

ADMINISTRATION COMMITTEE**Informal Note of the meeting held on Monday 13 May at 4.30pm in
Committee Room 5 [INF 20]****Members present:**

Sir Charles Walker (in the Chair)

Sir Michael Fabricant
Sir Greg Knight

Dame Maria Miller
Giles Watling

Apologies: John Cryer, Colleen Fletcher, Pauline Latham, Navendu Mishra

1. Informal Note

The Committee agreed the Informal Note of its meeting on Monday 29 April.

Matters arising

Marianne Cwynarski, Director General, and Andrew Doherty, Deputy Director of Maintenance, updated the Committee issues raised by the Committee in recent weeks, particularly around maintenance.

Decision

The Committee **agreed** the Informal Note of its meeting on 29 April 2024 and **noted** the updates from the Director General and Deputy Director of Maintenance.

2. Members' Customer Satisfaction Survey (CSAT) 2023: Action plan updates and action plan

Gabriela Gandolfini, Customer Services Director, and Karen Saunders, Presentation Standards Lead, briefed the Committee.

The Committee was informed that good progress with the action plan had been made in several areas, including pension awareness, wi-fi and the sale of essential items. Other core areas for improvement had ongoing actions.

Decision

The Committee **noted** the update on the updates on the action plan.

3. Pilot of QR codes for heritage interpretation

Katy Barrett, Deputy Chief Curator and Head of Engagement, briefed the Committee.

Decision

The Committee agreed that **it did not support** a trial of QR codes to proceed.

4. Update on PMQs ticket allocation system

Andy Martin, Head of Access and Services, briefed the Committee.

Andy Martin updated the Committee that the main concern reported on PMQ ticket allocation was the inflexible timing of them being made available to Members.

Noting the Committee's previous interest in capacity, Mr Martin also updated the Committee on the use of the car park during the recent strike period which showed a small but manageable uptake in usage.

Decision

The Committee **discussed** the proposals and **noted** the survey would be issued before the Committee returned to the subject.

5. Participation strategy 2024-2029

Fran Jeens, Head of Education and Engagement, and Matt Ringer, Director of Participation, briefed the Committee.

Matt Ringer and Fran Jeens were introduced to the Committee. They highlighted the key priorities and areas of work for the service. Members welcomed the benefits of their work which was seen regularly by constituents. Members asked what options there were for them to support schoolchildren when their visit coincided with a day of duties away from Westminster. Mr Ringer noted that video messages were being investigated; the Committee noted support for this approach.

The Committee noted that capacity in Westminster would continue to be a constraint, and areas of growth would likely be around outreach work. A Member suggested use of a third-party location in regions as short-term bases for outreach work.

Decision

The Committee **provided feedback** on and **thanked** the work of the Participation Team.

6. Lookahead at upcoming construction projects – Strategic Estates Capital Investment Portfolio

Gemma Collins, Director of Property & Asset Strategy, Rachel Leech, Senior Project Leader, and Dominic Forbes, Portfolio Director, briefed the Committee.

Ms Collins outlined some of the key projects currently being worked on by Strategic Estates (SE). The Chair noted that evidence he had seen had showed that the estate was improving as a result of recent projects.

Decision

The Committee **noted** the update and agreed it would like further updates on Cloisters Court.

7. Any other business

Committee action tracker

Decision

The Committee **noted** the progress tracker.

The Committee will next meet on 20 May at 4.30pm.