



HOUSE OF LORDS SERVICES COMMITTEE

Agenda

The Committee will meet virtually on Thursday 30 April at 1pm on Microsoft Teams

1. Apologies
2. Agreeing the minutes of the previous meeting and matters arising
3. House of Lords Terrace Smoking Area alternative locations (S/19-21/17) [RESTRICTED]
4. Estates Works Update (S/19-21/21) [UNRESTRICTED]
5. Fielden House Project update (S/19-21/22) [RESTRICTED]
6. Review and re-procurement of Travel Office services (S/19-21/23) [RESTRICTED]
7. Members' Survey Results (S/19-21/24) [UNRESTRICTED]

Circulated for information:

Forward work programme (S/19-21/25) [UNRESTRICTED]

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.

Gabby Longdin
Clerk

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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, in particular providing an update on the impact of COVID-19 on key projects.

Action for the Committee

2. The Committee is invited to note the update.

Progress of works*Strategic Estates Projects*

3. In the light of the COVID-19 situation, Strategic Estates recommended to the Corporate Officers that the Category A projects on the Estate temporarily cease activity until further notice. This position was adopted because it had become increasingly challenging to keep the project sites open whilst adhering to the guidance of Public Health England (PHE).
4. The Corporate Officers endorsed the recommendation and Strategic Estates issued a statement on 23 March to confirm that its projects were to close by 25 March. The Strategic Estates projects that have paused their operational activities on the Parliamentary Estate are listed below:
 - Elizabeth Tower
 - Fire Life Safety (upper floors), which delivers the fire safety improvement works, including Victoria Tower
 - High Pressure Water Mist in the basement that includes the Victoria Tower wet riser tank installation
 - Cast Iron Roofs Programme
 - Westminster Hall Programme
 - Architectural stone condition surveys
 - External Courtyards (focused on Cloister Court only)
 - Encaustic Tiles
 - Strategic security projects that had started on-site installation works: New Palace Yard perimeter, CCTV and access control, and Central Lobby doors
 - Restoration and Renewal surveys
 - Fielden House Refurbishment
 - Millbank House Accessibility Project

- Millbank Flood Mitigation Project
 - Millbank House Basement Data Centre
5. The Strategic Estates internal project teams have retained a minimal, rotational on-site presence, with most staff working remotely from home.
 6. The Strategic Estates directors and senior staff will review the contractual implications for this exceptional cessation of works and will work with the incumbent contractors to follow current Treasury, Cabinet Office and government advice.
 7. The programme and project boards for other major projects that are at the business case preparation and RIBA stages continue to be developed as normal, with meetings being held using Skype. These include:
 - Fielden House
 - Estate Wide Engineering Infrastructure & Resilience strategy (EWEIR)
 - Mechanical, Electrical, Public Health & Fabric Safety Projects Programme (MEPFS)

Security Projects

8. The following security projects have been put on hold:
 - West Front (incl. St Stephen's and Peers' Entrance) and Black Rod's Garden perimeter
 - River Terrace perimeter
 - Millbank House Accessibility
 - Education Centre
 - Westminster Station Subway Entrance
 - Ballistic Protection
9. The Parliamentary Digital Services (PDS) team has been working incredibly hard to optimise the Parliamentary network and online platforms, such as Skype for Business and Microsoft Teams, to enable project teams and other staff to collaborate remotely.

Small Projects

10. In addition to the capital projects, several small projects that were ongoing or planned to take place during the Easter recess are also temporarily postponed;
 - House of Lords Chamber re-carpeting (government benches side)
 - Cleaners' basement mess refurbishment
 - Attendants Mess redecoration Royal Court
 - Replacement of River Terrace furniture
 - Millbank House Wayfinding project
 - Communal areas lighting replacement Millbank House.
 - Millbank House Flagpole
11. The Committee will be kept informed of decisions about the future progression of projects.

Restoration and Renewal

12. As noted above, the Restoration and Renewal surveys have been postponed.

Carl Woodall
Director of Facilities

Justin Hills
Head of Property and Office Services
April 2020



HOUSE OF LORDS SERVICES COMMITTEE

Note for Services Committee about the 2019-20 Members' Survey

Paper from Simon Nicholls, Change Projects Lead, Business Improvement and Change Team

Background

1. A report on the Members' Survey was considered by the Management Board on 18 March.
2. The survey, open to all Members of the House of Lords, was launched on 28 October 2019, suspended a week later for the General Election campaign, and then relaunched in January 2020, closing at the start of the February half term recess. The response rate of 42% was almost identical to that of the past two quantitative surveys, in 2014 and 2012 (both 41%).
3. A summary of the responses is given in the attached 30-page report. A longer report, showing more detailed breakdowns and trends, is also available on request.

Decision for the Committee

4. The Committee is invited to note the Members' survey results.
5. The Committee is invited to feedback any views it may have on priorities and approaches to taking action on the findings, particularly regarding any priority areas in our current working arrangements.

Changed circumstances

6. Since the report was written, the circumstances in the House and the country have changed dramatically and the survey team, along with others, have temporarily been heavily occupied in short-term responses to the immediate working situation.
7. A follow-up series of qualitative face-to-face interviews to probe some of the issues raised in greater depth, which was planned for March and April, has had to be postponed until the working situation and Members' availability become clearer.

Action

8. A few weeks behind the original timetable, we are now moving to the next stage of drawing up an action plan based on the survey's findings. The main areas of investigation are likely to be:
 - Seeking any quick wins from smaller-scale suggestions;
 - Improving ongoing training and familiarisation resources on a range of areas relating to how the House works and the use of digital resources;
 - Considering whether there is value in creating a designated Head of Member Services to manage those resources and act as a first port of call for a range of Member queries and suggestions;
 - Investigating the responses about communication with Members, particularly the significant instance of Members requesting more communication about domestic governance structures;
 - Potential improvements to existing working spaces; and

- Ensuring that the R&R authorities are fully aware of the responses and concerns received.
9. The comments and results relating to Skype for Business and Wifi have been passed to PDS, who already had programmes of work in place on these issues. The comments and results on catering issues have been passed to CRS, who will consider them together with feedback from other sources.
 10. The Committee's views on priorities and approaches to taking action on the findings would be welcome, particularly any views on priority areas in the light of our current working arrangements.

Restoration and Renewal

11. This paper has no impact on Restoration and Renewal.

Simon Nicholls
Change Project Lead
April 2020

HOUSE OF LORDS SERVICES COMMITTEE**Services Committee Secretariat response to Members Survey**

Paper from Gabby Longdin, Clerk, Services and Finance Committees and Emma Burke, Governance Support Officer

Purpose

1. This paper sets out proposed actions in response to the 2019/20 Members' Survey, particularly around the communication of the Committee's work which was highlighted by the Survey as an area that could be improved.

Decision for the Committee

2. The Committee is asked to agree to the following communications strategies being implemented to improve the communication and transparency of the Committee:
 - a. Improving the use of Fortnight Focus;
 - b. Using Red Benches to reach members who may not read Fortnight Focus;
 - c. Starting a quarterly email direct to members' inboxes from the Chairs of the Finance and Services Committee;
 - d. Introducing the option to publish Committee papers once a decision is taken;
 - e. Improve the use of the Committee's intranet page;
 - f. Making the decisions and published minutes available in the Library; and
 - g. Include communication and transparency as part of the induction of new Committee members.
3. The Committee is asked to suggest any additional ideas it feels may improve the communication and transparency of the Committee.

Current communication

4. At present the work of the Committee is communicated through; the [Committee webpage](#), which includes unrestricted papers, decisions and public minutes; Fortnight Focus, this fortnightly email newsletter includes the date of the next Committee meeting, a link to the Committee webpage and upcoming agenda items where possible; and emails from the Chair to all Members on specific items of communication for example the changes to the Bishops' Bar. Published versions of the minutes and unrestricted papers are also made available in the Printed Paper Office. As part of their role on the Committee members are responsible for sharing the work of the Committee with their groups, including where appropriate, upcoming decision to gain feedback to feed into Committee discussions.

Survey results

5. The Members' Survey included questions on Communications from the Administration, 28.6% of respondents did not feel that they received adequate communication on the work of Domestic Committees and the Commission, the highest of any of the categories. There was also a notable percentage of respondents who felt they were not adequately informed on areas for which the Committee takes decisions; Catering Services (16.3%), Facilities and Building updates (13.8%) and Digital Services (13.5%). Whilst the Committee is not responsible for the communications in these areas there may be an opportunity to improve the way in which the Committee communicates its decisions to aid confidence in the strength of communication in these areas and of the Committee.

Suggested communication options

6. Following consideration of the opportunities for improving the communication of the Committee, members are asked to consider the following options:
 - a. Improving the use of Fortnight Focus to include direct links to the latest minutes, decisions and papers, thereby making it easier for members to access these documents and keep up to date on the work of the Committee;
 - b. Including a joint six monthly/annual update article in Red Benches to reflect on the work of the Services and Finance Committees (90% of respondents read Red Benches compared to 57% reading Fortnight Focus) to provide an overview of the decisions taken by the Committee and raise awareness of its work;
 - c. A quarterly joint email to all members from the Chairs of the Services and Finance Committees detailing the decisions taken by the Committee over that quarter (83.7% of respondents preferred communications via their parliamentary email) this would allow more detail to be provided than in Fortnight Focus or Red Benches and would improve the narrative of changes and decisions made;
 - d. An option to be added to the end of each paper to allow the Committee to agree that the paper, or a redacted version of the paper, be published following a decision being taken by the Committee, this would reduce the number of papers that are not published in order to allow the Committee to take a decision without external pressure. Publication of any paper would require agreement from the paper author;
 - e. Better use to be made of the Committee's [intranet page](#), to include the latest agendas, decisions and public minutes;
 - f. Making the decisions and published minutes available in the Library; and
 - g. The induction process for new Committee members to clearly explain the role of members in communicating the work of the Committee to members of their groups.
7. Combined these actions will increase the visibility of the Committee and improve the information available to members, some of the free text comments in the survey show that there are opportunities to improve the way decisions are communicated, particularly around providing a better narrative of the reasons behind the decisions for example Skype for Business being brought in as it was no longer possible to support a

copper wire phone system, and the changes to the Bishops' Bar being necessary to meet health and safety requirements and to reflect the duty of care the Administration owes to its staff.

8. If agreed, the actions above would be kept under review to ensure that they are adding value to the communications from the Committee. Joint communication activities with the Finance Committee Chair are subject to agreement by the Finance Committee.

Restoration and Renewal

9. This paper has no impact on Restoration and Renewal.

Gabby Longdin
Clerk, Services and Finance Committees

Emma Burke
Governance Support Officer
April 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
30 April	• House of Lords Terrace Smoking Area – alternative locations • Fielden House project update • Results of the Members Survey • Estates Works and Procurement Update • Travel Office Update
11 June	• Library annual update • Review of Bishops' Bar trial • Estates Works update
9 July	• Decant QEII OBC • PDS Drop-in location - 6 month review

To be considered at a future meeting:

- Cast Iron Roofs Programme update
- Archives Accommodation Programme (AAP)
- CCTV on the Estate
- New Palace Yard Project
- Upgrades to Committee Rooms

Gabby Longdin
Clerk
April 2020