



HOUSE OF LORDS SERVICES COMMITTEE

AGENDA ITEM 5

Members Surveys 2022

Paper from Simon Nicholls, Change Projects Lead

Purpose

1. This paper is to inform the Committee of the proposed customer satisfaction survey work to be carried out among Members during 2022, and to seek views and feedback to help to shape the detail of the proposals.

Decision/Action for the Committee

2. This paper asks the Committee to:
 - (1) Endorse the proposed timetable for survey and insight activity with Members (para 5)
 - (2) Advise on the proposed content of the main survey (paras 7-9)
 - (3) Promote participation in the survey and advise on actions arising from the results (para 12)

Outline Proposals

3. The House of Lords Administration has conducted customer satisfaction surveys with Members in 2004, 2008, 2012, 2014, and 2019-20. The findings of the most recent survey became largely out-of-date as soon as the report was published (March 2020) thanks to the completely changed circumstances of the Covid pandemic. The report of the survey was presented to the Services Committee in April 2020, when the Committee advised that we do nothing with the results for the time being, for obvious reasons.
4. It is important to the Administration to gather reliable quantitative and qualitative information on how Members use and perceive the services that we provide. Having regular, structured opportunities to gather Members' views helps us to build on areas where things are going well and to identify areas where improvements could be made. By tracking trends and patterns over time, we can see where views are gradually changing and seek ways to keep our services in line with any evolving requirements.
5. With the House now having returned to in-person meetings, and with services readjusting to that pattern, we would like to get back to a routine of:
 - a full customer satisfaction survey every two years, open to all Members. The current plan is to launch the next one on either 14 or 21 March 2022 and leave it open until the start of the Easter recess. (Easter Sunday falls on 17 April).
 - an annual round of qualitative 1:1 interviews with a smaller cross-section of Members, carried out in June or July, to explore one or two issues of concern in greater depth.

6. The activity is planned for the spring and summer so that they results can feed directly into considerations for the office business planning round, which kicks off in July each year.
7. The most recent survey was split into six sections:
 - (1) Accommodation and Working Space;
 - (2) Digital;
 - (3) Food and Drink;
 - (4) Parliamentary Business;
 - (5) Communication and Training; and
 - (6) A few questions on overall satisfaction levels and suggestions.
8. We do not propose to include a section on Digital Services this time, to avoid duplication with the separate satisfaction survey being run by Transforming Digital across all parliamentary account holders. Other sections will be sense-checked with R&R to avoid duplication with survey work being carried out in that area.
9. We would welcome the Committee's input on the proposed outline, and on areas of questioning that could add value to the process. A copy of the 2020 short report is attached, showing the types of questions that were asked last time.

Governance

10. In May 2021, the House of Lords Management Board endorsed a proposal that the Insight Unit within the Business Improvement and Change Team (BIC) should take responsibility for all survey and insight work for Members and Staff (Paper MB/2021/36). The Board proposed carrying out satisfaction surveys with Members every two years, and urged consultation with the Services Committee before the next round of activity.

Member engagement and communication

11. The main survey will be advertised through the regular internal communications channels for Members. We would also aim to engage the party leaderships to promote participation. Any other suggestions on the best ways to promote the activity would be welcome.
12. This paper seeks the Committee's agreement to promote the work, proposing themes to investigate and suggesting priorities and actions that should arise from the results. The report of the survey's findings will be presented to the Committee after Easter for further comment and recommendations.

Restoration and Renewal

13. Reports and findings from customer satisfaction surveys are routinely shared with the R&R team. As above, the content will also be checked with the Lords R&R team in advance to avoid unnecessary duplication.

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