



SERVICES COMMITTEE

Minutes

Thursday 24 September at 1pm on Microsoft Teams

Present:

Lord Laming (Chair)
Lord Ashton of Hyde
Lord Borwick
Lord Campbell-Savours
Lord Judge
Baroness Morris of Bolton
Lord Stoneham of Droxford
Lord Touhig
Baroness Wheeler

Together with the Clerk of the Parliaments.

Fehintola Akinlose (Director of Finance and Procurement) and Carl Woodall (Director of Facilities) were also in attendance. Dan Cook (Director of User Experience, PDS) and Tim Young (Director of Resources, PDS) attended for item 3; Justin Hills (Head of Property and Office Services) and David Johnstone (Senior Facilities Manager) attended for item 5; and Stephen Perkins (Head of Catering and Retail Services) attended for items 6 and 7.

1. Apologies

Apologies were received from Lord Clement-Jones.

2. Minutes of the 5th meeting, and matters arising

The Committee had previously agreed the minutes of the July meeting by correspondence.

The Clerk of the Parliaments provided an update on the Administration's response to COVID-19. Since the Committee had met last catering and meeting facilities had been reconfigured to allow for social distancing. The hybrid Grand Committee was operational and minimal changes were expected following the Prime Minister's statement earlier in the week. Consideration would be given to enabling information to be collected centrally on reported cases of COVID-19.

3. Update from the Parliamentary Digital Service (S/19-21/36) [RESTRICTED]

The Committee was updated on; the improvements to the WiFi network on the Parliamentary Estate to support the hybrid sittings of the House; the recently launched changes to the parliament.uk website which had increased the proportion of the website

compliant with public sector accessibility requirements; and work underway on the procurement of IT goods and services to ensure continuity in purchasing goods and services once the current contract ends, which also offered the potential to improve the process of ordering IT equipment for members.

The Committee noted the update from the Parliamentary Digital Service.

4. Fire Safety Awareness Training completion figures (S/19-21/37) [UNRESTRICTED]

The Committee considered the completion figures and noted that door notices on the dispersal policy were in the process of being updated across the Estate.

Members stressed the importance of completing the training for the safety of all those on the Estate. The online training was easily accessible, though consideration would be given to the possibility of increasing ease of access to the training through the use of PeerHub.

Members had the opportunity to be added to the message cascade system used to communicate when it was safe to return to the Estate.

The whips' and convenor's offices would be provided with details of those who had completed the training.

5. Estates Works update (S/19-21/38) [UNRESTRICTED]

The paper provided an update on works in the Lords end of the Estate following the restarting of works after the temporary shutdown due to COVID-19. The Committee was to receive a paper on Fielden House at its next meeting.

Particular points noted were:

- a) Work on the Millbank House flood mitigation systems had been delayed, this had been as a result of both internal and external factors and the impact of COVID-19.
- b) A leak had occurred on the upper floors of Millbank House in the last week; the resulting damage had required a number of Peers' offices to be temporarily relocated.
- c) The Data Centre to be located in the basement of Millbank House would be subject to enhanced flood mitigations.

The Cast Iron Roofs Programme was still considering the impact of COVID-19 on its timeline and budget; once confirmed the Committee would be informed.

All major works programmes had an internal audit review undertaken following their completion, available to the National Audit Office. IPA Gateway reviews were also undertaken at specific points in project delivery. In response to a question on how lessons learned were shared between projects, it was confirmed that In-House Services and Strategic Estates had introduced a formalised process for capturing and sharing this.

The Committee noted the estates works update.

**6. Catering deficit update and initiatives for mitigating costs (S/19-21/39)
[HIGHLY RESTRICTED]**

The Committee was provided with an update on the Catering and Retail Service forecast for 2020/21 [REDACTED] and the mitigating actions undertaken to minimise the impact.

[REDACTED]

The Committee would continue to be consulted on any proposed changes to member services and any subsequent adjustments made to services would be re-examined as the trading situation normalised.

7. Peers' Catering Account Scheme (S/19-21/40) [RESTRICTED]

The Committee agreed to close the Peers' Catering Account Scheme, in order to ensure the House was compliant with Payment Card Industry Data Security Standards. The Committee discussed the alternative methods that could be used to cover cases where members were required to leave quickly for divisions. The Committee would receive a further paper advising how CRS would ensure payments were captured once the system was closed.

8. AOB

The next meeting will be on 29 October at 1pm.

A forward work programme had been circulated with the papers.

Small sections of these minutes have been redacted, usually for reasons such as commercial confidentiality and sensitive management information.

Gabby Longdin
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