Running high-profile campaigns such as UK Parliament Week, which inspire people across the UK to find out more about Parliament and get involved with its work.

Response to COVID-19

13. All non-essential access to the Parliamentary Estate was stopped on 17 March, and the Government introduced lockdown measures on 23 March.
14. The Participation Team has had to make substantial changes to the services we deliver on and off the Parliamentary Estate, in line with official Government and public health guidance.
15. All Participation-led activity on the Parliamentary Estate and all our planned face-to-face activity across the UK has been paused until 1st September. However, we have been able to develop a range of innovative online services and resources that allow both Houses to continue engaging with the public during this challenging period.
16. The team is also proud to have played a role in helping both Houses to set up alternative Chamber business arrangements, enabling Peers and MPs to continue working.

Supporting Members

17. The Participation Team has supported the House of Lords in establishing its virtual chamber. A total of 23 volunteers from across the team were in contact with Peers by phone and via Microsoft Teams, helping them to become familiar with the technology in question.
18. Visitor Services have supported the new Commons voting arrangements, advising on queue management and providing a marshalling team on site each day, working alongside Security and the Doorkeepers. They have also been providing a Welcome and Access service for Committee witnesses.
19. The Members' Shop reopened on Monday, 15 June following Government guidance on non-essential retail. The online shop followed on Friday, 19 June and the external shop is due to start trading on Monday, 6 July.

Schools and teachers

20. The Education Centre at Parliament was closed to visiting schools on 17 March. There will be no school visits to the Parliamentary Estate until September 2020 at the earliest.
21. Additionally, we have had to postpone the annual three-day 'Teachers' Institute' residential training course that was due to be delivered at Parliament from 22 to 22 June.

Online learning and engagement

22. Since lockdown began, we have focused our efforts on providing high-quality, accessible online learning resources, to support effective home-schooling. These resources have been made available via the 'Learning' section of the UK Parliament website. We have also been delivering these resources to trainee teachers online using host organisations' platforms.
23. We are delivering a range of 'Learn Live' online engagement sessions, aimed at adults who are interested in finding out about Parliament and its work. These sessions are delivered via the UK Parliament website. We are also looking to deliver our 'Learn Live' sessions to community groups across the UK via their own host platforms.
24. Additionally, to ensure that we can continue engaging effectively with young people, we are working in close partnership with the National Citizenship Service. From the beginning of July until mid-August, we will deliver four 30-minute sessions each day on NCS's digital platform to participating 16- and 17-year-olds across the UK.
25. On 1 July, we will launch a 'Digital Learning Centre', through which it will be possible for people to book attendance in a range of online engagement and learning activities, including the NCS sessions and 'Learn Live' sessions. The other activities offered through the 'Digital Learning Centre' will include:
 - Weekly home education sessions for 5- to 11-year-olds and 11- to 18-year-olds
 - Dedicated sessions each day for primary schools and secondary schools.
26. Anticipating that schools will gradually be reopening through August and into September, we will be able to scale up the level of online learning and engagement activity delivered through the 'Digital Learning Centre'. We are aiming to be able to deliver up to 50 school sessions a day throughout this period. We are also planning to offer online community sessions on demand and reintroduce teacher training activity at that time.

27. We have also recently launched an innovative public engagement initiative on the UK Parliament Instagram channel, through which our tour guides have provided short video answers to interesting questions about Parliament that we have received from the public.

House of Lords Engagement Programme

28. A new programme to bring schools-based outreach activities together under a single 'umbrella' is being developed by the Lord Speaker's Office, the House of Lords Communication Office and the Education and Engagement team in Participation.
29. The House of Lords Engagement Programme will deliver a range of digital and face-to-face activities highlighting the diversity of the House of Lords membership, telling inspiring stories and profiling the contribution made by Peers to UK public life.
30. The programme, subject to final agreement by the Lord Speaker, will be piloted in the second half of September and the first three weeks of October. The Communications Office will be contacting Members with more details once this is confirmed.

UK Parliament Week

31. UK Parliament Week 2020 will go ahead as planned from 1 to 7 November. As in previous years, this major annual event will enable both Houses to engage and inspire people throughout the UK, enable them to find out more about Parliament and encourage them to get involved in its work.

Restoration and Renewal

32. The R&R Sponsor Body is currently conducting a strategic review of the programme. The Participation Team stands ready to provide effective and appropriate public engagement support around R&R once the future direction for this work is known.
33. While the strategic review is ongoing, the R&R sub-team within Participation Strategy is continuing to undertake a range of exploratory work around public engagement aspects of R&R, including potential approaches to facilitating public access.

David Clark, Head of Education & Engagement
Abigail Fox-Smith, Director of Visitor Experience
July 2020



HOUSE OF LORDS SERVICES COMMITTEE

Summary of the House of Lords Administration's response to COVID-19

Paper from Ed Ollard, Clerk of the Parliaments

Purpose

1. This paper provides a summary of the work of the House of Lords Administration in response to the COVID-19 pandemic over the last few months. It covers the range of decisions taken, the governance processes put in place and the changes to service delivery made.

Decision for the Committee

2. This Committee is invited to discuss the work that has taken place to date in response to the COVID-19 pandemic.

Background

3. On 23 March the Government announced that lockdown measures were being implemented in response to the COVID-19 pandemic. This resulted in the introduction of rapid changes to enable the House to continue to function. Since 21 April the House has sat in three phases:
 - a) initially Virtual Proceedings were conducted using Microsoft Teams;
 - b) from 5 May Virtual Proceedings using Zoom were fully broadcast;
 - c) from 8 June the hybrid House was established allowing members to take part in proceedings from either the Chamber or remotely simultaneously.
4. On 15 June PeerHub was launched allowing members to take part in divisions remotely.
5. Throughout the period the Procedure Committee has met regularly to consider and agree the required changes to procedure to enable this. The Commission has also been required to meet to consider matters relating to virtual and hybrid sittings, allowances and the implications of COVID-19 on the Estate.
6. The timeline at Annex A below sets out the main events related to the sittings of the House which formed part of the Administration's response to COVID-19.

Governance

Management Board

7. The Management Board continues to make decisions about the management and delivery of services in the House of Lords within the strategy agreed by the House of Lords Commission. With the support of the temporary working groups listed below, it has continued to advise the political leadership of the House and the Commission on all matters related to COVID-19. It has also taken a number of decisions in relation to the impact of the pandemic on staff.

8. A number of ad hoc temporary groups have been set up both in the Lords and bicamerally to co-ordinate the response to COVID-19. While they do not have any formal authority in the governance structure (and strategic decisions still remain with both Houses' management boards acting within the overall direction set by the Commissions), these groups have enabled both Houses to work together to co-ordinate the day-to-day operational response to COVID-19 and to enable decisions to be taken in a quick and agile way. The main such groups have been:

Bicameral

COVID-19 Planning Group

- a) A temporary COVID-19 Planning Group was set up in March to coordinate the two Houses' operational response to COVID-19. It brings together staff in both Houses covering a wide range of areas, and enables the two Houses to discuss and keep in step when implementing speedy changes in areas such as HR policies, access to the Estate, provision of supplies to the Parliamentary Estate, communications to Members and staff. The Group also assisted with the work to confirm the Parliamentary Estate as a COVID-19 safe workplace.

Access Sub-Group

- b) The Access Sub-Group is a sub-group of the COVID-19 Planning Group. Its work involves: reviewing data around access and numbers on site in the previous week and access arrangements to site include entrance and exit arrangements.

Digital Prioritisation Group

- c) This group was established to assess, filter and prioritise the large number of requests for digital development and support being made across the Houses as a result of lockdown measures being introduced and the move to remote working for Members and staff. The Group encompassed staff from both Houses, along with staff from the Digital Service, to discuss the impact of each request on the business of either House, and prioritise the needs accordingly. The Group has now been discontinued and its role reabsorbed in normal digital prioritisation mechanisms.

House of Lords

Virtual Proceedings / Hybrid House Group

- d) The Administration set up working groups in April, following the decision of the political leadership on 8 April to establish a purely virtual model for the House's proceedings, to plan and oversee each phase of the proceedings, as well as to facilitate wider meetings to 'wash up' as each stage was instituted and developed.

Roadmap Group

- e) The Group first met on 12 May. The work of the Group has concentrated on the gradual return to the Estate and the establishment of hybrid proceedings. The Group's focus was initially on immediate operational matters, in particular social distancing measures on the Estate and building out the operating model for hybrid sittings. From 23 June the Group's attention has altered to focus on responding to changes to government guidance, the operating model after the summer recess and the longer-term operating model, both as restrictions ease, and when they are lifted entirely. The Group also considers communications to Members and staff and the identification and co-ordination of issues required to be taken to member bodies.

Changes to operating model

9. As mentioned above, the House has undertaken three fundamental changes of operating model since April 2020. From 21 April, the House sat in a limited virtual form using MS Teams; from 5 May, proceedings were conducted using a full broadcast model, with all members participating via Zoom, which was integrated into the Houses' broadcasting infrastructure, and from 8 June, the House moved to a hybrid model.
10. Further detail and support provided to members during these three phases is set out below.

Phase 1 - Teams proceedings

11. From 21 April, the Administration used off-the-shelf functionality within Microsoft Teams to facilitate Virtual Proceedings. This involved providing access to a video-conference and pushing out an audio output, or a livestream, directly from that. This meant that Microsoft Teams needed to be rolled out to Members and Administration staff very quickly in a matter of days with effect from 15 April. Both Members and staff then had a very short space of time to familiarise themselves with the system before it was used for Virtual Proceedings. Teams was also rolled out to the wider Parliamentary community and by 11 May was functional for 9000 parliamentary users, 1,127 of whom were Peers and their staff.
12. Along with a dedicated PDS team on hand to offer coaching support to members on use of MS Teams, a scheme was introduced by Lords Administration staff to provide members with a staff contact to guide them through the use of Teams for virtual proceedings. 228 members were in contact with this team, 98 of whom went on to be allocated one of 19 staff contacts. Given this was the first time the House would be functioning via virtual means, those on the Speakers' list were proactively contacted via email in advance of participating, to set out what support was on offer.

Phase 2 - Virtual proceedings

13. From Tuesday 5 May, the way in which members participated in virtual proceedings changed. This was supported by a much more sophisticated broadcasting distribution operation. To enable this, a new broadcasting studio known as the 'hub' was rapidly built over a two week period. This hub has been based in 7 Millbank, close to where the Houses' broadcasting operations are based. This operation is similar to a major outside broadcast of a live event, where multiple feeds (run using Zoom in this phase) are input to a central point to be distributed as a single output. The broadcasting hub is staffed by expert broadcasters supplied by Parliament's existing broadcasting supplier, working alongside House and PDS staff. In this phase the quality of the output of proceedings broadcast live on <https://parliamentlive.tv/Lords> was improved.
14. During the first two days of proceedings, 225 members spoke across the two days on 11 items of business lasting 12 hours. In addition to the broadcasting team in the hub and support from PDS and other staff working remotely, members were supported during this phase through the introduction of a Virtual Proceedings Administration Team. This group of staff have been on hand via a rota system to provide support to members before, during and after the virtual proceedings.

Physical proceedings

15. Between 21 April and 5 June the House sat largely virtually, but it was also necessary to hold a small number of physical sittings in order to conduct items of business which required a decision of the House (as the virtual proceedings were not a sitting of the House) or for

constitutional reasons needed to take place in the Chamber. This included Business of the House motions, introductions of new members and committee appointment motions.

16. The number of members taking part in these physical sittings was very low and physical changes to the layout of the Chamber (such as the moving of furniture and introduction of signs and markers, etc) were implemented in order to ensure social distancing of the members and staff present.

Phase 3 - Hybrid proceedings

17. On 22 May, the Commission approved a further step in the House's response to how it should operate during the COVID-19 pandemic. It agreed that this should involve a move to a "hybrid House" model, enabling limited participation by members at Westminster alongside those participating virtually. Over the Whitsun recess the necessary equipment was installed in the Chamber to enable this. This included fitting screens and linking the Chamber video and sound systems to the broadcasting hub already being run from Millbank House. The screens have enabled those participating remotely to be seen and heard by those in the Chamber, and the additional audio-visual equipment in the hub links to the existing Chamber TV system, so that footage from the Chamber is visible to those on remote Zoom calls. After installation, testing and rehearsals took place to ensure the system worked both technically and for the procedures of the House.
18. The hybrid model has been used since 8 June. Significant constraints have been in place for those who attend to participate in proceedings in the Chamber. Following advice from PHE, the capacity while maintaining two metre social distancing has been limited to 30, plus the two seats on the judges' woolsack, and the Speaker.

Service developments

19. The Administration has been continuing to seek to improve the services provided to members to enable remote participation, as well as to keep the Estate a safe environment. In response to feedback received on the need to improve support for members during the hybrid proceedings when issues arise, the Administration strengthened its team of 'troubleshooters' working remotely to assist members via the Virtual Parliament Admin Team, which has more recently included the introduction of a dedicated support telephone number.
20. In response to concerns raised about access to hard copy documents when working remotely, at its meeting on 11 June, this Committee approved a temporary scheme to cover additional printing costs for materials to help members perform their duties. Temporary arrangements were also put in place from Monday 15 June to enable limited hard copies of key Parliamentary papers to be posted out to members involved in proceedings. Improvements have also been made to the Wi-Fi connections in key parts of the Estate to ensure that members on-site can take part in remote voting.

Remote voting

21. For the first couple of months of virtual proceedings it was not possible to hold votes remotely. However, a system for remote voting was developed in May, along similar lines to that created for the House of Commons. In the lead up to the introduction of the remote

voting system, 80% of members were contacted in advance and offered support to ensure they knew how to use the voting platform, Peerhub.

22. The system went live on Monday 15 June. Four votes were held that day, and further votes have taken place since. The system has run smoothly in all divisions, with only minor issues raised that have since been resolved.

Digital support

23. The Parliamentary Digital Service (PDS) has also worked hard to make significant technological improvements in a very short timeframe to allow the House to continue to function and to support members and staff to work remotely.
24. Having successfully concluded all planned Microsoft Teams deployments across Parliament, the focus has now shifted to ensuring that users are getting the most out of this new capability. As of Friday 26 June, 79 emergency loan laptops had been issued during this period to Lords members and 25 to House staff to support them in carrying out their duties.
25. Improvements have been made to the Wi-Fi connections in key parts of the Estate. Work has now been completed in Peers' Lobby, Princes' Chamber, Royal Gallery, the Salisbury Room and priority areas of Millbank House (rooms I-05, I-06 and I-10).
26. PDS continues to provide support to members, including offering virtual drop-in sessions to ask questions about Teams, remote voting, setting up devices, cyber security and helping members to optimise their internet connection at home. A number of members who previously did not use computers at all have been enabled through support to continue to participate remotely.

Systems Accreditation

27. There have been rapid changes to the use of digital systems to meet the need for new ways of working in response to the COVID-19 pandemic. This has been necessary to keep the House, members and staff working. In March, the Information Authority (IA) introduced a new process that has enabled rapid decisions on new systems and digital change. This has allowed the IA to work at pace, with the best available information. Parliament's information and digital professionals have supported the rapid evaluation, accreditation and rollout of systems e.g. Teams and Zoom, which have rapidly proven themselves essential for remote working.

COVID-19 Secure workplace

28. In line with Government guidance, the Parliamentary Safety Team with the support of the COVID-19 Planning Group carried out a general [COVID-19 risk assessment](#). The risk assessment is published on parliament.uk in line with government guidance, and enabled Parliament to be declared as a COVID-19 Secure Workplace.
29. The risk assessment identified the key risks and control measures which had been introduced to allow people to work safely on the Parliamentary Estate during the outbreak. The COVID-19 Planning Group continues to monitor arrangements and make adjustments at an operational level to ensure COVID-19 Secure Workplace status is maintained. The Parliamentary Safety Team review the risk assessment weekly.

Services on the Estate

Facilities

30. The Department of Facilities has worked with Black Rod's Department, In House Services (in the Commons) and the Lords and Commons Communications teams to plan and implement social distancing measures across the Lords areas of the Estate. Advice has been sought from Public Health England (PHE) on the design of one-way systems, mitigations in the Chamber, office accommodation and desk space, shared facilities and cleaning routines.
31. Signage has been agreed bicamerally and is in place across the Estate to indicate where action is required to ensure social distancing measures are followed. One-way systems are in effect in the Palace and outbuildings to maximise opportunities for social distancing, including for instance redesignation of staircases as ascending or descending only. An enhanced cleaning regime is in place with hourly cleaning of contact points around the Chamber and the Principal Floor. Elsewhere in the Palace, there is more frequent cleaning of the toilets, tea points, kitchens and contact points. Hand sanitiser is supplied at all entrances and access points across the Estate.

Catering

32. For the safety of those on the Estate, social distancing measures have been clearly signposted and appropriate measures have been introduced in those outlets that remain open. Measures have included rearranging the furniture with fewer tables and chairs at 2m distance. Outlets have become cashless, only accepting credit or debit cards, and takeaway food has been encouraged where possible. The River Restaurant remains open from 8am until 3.30pm with a Monday evening service until 8.30pm and the Peers' Guest Room is open from 10am until 30 minutes after House up. Due to very low demand, the Peers' Dining Room, which was open for two weeks during June, was closed on Monday 29 June, following agreement between the Chair of the Services Committee, the Chief Whips of the parties and the Convenor of the Crossbenchers, due to low use of the service. The arrangements will continue to be reviewed against House sitting patterns, demand and taking into account any changes to Public Health England advice.

Communications

33. Members have been kept up to date on changes to proceedings and facilities on the Estate with communications from the Clerk of the Parliaments, the Lord Speaker, the Senior Deputy Speaker, and the Lords Internal Communications Team.

Looking ahead

34. On Friday 19 June, the Management Board agreed that, for the purposes of planning, all offices should work on the basis that the current arrangements for some form of hybrid proceedings will continue for the rest of this financial year. In practice, this means that advice to staff is that those who can should continue to work from home, and the need to support a hybrid House will continue. This assumption and any plans will of course be revisited in the light of changing government and PHE advice.
35. Over the summer recess work on the Committee Room Upgrade Programme and Cannon Row Upgrade will be undertaken. As part of a move, already planned, of the Broadcasting Unit from 7 Millbank to new premises, work will be undertaken to take much of the rented equipment currently being used in hybrid proceedings in-House, to deliver a more economic and effective operating model. There may also be additional benefits flowing from this in due

course, such as more flexibility in the way the proceedings can be conducted and better integration with other House systems.

36. Separately from the upgrade to the broadcasting facilities supporting the Chamber, work is also underway to upgrade the broadcast facilities in the committee rooms of both Houses to provide more adaptable functionality for committees to work differently, if they wish. The first House of Lords room will be completed before the summer recess; a further room will be upgraded by the start of September; and more may follow over the Autumn.
37. On 19 June the political leadership agreed that hybrid Grand Committees should take place from the start of September. The hybrid Grand Committee will be hosted in temporary facilities in Rooms 2a and 3a which can be combined to provide the maximum flexibility of space. The procedural implications of this will be considered by the Procedure Committee in due course and guidance issued.

Ed Ollard
Clerk of the Parliaments
July 2020

Annex A - Timeline

Early March	Initial discussions on COVID-19 impact/response with Leaders and Speakers of both Houses.
16 March	The Government announced that people should work from home where possible.
17 March	All non-essential visitors stopped from attending the Estate and overseas travel stopped by agreement of the political leadership of both Houses.
19 March	Personal Statement from Lord Speaker – to step back and work from home.
23 March	The Government announced that lockdown measures were being implemented. A motion was moved in the House to appoint more Deputy Speakers.
25 March	A motion was moved in the House to restrict consideration of certain items of business until 21 May. When introducing that motion, the Leader of the House announced new sitting times for after the Easter recess. At this stage it was still envisaged that the House would continue to meet only at Westminster, albeit in cut-down mode.

Easter Recess	
Late March / early April	Discussions occurred between the Usual Channels about the possible introduction of virtual proceedings.
1 April	Communication to members from PDS – guidance on working remotely.
8 April	The Usual Channels, Lord Speaker and Senior Deputy Speaker considered the move to virtual proceedings and asked the Administration to ensure that the House could conduct business fully virtually from 21 April. As the necessary broadcasting infrastructure would take time to be established, it was agreed that the first two weeks of Virtual Proceedings should be run using a more limited technical solution (using MS Teams), with an acceptance of the risks that involved.
16 April	Procedure Committee approved guidance for the operation of Teams virtual proceedings. Administration communication to members – further details and guidance on Virtual Proceedings.
17 April	Staff contact scheme providing members with a staff contact to guide them through the use of Microsoft Teams rolled out.

21 April	Return of the House. Business of the House motion moved in the Chamber to enable Virtual Proceedings. Start of Phase 1 of Virtual Proceedings, using MS Teams.
24 April	Administration communication to members - Virtual Proceedings would be broadcast on parliamentlive.tv.
27 April	Commission agreed that members should be eligible for the reduced daily allowance for participation in virtual, physical and committee proceedings.
28 April	Data Breach – members’ numbers audible on broadcasting due to an update to MS Teams. ICO notified; broadcasting of proceedings suspended. Administration communication to members – Information on Virtual Proceedings moving from MS Teams to Zoom (for public meetings only).
30 April	Procedure Committee met and agreed updated guidance ahead of move to Phase 2 of Virtual Proceedings, using Zoom. Final day of MS Teams Virtual Proceedings; broadcasting resumed.
1 May	Administration communication to members - guidance on participating in upcoming Virtual Proceedings on Zoom.
5 May	Start of Phase 2 of Virtual Proceedings, using Zoom.
6 May	Business of the House motion agreed to implement Commission’s recommendation about Member allowances. Business of the House motion agreed enabling Committee stage of legislation to take place in Virtual Proceedings.
7 May	Commission agreed to move, in principle, to a hybrid House from after the Whitsun recess. Clerk of the Parliaments’ letter to all members on the move to Phase 2: fully broadcast proceedings.
9 May	Administration communication to members – introduction to remote voting and guidance.
11 May	Procedure Committee met and discussed the Commission’s agreement to move to a hybrid House and agreed to have a demonstration of remote voting and agreed a number of amendments to Virtual Proceedings guidance. Administration communication to members – notification that PeerHub had gone live for remote voting tests.

22 May	Commission agreed in principle the move to hybrid House and what would be defined as participation and give rise to eligibility for the reduced daily allowance. Procedure Committee met and received a demonstration of remote voting, agreeing a number of matters in relation to its use. The Committee also considered and agreed proposals for hybrid sittings. Clerk of the Parliaments' letter to all members on the Commission's agreement to a hybrid model and social distancing measures on the Estate.
Whitsun recess Equipment installed in Chamber to enable hybrid proceedings. Staff rehearsals held for hybrid House.	
2 June	Return of the House.
3 June	Procedure Committee met and approved guidance for the operation of hybrid proceedings.
4 June	Business of the House motion agreed to implement hybrid proceedings. Clerk of the Parliaments' letter to all members on the move to a hybrid House.
5 June	Procedure Committee issued hybrid House guidance.
8 June	Start of hybrid House. Commission agreed participation in remote voting was eligible for reduced daily allowance.
11 June	Staff contact scheme providing members with a staff contact to guide them through the use of PeerHub for remote voting rolled out.
12 June	Procedure Committee approved the use of remote voting. Procedure Committee issued updated hybrid House guidance.
15 June	Clerk of the Parliaments' letter to all members on the first week of the hybrid House and the start of remote voting. Remote voting used for the first time, with four votes held on the first day.