



HOUSE OF LORDS SERVICES COMMITTEE

Agenda

The Committee will meet virtually on Thursday 26 November at 1pm on Microsoft Teams

1. Apologies
2. Matters arising from the minutes of the previous meeting (previously agreed by correspondence)
3. COVID-19 Update (S/19-21/48) [RESTRICTED]
4. The Response of the Participation Team to COVID-19 (S/19-21/49) [UNRESTRICTED]
5. Electric Vehicle Charging Points (S/19-21/50) [RESTRICTED]
6. Fielden House Refurbishment Project (S/19-21/51) [HIGHLY RESTRICTED]
7. Fire Safety Improvement Works Programme Update (S/19-21/52) [RESTRICTED]
8. Any other business

Papers circulated for information

9. Fire Safety Awareness Training completion figures (S/19-21/53) [RESTRICTED]

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.

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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 provides a second update for the Committee on the services that the Participation Team has delivered since mid-March, as part of Parliament's wider response to COVID-19.

Decision for the Committee

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

Response to COVID-19

3. All non-essential access to the Parliamentary Estate ceased on 17 March and no general public access to the Estate has been allowed since then.
4. 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.
5. All Participation Team led activity on the Parliamentary Estate and all our planned face-to-face activity across the UK has been paused until at least January 2021. 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.

Lords Engagement Programme

6. Learn with the Lords: Online is an opportunity for students aged 7 to 18 to engage with a Member of the House of Lords in a 30-minute Q&A session via Microsoft Teams.
7. The Pilot Phase started on 14 September and ended on 23 October. 42 sessions were available, and were fully booked. Of these school bookings:
 - 36% of groups are primary aged
 - 64% are secondary aged
 - 43% are post-16

In the pilot phase we have reached:

- 1551 students by the end of the pilot
- At least one school from each of the 12 regions/nations in the UK

Feedback survey results:

- 100% of school groups that completed the survey rated the quality of their session as 'good' or 'excellent'.
 - 100% of school groups that completed the survey agreed that the session gave their students a better understanding of the role and function of the House of Lords.
 - 100% of school groups that completed the survey agreed that the session helped them consolidate their classroom learning.
8. The next phase of Learn with the Lords Online sessions will run from 2 November to 14 December. We are fully booked and on track to reach 1258 students, from every region of the UK.
 9. The third phase of Learn with the Lords Online will run from January to March, and we are opening two new slots on Friday afternoons to expand capacity. Bookings opened in the w/c 19 October.
 10. **Learn with the Lords: Question Time** is a 45-minute panel discussion and question time session with members of the House of Lords via Microsoft Teams. The event is for post-16 students that are studying Government and Politics, Modern Studies, or with an interest in the subject. We launched the event as part of UK Parliament week, on 2 and 6 November. So far, 45 schools have signed up to take part in these sessions, and we are set to reach 776 students.
 11. See Annex A for further information.

Online Tours and Talks

12. We have developed a programme of online tours and talks, hosted on the UK Parliament website, which members of the public are able to book and attend free of charge. During September a total of 1,500 people booked onto these online events.
13. Members of the public are also still able to enjoy a 360-degree virtual tour of Parliament. This is an on-demand feature, which enables people to experience the Palace of Westminster online and learn about the roles played by both Houses.
14. All of our online content for visitors is now presented in an updated section of the UK Parliament website, making it easier for people to find out about the options available to them regarding the virtual tour, online tours and talks, and how to watch debates and committees online.

Online Learning Resources

15. 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.
16. We are delivering a range of 'Learn Live' online lessons for schools and students to watch on demand. These lessons have earned many plaudits, including a 5-star rating at the Teach Primary Awards 2020.

Teacher Training

17. We successfully moved our face-to-face trainee teacher sessions online very early on in the lockdown process.

18. We have worked in partnership with 9 HE institutions to train 634 student teachers. Our online programme for the rest of this term is fully booked.
19. We have also delivered 1 Continuous Professional Development session, to 186 teachers.

Online Community Engagement

20. Our programme of community and youth outreach sessions has been the hardest to move online, because the type of organisations we normally work with have furloughed or made staff redundant and Parliament's rules around platforms such as Zoom have created additional barriers.
21. Between March and September, we delivered 84 sessions to 3,882 people.

Select Committee Engagement

22. The Select Committee Engagement Team helps to support committee inquiries by creating opportunities for members of the public to share relevant lived experience on given issues.
23. This team has trialled a range of different digital engagement tools and techniques during the COVID-19 period, supporting 10 inquiries across both Houses.

Digital Learning Centre

24. In July 2020 we piloted a 'Digital Learning Centre', through which it has been possible for schools and home educators to book the following:
 - Daily 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.
25. We continued the pilot into August for Scottish schools and home education.
26. The pilot reached 1,051 students through 145 sessions.
27. In September 2020, based on the extremely positive feedback from July and August, we increased the capacity of the Digital Learning Centre to:
 - Daily home education sessions for 5 to 11 year olds and 11 to 18 year olds
 - 30 sessions each day for schools.
28. In September 2020 we reached 12,140 students:
 - 11,872 students through 291 sessions for schools from 192 constituencies
 - 268 students through 37 sessions for home education students from 215 constituencies
29. By comparison, we saw 6,132 students at the Education Centre in September 2019.
30. We are currently the only Parliament/Assembly in the UK to provide this service.
31. Annex A has a breakdown of the geographical spread by region/nation.

UK Parliament Week

32. UK Parliament Week 2020 went ahead as planned from 1 to 7 November. As in previous years, this major annual event enables 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.

33. We currently have over 50 UK Parliament Week official partnerships with organisations across the UK, including uniformed organisations, community and faith groups, educational institutions, youth organisations, cultural institutions, and sports bodies.
34. Despite COVID-19, sign up for this year's event has been steady and final (draft) figures are strong.

Output	2016	2017	2018	2019	2020 (
Activities	311	4,569	8,108	11,839	8735
Participants	25,743	360,000	989,400	1,225,324	986,815
Constituencies	166	650	650	650	650

Despite this, there has been widespread support for UK Parliament Week among Members and we are confident that, on the 10th anniversary of its inception, this innovative public engagement event will continue to provide an excellent platform for creating increased awareness of, and involvement in, Parliament's work.

Restoration and Renewal

35. The R&R Sponsor Body is continuing to conduct 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.
36. 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
November 2020

Annex A – Learn with the Lords

• 13 Members of the Lords took part in September

Group	No	Names
Labour	4	- Baroness McIntosh of Hudnall - Lord Faulkner of Worcester - Baroness Young of Old Scone - Lord Knight of Weymouth
Conservative	3	- Lord Borwick - Baroness Fookes - Lord Lilley
Liberal Democrat	2	- Baroness Harris of Richmond - Lord Paddick
Non-Affiliated	2	- Lord McFall - Baroness Wheatcroft
Crossbench	1	Lord Russell of Liverpool
Green	1	Baroness Bennett

September school bookings by region/nation

Region/Nation	Number of sessions delivered: Region/nation breakdown
North West	5
London	4
South East	2
East Midlands	2
South West	1
West Midlands	1
North East	1
Wales	1
East of England	0
Yorkshire & the Humber	0
Scotland	0
N. Ireland	0

Annex B – Digital Learning Centre September Delivery Data

School sessions

Region/Nation	School sessions delivered
London	65
Scotland	48
North West	38
South East	34
West Midlands	24
East of England	22
Yorkshire and The Humber	16
East Midlands	13
North East	9
Northern Ireland	8
South West	8
Wales	6

Home Education sessions

Region/Nation	Home Education sessions delivered: constituency breakdown
South East	33
South West	28
North West	26
London	25
Eastern	24
West Midlands	18
East Midlands	16
Yorkshire & the Humber	15
North East	9
Scotland	8
Wales	7
N. Ireland	6