



SERVICES COMMITTEE

Decisions

Thursday 31 October 12.30pm in Committee Room 3A and on Microsoft Teams

Present:

Earl of Kinnoull (Chair)
Lord Faulkner of Worcester
Lord Hogan-Howe
Lord Howard of Rising
Baroness Hussein-Ece
Baroness Wheeler
Baroness Williams of Trafford
Lord Stoneham of Droxford

Apologies

Apologies were received from Baroness Steadman-Scott and Baroness McIntosh of Hudnall.

The Committee agreed that Lord Kinnoull would Chair the meeting in Baroness McIntosh's absence.

Minutes of the previous meeting, and matters arising

The Committee agreed the minutes of the 1st meeting.

Chair's Notices S/24-25/7 UNRESTRICTED

The Committee took note of the updates provided, including an update on the travel office, photocopying and printing services and the digital forward look.

The Committee noted that the GP service would move to the Lower Waiting Hall in the Palace as part of an 8-week trial.

Catering & Retail Service 6 month pricing review and annual business update S/24-25/8 RESTRICTED

The Committee was provided with the annual review of catering activity for 2023/24, including improvements that had been made to the service.

The Committee agreed that there would be no changes to general food or alcohol tariffs in November 2024, and the price of tea and coffee in the Peers' Guest Room would be reduced to match those in Pugin Room from 4 November.

Participation Strategy 2024 – 2029 S/24-25/5 UNRESTRICTED

The Committee was updated on the new Participation Strategy and the different approaches the team planned to use to deliver the strategy.

The Committee endorsed the approach outlined in this paper to deliver public engagement activities.

2025/26 Tour ticket pricing proposal S/24-25/11 RESTRICTED

The Visitor Experience Team set out proposals for commercial tours of the Palace and Elizabeth Tower for 2025/26. The Committee endorsed the proposed ticket pricing for 2025/26.

Library Annual Update S/24-25/10 RESTRICTED

The Committee was provided with an overview of the Library's activities over the last year supporting members in their parliamentary duties. The Committee praised the work of the Library and welcomed innovations in the service.

The Committee took note of the paper.

Estates Works Update S/24-25/11 UNRESTRICTED

The Committee received an update on works including repairs and projects, in the House of Lords and relevant related parts of the Parliamentary Estate.

The Committee took note of the estate works programme update.

Artificial intelligence guidance and learning for members S/24-25/12 UNRESTRICTED

The Committee was updated on work the Digital Service was doing to support members understanding of artificial intelligence and its potential use in support of their Parliamentary duties.

The Committee discussed and agreed the proposed approach to preparing guidance and providing learning opportunities for members on the use of artificial intelligence.

Forward work programme S/24-25/13 UNRESTRICTED

The Committee took note of the Forward Work Programme.

AOB

The next meeting would be on Thursday 12 December in Committee Room 3A.

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Emma Burke
Clerk

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