



HOUSE OF LORDS SERVICES COMMITTEE

Agenda

The Committee will meet on Thursday 13 February at 1pm in Committee Room 2

1. Apologies
2. Agreeing the minutes of the previous meeting and matters arising
3. House of Lords Decant Project: Member accommodation (S/19-21/9) [RESTRICTED]
4. House of Lords Decant Project: Member engagement (S/19-21/10) [RESTRICTED]
5. Parliament Website improvements (S/19-21/11) [UNRESTRICTED]
6. Estates works update (S/19-21/12) [UNRESTRICTED]
7. Fire Safety Improvement Works – Extended testing and commissioning period (S/19-21/13) [RESTRICTED]

Circulated for information:

Forward Work Programme (S/19-21/14) [UNRESTRICTED]

Letter from Kenneth Fox (Public Bill Office, House of Commons) to the Services Committee Chair, 29 January 2020: 'Audio and video: trial in Commons Committee Room 6'

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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HOUSE OF LORDS SERVICES COMMITTEE

Parliament Website improvements

*Paper from Tracey Jessup, CIO and Managing Director of Parliamentary Digital Service
Paper prepared by Daniel Cook, Portfolio Director of Parliamentary Digital Service*

Purpose

1. This paper provides the Committee with an overview of recent improvements that have taken place to the Parliament website and details further planned improvements which are imminent. This paper will be accompanied by a brief demonstration of the improvements at the meeting.

Decision for the Committee

2. The Committee is invited to note the recent and imminent improvements to the Parliament website.

Background

3. Delivery of a new website for Parliament has been a priority for the Parliamentary Digital Service (PDS) since its formation in 2016. PDS has made substantial investment and secured important gains during that period to now. These include: delivering new Members pages; improved website search; an online petitioning service for hybrid bills; an improved online Shop; a publicly-available guide to procedure; and a tracking tool for statutory instruments.
4. However, it became clear in late 2018 that progress had not been made at a pace which Parliament had anticipated from the scale of investment. So a number of changes were therefore introduced and PDS targeted improvements to the speed of delivery, implementing a single technical direction and working to improve stakeholder engagement.
5. The changes have been driven and overseen by the Digital Strategy Board, which on behalf of both Management Boards act as champions for the Digital Strategy and monitors progress towards the execution and delivery of its outcomes.
6. The high-level ambitions for the website remain as they were, informed by the Digital Strategy for Parliament, the strategies of both Houses, the report of the Speaker's Commission on Digital Democracy and the 2014 mySociety report. These ambitions are to:
 - (a) Show Parliament as open, participative and accountable
 - (b) Provide trusted, balanced, discoverable content
 - (c) Communicate the value of both Houses and help them reach new audiences
 - (d) Be data-driven and encourage content, data and code re-use
 - (e) Enable colleagues to publish content and data with ease.

Recent and imminent website improvements

7. Within the past 6 months and in response to the changes that were made in late 2018, further significant improvements have been delivered.
8. In this period PDS have launched an online version of Erskine May; updated Members pages; new webpages for Treaties and Divisions; new Library webpages and Research Briefings pages; updated Visits and Education pages; a new Committees management system and web pages; and have prepared to upgrade our Content Management System.
9. The combined effect of these enhancements will deliver a significant improvement to Parliament's website. The look and feel has been standardised across the site, with UK Parliament branding becoming consistent across all online presence. This unified look and feel portrays Parliament as modern, professional and authoritative and helps the user know that they are in official parliament content which they can trust.
10. The updated website will be mobile responsive meaning that whether you are using a PC, laptop, tablet or smartphone, the content will be easily accessible. It also meets modern Web Content Accessibility Guidelines A and AA accessibility legislation¹, significantly improving the usability of the Parliament website for every user. These improvements are likely to encourage more visitors to the website, who are also likely to spend more time consuming Parliament's content. Early evidence captured (from the new Members pages which went live after at the General Election) have received over 2.5 million visits (to January 2020), with average time spent on the pages doubling.
11. Planned future improvements include updated Works of Art pages, a new Legislation application and web pages for primary legislation and completing the work on indexing and creating the Commons and Lords Journals.

Member engagement and communication

12. The most visible of these changes – the upgrade of our content management system - is scheduled to go live on the first day of the February recess, 14 February. Communications will be posted on the intranet and through other usual outlets, including an article in House magazine.

Restoration and Renewal

13. This work has no direct impact on the Restoration and Renewal Programme.

Tracey Jessup
CIO and Managing Director, Parliamentary Digital Service
February 2020

¹ Web Content Accessibility Guidelines (WCAG) 2.1 are an internationally recognised set of recommendations for improving web accessibility. There are three WCAG standards: A, AA and AAA. All public sector organisations are required to comply with AA standard by 22 September 2020.



HOUSE OF LORDS SERVICES COMMITTEE

Estates Works Update

Paper from Carl Woodall, Director of Facilities and Justin Hills, Head of Property and Office Services

Paper prepared by David Middlehurst, David Johnstone and Phil McArdle, Senior Facilities Managers, Property and Office Services

Purpose

1. This paper provides a summary of the progress of current building works, repairs and projects in the Lords' parts of the Parliamentary Estate.

Action for the Committee

2. The Committee is invited to note the update.

Progress of works

3. A wide variety of works and projects have started or are continuing. This project work is coupled with a high volume of essential maintenance works, repairs and ongoing redecoration. This paper does not set out every item undertaken or completed but provides the Committee with an overview of the more significant projects and repairs.

Millbank House Development Project (5 Great College Street)

4. Two outstanding issues remain to be resolved from the defect list;
 - (a) Following replacement of the lift controllers the reliability of the lift in the glazed link (HOP 345) has been monitored over an 8 week period to establish that no further break downs are likely to occur. At the end of January 2020 this 8 week period will end at which point responsibility for the lift will pass from the contractor to the Parliamentary Maintenance Services Team (PMST).
 - (b) The ventilation actuator arms, used to automatically open the windows in the glazed link, have been replaced at ground floor level and a plan is in place to replace the ones at the top of the glazed link. This will involve constructing a scaffold to provide access. It was found that the actuators were overextending causing them to dislodge from their fixings. This work will be planned for a recess period.

Long Term Flood Mitigation

5. A separate project has been raised to deliver a long-term flood mitigation solution for Millbank House. Over the Christmas recess the following work was carried out;
 - New pumped non return valves have been fitted to the 2 outflows on the Millbank side of the building and are working (a pumped non return valve is one which can be shut to prevent water or sewage from flowing back into the

- building. Once shut a pump is activated to force water over the valve and out to the sewer to prevent a build up of water internally).
- The existing pumped non return valve on the Great College Street outflow has been fitted with new internal mechanics, which was more cost effective than replacing the entire unit.
 - Due to space constraints it was not possible to fit pumped non return valves to the 2 outflows on Little College Street. However high water warning devices have been fitted at these points in the interim until the valves are installed as part of the main works.
6. These initial works will form part of the final long-term design. The concept design for the full long term solution is expected by the end of January. Once reviewed, the design stage and procurement can commence. Initial thoughts are that a proportion of the work can be done from outside the building thus reducing impact to occupants. However other aspects will require some intrusive work to be carried out. Further detail will be available once the full report is released. It is still anticipated that the works will be carried out during the summer recess 2020.

Additional Millbank House projects

7. Other Millbank House projects are planned over the course of 2020 which may have an impact on members:
- There is a programme of works in motion throughout 1&2 Millbank House, which includes redecoration of all circulation spaces (corridors, stairwells and tea points) and replacement of ceiling tiles in corridors on all floors. There are separate projects being planned to upgrade the lighting in the corridors and stairwells. Further details of the lighting project will follow once exact scopes have been established.
 - Works to improve the directional signage throughout Millbank House started in late January and are expected to be completed by the end of February.

Fielden House Refurbishment

8. The Outline Business Case (OBC) has been issued to the House of Lords Finance Director for review, and it is hoped that sign-off can be achieved in February 2020. Once signed off further enabling works will be designed and planned for later this year. The works will include strengthening the floor in certain areas to accommodate the security requirements, the formation of a new lift shaft to allow for a fully accessible lift to be installed and remedial works to the external façade. Further engagement will follow to inform the design for the fit out stage of the works.
9. A paper will come to a future meeting of the Committee to provide a more detailed update of options and progress to date.

Millbank House Entry Doors Upgrade

10. A project to upgrade the security of the multiple entrances to the Millbank House island (excluding the main entrance which was successfully completed in summer 2019) has been started. The project is in its initial stages and is considering available options for each entrance. Aside from the security aspect one of the core objectives is to increase accessibility and provide an alternative wheelchair access point to the

Great Peter Street entrance. Further updates will be available as the project progresses.

Encaustic Tiles

11. The Peers' Lobby central tile panel A, the Pietra Dura and the tile panel leading to the Moses Room lobby were completed during Dissolution and the Christmas recess. The project works will now focus on Central Lobby, central tile panel A until the Easter recess. The Central Lobby panel is comprised of approximately 900 tiles, which will take 15 weeks to complete. Tile works in Peers' Lobby will resume during the Easter recess.
12. In Central Lobby the scaffolding holding up the enclosure tent will be deconstructed to reduce the height of the structure to 1.7m. The roof of the enclosure tent will then be removed to create an open working area. This will slightly improve the visual eyeline across the Lobby and still provide the masons with the working environment they require to continue works undisturbed. It will also mean that visitors and Members will have a better sense of what is going on within the tent.

Stone Conservation in Courtyards

11. The External Courtyards Stone Conservation Project, Phase II stone conservation trial section is ongoing, comprising of, cleaning, surveys and conservation repairs of one full sample bay in Cloisters Court. The previously stated June 2020 completion date will extend by 4 to 6 weeks to support the removal of the scaffold in Cloister Court, as part of the Westminster Hall project main scaffold removal from late March 2020.

Westminster Hall

13. The Automatic Fire Detection and Emergency Lighting systems were signed off by the project and responsibility handed over to the Parliamentary Maintenance Services team for day to day management. Restoration works to the lantern are progressing well and are scheduled to be fully completed by 20 March 2020. The Project Board agreed that a time capsule will be prepared and sequestered in the lantern.
14. The removal of the main roof scaffold will commence on 20 March 2020, with the operation currently programmed for a 6-week duration, working 7 days a week, from 6.00 am to 2.00 pm (but not when House is sitting). The projected scaffold strike completion date is 7 May 2020. Variations to House sitting times are to be accommodated as required. The intention is for the Easter recess to be utilised to minimise impact.
 - (a) A temporary scaffold bridge is required from Cromwell Green over St. Stephen's entrance down into a temporary exclusion zone for a scaffold pick-up lorry in Peers' Car Park. Five parking spaces will need to be suspended on Fridays and Saturdays to create the exclusion zone. On non-sitting Fridays, the parking bays will be suspended through to 12 noon on Monday. Additional security measures are factored into the plan. The project team are co-ordinating the logistical management of the scaffold removal with House of Lords the Department of Facilities, Black Rod's Office, the

Parliamentary Security Department (PSD) and the New Palace Yard Security project team.

Fire Safety Improvement Works (FSIW) - Life Safety Work

15. During Dissolution Automatic Fire Detectors (AFD) were installed at the following locations;

- Lord Speaker's storage cupboard
- Legal Counsels office

Preparatory works surveys were completed in spaces adjacent to Lord Speaker's offices and the River Room. The project's efforts have since concentrated on technical installation designs and programme planning works for the 2020 recesses.

Tentative works are scheduled as follows (subject to finalised designs and approvals);

February recess

- Peers Dining Room - Voice Activation Speaker (VAS) install
- Lord Speaker's area works - Automatic Fire Detector (AFD) install
- Peeresses' Retiring Room (upper Chamber gallery) - AFD install

Easter recess

- Bishops' Bar corridor - floor void environmental clean
- Asbestos removal works as required

Whitsun recess

- Asbestos removal works as required

Summer recess

- Robing Room - wireless AFD swap over
- Royal Gallery - VAS install
- Terrace Marquee - aspirator detection install works
- Salisbury Room – Emergency lighting (EML) install
- Peers' Writing Room (adjacent to the Lord Speaker's office) - Emergency lighting (EML) install
- Aspirator detection system repairs

16. The Mobility Impaired Persons (MIP) Fire Safety project is presently in the consultation stages.

The project has held briefing meetings with the Department of Facilities, Black Rod's Office and Lord Shinkwin on the programme strategy. Further engagement sessions are being planned with Members, ParliABLE and the House of Lords Inclusion & Diversity team.

Fire Safety Improvement Works (FSIW) - Compartmentation Work

17. Fire compliance upgrade works on two doors are outstanding;

- Peers' Lobby (East side) door that leads up to Stranger's Gallery
- New Cross Corridor door modifications

The door asset labelling programme will continue until summer 2020.

Cast Iron Roofs Programme

18. The scaffold builds along the West Front (South) from Peers' Tower to Victoria Tower commenced on 11 January 2020 and will continue until April.

Work to remove the cast iron tiles will begin as soon as the scaffold build is

completed. Peers' Car Park will be subject to reduced availability of parking spaces until November 2021. The scaffold hoarding has displaced disabled parking bays from the kerb, further into the car park.

Stonework Surveys and Protection

19. Strategic Estates are in the process of instructing three localised technical surveys on the Terrace elevation, which will inform the 2020 remedial works programme for the Churchill corridor and Medals corridor towers.

St. Stephen's flats vaulted ceiling scaffold and St. Stephen's Hall

20. The scaffold crash-deck build above St. Stephen's flats was completed with further pictorial screens due to be attached to the structure in the coming weeks.
21. The lower crash-deck in St. Stephen's Hall will be removed by mid-February, and the protective timber boxing around the statues removed.

R&R Surveys

22. Stakeholder engagement for the last series of structural wall scan surveys in offices along the West Front (including the Leader's office) during the February recess is underway.

Law Lords' Corridor

23. The reinstatement of the replacement ceiling tiles and the redecoration of the Law Lords' corridor is scheduled for the Easter recess. Contractors need to use mobile towers to undertake the works at height, which will require access to the corridor to be restricted in the interests of safety.

Flower Shop Toilets

24. Works to convert the old flower shop on the ground floor, beside the entrance to the River Restaurant, to male & female toilets is continuing. Completion is due in early February.

Water Leak CRS basement Changing area

25. Works to address a persistent water leak in the CRS basement changing rooms is being planned for the February recess. The leak is having a serious impact on the welfare facilities for CRS staff. To enable repairs to take place 2 cabins will need to be relocated from Peers Court to Royal Court temporarily for the period of the February recess. However due to the state of the road under these cabins being unknown there is a risk that more extensive repairs might be required, necessitating that the cabins remain in Royal Court for a period after the house has returned. The cabins will occupy three parking spaces in royal court.

Heating and Cooling in the Chamber

26. Following feedback at the last Services Committee meeting, the temperature in the Chamber has been increased further whilst a more permanent solution to the draughts is sought.

Carl Woodall
Director of Facilities

Justin Hills
Head of Property and Office Services
February 2020



HOUSE OF LORDS SERVICES COMMITTEE

Forward Work Programme

Please find attached the Committee's forward work programme. The programme consists of papers for decision, regular update papers, and those requested by the Committee.

Date	Agenda
13 February	• House of Lords Decant Project – Member accommodation • House of Lords Decant Project – Member engagement • Website upgrade demonstration • Estates Works update • Fire Safety Improvement Works 2020 testing
19 March	• House of Lords Decant Project – Public realm • Review of Bishops' Bar trial • Alternative smoking areas • Photography permissions • Victoria Tower MEPFS update
30 April	• Results of the Members Survey • CCTV on the Estate - TBC • Fielden House OBC update • Estates Works Update

Future meeting dates:

- 28 May
- 25 June
- 16 July

To be considered at a future meeting:

- Cast Iron Roofs Programme update
- PDS location – 6 month review
- Archives Accommodation Programme (AAP)

Gabby Longdin
Clerk
February 2020