



HOUSE OF COMMONS

Members' Handbook

May 2010

Welcome to the Members' Handbook, a guide to the facilities we provide to help you as a Member as well as your staff at Westminster and in constituencies. I hope you will find it useful.

The guide will be updated regularly to reflect changes to the services and facilities. For comments about the Handbook, including notification of errors or omissions, contact the Office of the Chief Executive, either by emailing communicationsoc@parliament.uk or by telephoning the office on x6163.

Wherever possible in the Handbook principal contact phone numbers and email addresses are given. All four-digit phone numbers should be prefixed (020 7219) if dialled from outside the Parliamentary Estate.

This guide is also available on the intranet.

A handwritten signature in blue ink that reads "Malcolm Jack". The signature is written in a cursive style with a horizontal line above the name.

Malcolm Jack

Clerk of the House and Chief Executive

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GUIDANCE



GUIDANCE ON CONDUCT AND USE OF PARLIAMENTARY RESOURCES

The House provides various facilities and services to Members, the cost of which is either met in full or subsidised by public funds.

These include, for example:

- accommodation, including offices and meeting rooms
- research support
- ICT equipment and services
- catering facilities
- stationery.

These facilities and services are provided in order to assist Members in their parliamentary work. They should be used appropriately, in such a way as to ensure that the reputation of the House is not put at risk. They should not be used for party political campaigning or private business activity.

You must make yourself aware of the Code of Conduct which has been agreed by the House of Commons (pages 6–9) and of the statement on what Members can expect from the House Service, and on what is expected in return, which

has been agreed by the House of Commons Commission (pages 10–11).

You should also be aware of the Acceptable Use Policy relating to the use of parliamentary IT equipment (pages 12–13). Please note that you will be asked to sign this on behalf of yourself and your staff.

THE CODE OF CONDUCT FOR MEMBERS OF PARLIAMENT

Prepared pursuant to the Resolution of the House of 19 July 1995

I PURPOSE OF THE CODE

1 The purpose of this Code of Conduct is to assist Members in the discharge of their obligations to the House, their constituents and the public at large by:

- a) Providing guidance on the standards of conduct expected of Members in discharging their parliamentary and public duties, and in so doing
- b) Providing the openness and accountability necessary to reinforce public confidence in the way in which Members perform those duties.

II SCOPE OF THE CODE

- 2 The Code applies to Members in all aspects of their public life. It does not seek to regulate what Members do in their purely private and personal lives.
- 3 The obligations set out in this Code are complementary to those which apply to all Members by virtue of the procedural and other rules of the House and the rulings of the Chair, and to those which

apply to Members falling within the scope of the Ministerial Code.

III PUBLIC DUTIES OF MEMBERS

- 4 By virtue of the oath, or affirmation, of allegiance taken by all Members when they are elected to the House, Members have a duty to be faithful and bear true allegiance to Her Majesty the Queen, her heirs and successors, according to law.
- 5 Members have a duty to uphold the law, including the general law against discrimination, and to act on all occasions in accordance with the public trust placed in them.

- 6 Members have a general duty to act in the interests of the nation as a whole; and a special duty to their constituents.

IV GENERAL PRINCIPLES OF CONDUCT

- 7 In carrying out their parliamentary and public duties, Members will be expected to observe the following general principles of conduct identified by the Committee on

Standards in Public Life in its First Report as applying to holders of public office.¹ These principles will be taken into consideration when any complaint is received of breaches of the provisions in other sections of the Code.

Selflessness

Holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family, or their friends.

Integrity

Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity

In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness

Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty

Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership

Holders of public office should promote and support these principles by leadership and example.

¹ Cm 2850-I, p 14.

V RULES OF CONDUCT

- 8 Members are expected in particular to observe the following rules and associated Resolutions of the House.
- 9 Members shall base their conduct on a consideration of the public interest, avoid conflict between personal interest and the public interest and resolve any conflict between the two, at once, and in favour of the public interest.
- 10 No Member shall act as a paid advocate in any proceeding of the House.²
- 11 The acceptance by a Member of a bribe to influence his or her conduct as a Member, including any fee, compensation or reward in connection with the promotion of, or opposition to, any Bill, Motion, or other matter submitted, or intended to be submitted to the House, or to any Committee of the House, is contrary to the law of Parliament.³
- 12 In any activities with, or on behalf of, an organisation with which a Member has a financial relationship, including activities which may not be a matter of public record such as informal meetings and functions, he or she must always bear in mind the need to be open and frank with Ministers, Members and officials.
- 13 Members must bear in mind that information which they receive in confidence in the course of their parliamentary duties should be used only in connection with those duties, and that such information must never be used for the purpose of financial gain.
- 14 Members shall at all times ensure that their use of expenses, allowances, facilities and services provided from the public purse is strictly in accordance with the rules laid down on these matters, and that they observe any limits placed by the House on the use of such expenses, allowances, facilities and services.

² Resolution of 6 November 1995.

³ Resolutions of 2 May 1695, 22 June 1858, and 15 July 1947 as amended on 6 November 1995 and 14 May 2002.

15 Members shall at all times conduct themselves in a manner which will tend to maintain and strengthen the public's trust and confidence in the integrity of Parliament and never undertake any action which would bring the House of Commons, or its Members generally, into disrepute.

VI REGISTRATION AND DECLARATION OF INTERESTS

16 Members shall fulfil conscientiously the requirements of the House in respect of the registration of interests in the Register of Members' Interests and shall always draw attention to any relevant interest in any proceeding of the House or its Committees, or in any communications with Ministers, Government Departments or Executive Agencies.⁴

VII DUTIES IN RESPECT OF THE PARLIAMENTARY COMMISSIONER FOR STANDARDS AND THE COMMITTEE ON STANDARDS AND PRIVILEGES

17 The application of this Code shall be a matter for the House of Commons, and for the Committee on Standards and Privileges and the Parliamentary Commissioner for Standards acting in accordance with Standing Orders Nos 149 and 150 respectively.

18 Members shall cooperate, at all stages, with any investigation into their conduct by or under the authority of the House.

19 No Member shall lobby a member of the Committee on Standards and Privileges in a manner calculated or intended to influence their consideration of a complaint of a breach of this Code.

⁴ Resolutions of the House of 22 May 1974, 12 June 1975 as amended on 19 July 1995, 12 June 1975, 17 December 1985, 6 November 1995 as amended on 14 May 2002, and 13 July 1992.

STATEMENT ON WHAT MEMBERS CAN EXPECT FROM THE HOUSE SERVICE, AND ON WHAT IS EXPECTED IN RETURN

The first goal of the House service is that Members feel they are receiving an excellent service from all House of Commons staff.

House staff are not civil servants, but employees of the House, formally appointed by the House of Commons Commission.

House staff are expected to be as helpful as possible, to be professional and innovative and to strive for excellence, effectiveness, efficiency and accuracy in all that they do.

They are required to serve the House, its Committees and Members, and the public, with honesty and probity and so uphold the reputation of the House.

Members can expect House services to be provided with complete political impartiality, and that briefing and advice are not influenced by the personal opinions of individual members of staff. House staff who advise Members are not allowed to take part in any

political activities. Members must not ask House staff to help them with party political activities.

House staff must ensure as far as practicable that every Member receives the same standard, range and quality of services.

House staff must respect the confidentiality of their dealings with Members and must handle private information appropriately.

House staff must treat Members with courtesy and respect. They must behave in a way that promotes dignity and respect at work at all times and under all circumstances.

House staff are likewise entitled to be treated with dignity, courtesy and respect. Members must not discriminate against, victimise, harass or bully any member of staff.

Any complaint about improper treatment of a member of House staff by a Member will be investigated and, if found to have basis, will be taken up with the Member's Whip, and if necessary

thereafter with the Speaker.

Members can likewise expect to have any complaint about House staff investigated promptly and thoroughly and, if found to have basis, dealt with appropriately.

Members should avoid public criticism of individual members of House staff since members of staff are not able to respond to such criticism publicly. Members of staff should never publicly criticise a Member.

Members can expect House staff to do what is asked of them as long as any request is one which is proper and reasonable within the parameters set by the House of Commons Commission, and that sufficient resources are available to meet it. House staff must refuse to comply with requests which conflict with House policy.

If a Member asks a member of House staff to do something which the member of staff cannot do, the member of staff will explain why he

or she cannot do what is asked. If the request appears to be improper, the staff member is expected to report the matter to his or her managers.

Members' staff and House staff must treat each other with courtesy. House staff will provide help and assistance to Members' staff (except where this is not permitted by particular rules).

ICT ACCEPTABLE USE POLICY (AUP) FOR MEMBERS OF THE HOUSE OF COMMONS AND THEIR STAFF

This is the Acceptable Use Policy (AUP) for IT and Telecommunications equipment and services provided by PICT and covers your use of the Parliamentary Network, Personal Computers, Laptops, wi-fi and internet connections, printers, fax machines, and Telecommunications of all types.

All users of the Parliamentary Network are required to comply with this policy and to be aware of the ICT Security Policy, the full version of which can be found on the parliamentary intranet at:

intranet.parliament.uk/intranet/computer-services/assets/it-pict-security-policy.pdf.

WHAT IS UNACCEPTABLE USE?

You must not upload, download, use, retain, distribute, create or access any electronic materials including emails, documents, images, text or software which:

- Might overload, damage, affect, or have the potential to affect the performance of Parliament's

systems, networks and/or external communications in any way.

- May be a breach of copyright and/or licence provisions.
- Might gain access to restricted or unauthorised areas of the network, websites or other hacking activities.
- Could be threatening, slanderous, abusive, indecent, obscene, racist, illegal or offensive.
- Might be considered Spam by other users of the Parliamentary Network. For example indiscriminate global emails.

In addition, you must not read other users' mail or other material without their express permission or store private material not connected to the purpose of Parliament on the network.

WHAT PROTECTION IS AVAILABLE?

Parliament automatically blocks specific categories of websites that may cause a threat to the

Parliamentary Network. This measure has been introduced to help adhere to the above policy and for your and other users of the Networks' protection.

PICT provides antivirus software and firewalls to protect parliamentary users from malicious attack. These systems are regularly updated and tested.

The use of strong passwords, screen savers and timed lockouts also offers protection against unauthorised access.

USE OF PERSONAL EQUIPMENT

The direct connection to the Parliamentary Network of equipment, not supplied by Parliament, such as PCs and laptops, is not permitted. If you wish to use your own equipment 'guest' wireless is available in meeting rooms and communal areas across the Estate.

PERSONAL SOFTWARE

Users are advised to consult with PICT before downloading software from the internet or other sources

to parliamentary equipment. Software that conflicts with security systems or with the safe operation of parliamentary equipment may result in access to the Parliamentary Network being denied until the software is removed. PICT reserves the right to remove any personally added software or equipment that interferes with the normal working of parliamentary equipment or the Parliamentary Network.

DATA PROTECTION

Parliament adheres to the Data Protection Act (DPA). All use of parliamentary IT facilities should adhere to the DPA and to your own DPA registration.

Members are responsible for ensuring that their staff and contractors only have access to those computing and network services that are appropriate for the performance of their duties and must inform PICT when their access requirements need to be changed (for example, when staff move to other duties or leave the House).



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SECURITY & EMERGENCIES

SECURITY

The Serjeant at Arms is responsible for the security of the House of Commons and Black Rod for the House of Lords.

The security operation for the Parliamentary Estate is contracted to the Metropolitan Police (whose staff include police and security officers).

Security Control is staffed around the clock to assist Members of both Houses, their staff and employees of both Houses with security matters.

Personal responsibilities

You and your staff should:

- wear your pass at all times on the Parliamentary Estate (except when you are being filmed) and take it off when you leave;
- remain alert and report any suspicious or unusual incidents to Security Control;
- ensure that desks, filing cabinets and cupboards are kept locked when not in use and that keys are not left in easily accessible places;
- lock away all private and confidential papers and articles of value; and
- keep memory sticks, CDs and other data storage devices in a safe and secure place.

Security Control
x5311/5312

Emergency **x3333**

Serjeant at Arms
x3030

**saaenquiries@
parliament.uk**

[intranet.](#)
[parliament.uk/](#)
[security-advice](#)

Access regulations

Access to the Estate is generally restricted to Members of both Houses, their staff and employees of both Houses with parliamentary photo-identity passes. Public access is limited to specific areas, such as the Committee Corridor for people attending committee meetings. Visitors to parts of the building to which the public do not have access must be escorted by passholders.

When the House is sitting, only Members and staff of the House with business in nearby offices may use the areas around the Chamber.

You are responsible for your visitors while on site.

Serjeant at Arms
x3030

saaenquiries@parliament.uk

[intranet.parliament.uk/access-security](#)



Collecting your security pass

You are issued with a security pass to allow you to access, and move around, the Parliamentary Estate. Passes are issued by the Pass Offices, at 1 Canon Row and Black Rod's Garden.

Everyone who works on the Parliamentary Estate is required to wear a photo-identity pass, and anyone walking around the Estate without a visible pass is liable to be challenged by security staff. Passes are also required to open many doors around the Estate and to gain pedestrian access to the House. Routine checks are carried out to ensure that the system is not abused. If you are stopped it will be for only a very short period.

If you forget your pass, you will need to go to one of the Pass Offices and collect a day pass. Please inform security if your pass is being misused. You should challenge a person without a pass or report the incident to security.

You may sponsor an application by your spouse or partner for a photo-identity pass. For an application form visit a Pass Office or go online.

If a pass is lost or stolen, please report the matter immediately.

Pass Office opening times

Monday	8am to 6pm*
Tuesday	8am to 6pm*
Wednesday	8am to 6pm*
Thursday	8am to 6pm*
Friday	8am to 4pm

*4pm during recess.

Obtain a pass/
report a pass lost
or stolen **x5920**
(1 Canon Row Pass
Office) or **x4760**
(Black Rod's Pass
Office)

Report misuse of
your pass **x3333**

**passoffice@
parliament.uk**

**saaenquiries@
parliament.uk**

[intranet.
parliament.uk/
access-security/
passes](#)

Car parking

The main car park is underneath New Palace Yard.

Car park passes are obtained from the Pass Office. For access to the car park, both a car park pass and a parliamentary photo-identity pass are required. Please note that Westminster is in the London congestion charge area.

IT security

All users have a responsibility to help maintain the security of the Parliamentary Network and protect its users from cyber threats.

The Parliamentary ICT security policy and other guidance documents are on the intranet. Please also refer to the ICT Acceptable Use Policy for Members of the House of Commons and their staff on page 12.

If you receive malicious or threatening emails, you should contact the Serjeant at Arms, who will ensure that appropriate action is taken in liaison with the Metropolitan Police and PICT ICT Security Team.

Enquiries **x3040**

Car park permits
x2970

Congestion charging
www.cclondon.com

PICT Service Desk
x2001

pictservicedesk@parliament.uk

ICT Security Team
x4455/6433

intranet.parliament.uk/computer-services/ict-security

Malicious emails
x3030



Entry points

St Stephen's entrance	Passholders
Opening times	8am (Sat 9am) Sun CLOSED
Closing times (sitting days)	Half an hour after the last House to rise (Commons or Lords) or 11pm, whichever is later
Closing times (non-sitting days)	Mon to Sat 6pm (8pm if there are any House of Commons catering functions)
Cromwell Green entrance	Passholders and non-passholders
Opening times	8am (Sat 9am) Sun CLOSED
Closing times (sitting days)	Half an hour after the last House to rise (Commons or Lords) or 11pm, whichever is later
Closing times (non-sitting days)	Mon to Sat 6pm (8pm if there are any House of Commons catering functions)
Carriage Gates	Passholders
Opening times	Always open
Subway	Passholders
Opening times	7am (Sat and Sun CLOSED)
Closing times (sitting days)	Half an hour after the rise of the Commons or 11pm, whichever is later (to the latest of 12.30am). <i>If the Lords sits later than the Commons, one hour after the rise of the Lords, to the latest of 12.30am.</i>
Closing times (non-sitting days)	8pm
Portcullis House	Passholders and non-passholders
Opening times	8am (Sat and Sun CLOSED)
Closing times (sitting days)	Half an hour after the last House to rise (Commons or Lords) or 11pm, whichever is later.
Closing times (non-sitting days)	6pm

1 Parliament Street	Passholders	non-passholders
Opening times	Always open	7am (Sun CLOSED)
Closing times		Half an hour after the last House to rise (Commons or Lords)

Derby Gate	Passholders	non-passholders
Opening times	Always open	8am (Sun CLOSED)
Closing times (sitting days)		6pm
Closing times (non-sitting days)		5.30pm

7 Millbank	Passholders	non-passholders
Opening times	Always open	9am (Sun CLOSED)
Closing times		Half an hour after the rise of the House of Commons, or 8pm, whichever is later

Black Rod's Garden	Passholders	non-passholders
Opening times	7am (Sat and Sun CLOSED)	
Closing times (sitting days)	Half an hour after the last House to rise (Commons or Lords)	
Closing times (non-sitting days)	11pm	5.30pm

EMERGENCIES

General

Information on any incident or changes to access will be communicated to you and your staff by the fastest means possible, including email, the annunciators and the voice alarm system.

Fire

In the event of a fire, or if a fire is suspected, report the emergency immediately by breaking the glass of the nearest fire alarm call point and by calling x3333. Different arrangements exist for different buildings; either a series of taped messages or sounders are broadcast to raise the alarm. If evacuation is necessary, you and your staff should assemble at designated muster points. Details of the muster points are on blue “Fire” notices by fire alarm call points throughout the Estate.

Dial **x3333** for all security, medical and fire emergencies

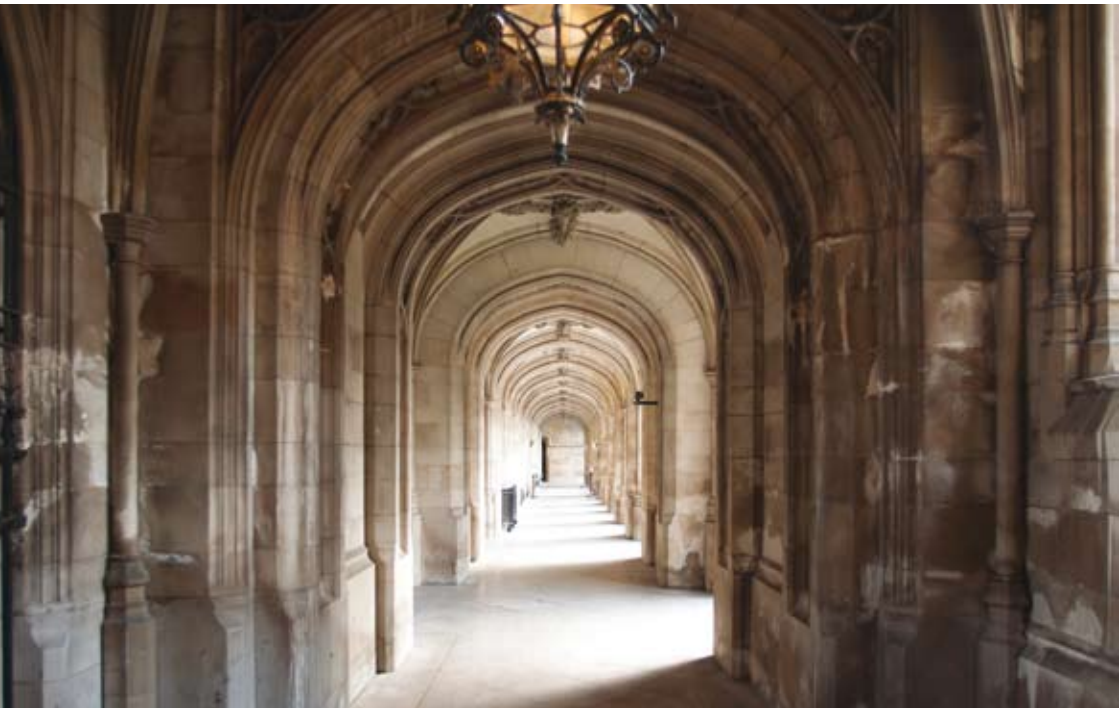
You should NOT call 999

Non-emergency crime **x5311**

Emergency procedures **x3030**

[intranet.parliament.uk/emergencies](#)

Latest security advice [intranet.parliament.uk/security-advice](#)



Accidents or injuries

There is an acute GP surgery, for example when you have left vital medication in the constituency and need or want a prescription (see page 94).

Medical emergencies

In the event of a serious accident or injury, you and your staff should call x3333 to arrange assessment by a first aider, and the calling of an ambulance if necessary. Trained first aiders are present in all parliamentary buildings.

Suspect mail

External mail delivered to the Parliamentary Estate is screened off-site. If you have suspicions about a mail item, it should be left alone and the office in which it is located should be evacuated, except where the item contains powder or granules which have escaped from the packaging. In this situation, no-one should leave the area where the powder was detected, doors should be shut, and non-security staff should be kept away to avoid cross-contamination. The incident should be reported immediately on x3333.

Bomb threats

In the event of a bomb threat, the police will seek to isolate the danger area and ensure the safety of you, your staff and the public. Security staff will direct people to identified internal or external safe areas. If you receive a bomb threat report the details immediately to x3333.

Firearms incidents

In the event of an incident involving firearms or other weapons, trained armed officers are posted in various strategic locations and will follow agreed plans to protect you, your staff and the public.

Chemical or biological agents

The police will take control of any incident involving possible chemical or biological agents and their instructions should be complied with immediately. Anyone potentially in contact with such agents should avoid contact with others until the nature of the agent has been established.

Decontamination arrangements

The emergency services have developed and tested plans for decontamination. If, for whatever reason, either or both Houses are unable to sit in their Chambers, alternative locations have been identified.



Emergency information – telephone numbers and website

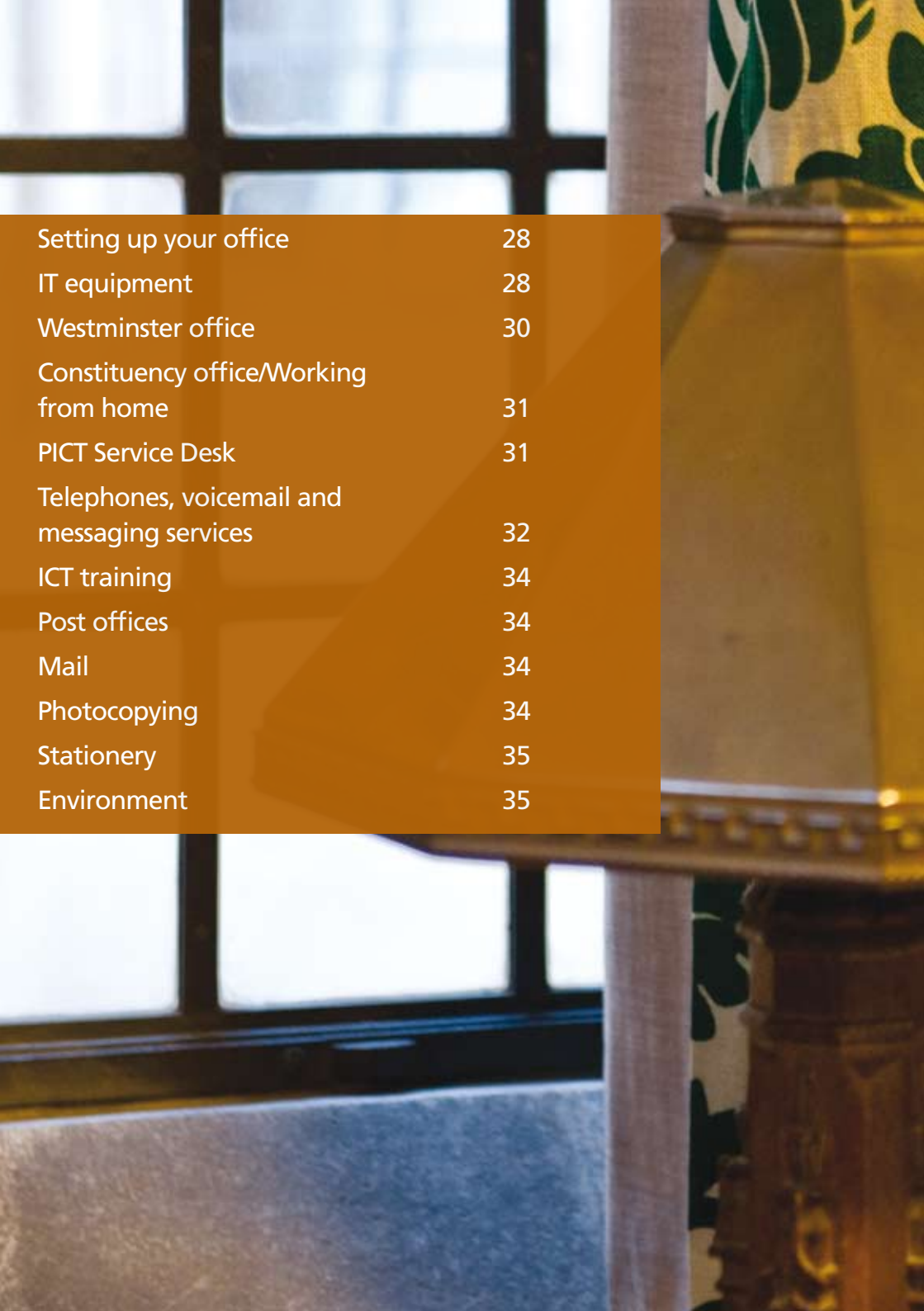
An emergency information telephone number and website are available for advice in times of an emergency.

When you collect your photo-identity pass, the Pass Office will give you an emergency card stating the emergency telephone number and website, as well as the username and password. Please keep this card with you at all times.

In an emergency or major incident, information will be communicated by whatever means are available and most effective, including global emails, the intranet, the annunciator and the voice alarm system. If the usual lines of communication or access to the Parliamentary Estate are affected by an emergency, you can call the emergency information telephone number or log on to the emergency website to receive advice. To access the information on the emergency website, you will need to enter a username and password – these are updated regularly and you will be kept informed about updates.

Further copies of the emergency information card can be obtained from the Pass Office.

At weekends and out of normal hours the Duty Resident Office Keeper is available on **076 5959 3865** (24 hours)



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The background features a vibrant green and yellow floral pattern on a light-colored fabric, possibly a curtain. The pattern consists of stylized leaves and stems. To the right, there is a dark brown wooden panel. In the foreground, a portion of a yellow, textured object, likely a lampshade, is visible on the left side.

**OFFICE ACCOMMODATION
SERVICES & EQUIPMENT**

Setting up your office

Accommodation Whips are responsible for allocating offices to Members. They may need to agree other moves to make a room available. Once this has been done, we aim to have you up and running in your new office within a week. The Accommodation Office will contact you to plan the details of your office (layout, furniture and telephone arrangements).

Experience shows that it is sensible to delay ordering IT equipment for use at Westminster until office allocation has taken place.

For any accommodation requests or problems, you should contact either the Members' Accommodation Manager or staff at the reception desk in your building. If you experience technical problems – for example with plumbing, ventilation or heating – you should report them to the Works Help Desk.

PLEASE NOTE: Use of office space as sleeping accommodation is not allowed. The Estate, with the exception of designated residential properties such as the Speaker's House, is classified and certified as office accommodation and the life safety fire precautions in place meet the associated office based standards. If you are working at an hour when you would not usually be expected to be in your office, please inform security staff of your presence.

IT equipment

Parliamentary Information and Communications Technology (PICT), a joint department of both Houses of Parliament, is responsible for the provision of ICT services to Members. You are offered a Parliamentary Network account which will give you access to a parliamentary email account, including an email address and secure storage space on the network for your files and documents. Only equipment provided by Parliament may be connected directly to the Parliamentary Network.

You are entitled to five computers in total, of which up to three may be laptops, with PCs making up the remainder. In addition, you are entitled to a maximum of two printers.

Members' Accommodation Manager **x3080**

Works Help Desk **x4747**

Raise work requests online
archibus.parliament.uk/pw

PICT Service Desk **x2001**

pictservicedesk@parliament.uk

One or both of these can be a multifunction printer, which also acts as a fax machine, copier and scanner. Centrally provided equipment is installed and supported by PICT and can be located on and off the Parliamentary Estate.

This equipment is provided by PICT from a standard catalogue, is free of charge and is for parliamentary use only. You may buy additional items, for which you may be entitled to reimbursement under the new expenses scheme, from a further catalogue. This catalogue includes other items not provided free such as Smartphones.

In addition, you may also subscribe free of charge to up to three broadband services that allow access to the internet and the Parliamentary Network from constituency and home locations using the standard equipment described above.

Wireless access to the Parliamentary Network is available in over 75 locations across the Parliamentary Estate and now covers all committee rooms and many of the meeting rooms used by Members, including the Members' Centre in Portcullis House Atrium and the Members' Library in the Palace. Guest wireless access is also available in these locations and allows access to the internet using non-parliamentary supplied equipment.

To discuss any of the above please call into the Members' Centre in Portcullis House or contact the Members' Computing Officer.

In the event of loss or theft of equipment provided by Parliament, contact the PICT Service Desk.

PLEASE NOTE: Electrical equipment must be covered by a valid portable appliance test. This may be arranged by calling the Works Help Desk.

Members' IT
Hardware
Catalogue
[intranet.parliament.uk/intranet/computer-services/assets/it-catalogue-mps.pdf](#)

Members' Centre
x3070
[intranet.parliament.uk/offices-departments/members-centre](#)
Members' Library
x3666

Members'
Computing Officer
x8808
**Members
Computing@
parliament.uk**
Works Help Desk
x4747

Westminster office

You are entitled to be reimbursed for specific expenses which you may incur in running your Westminster office. Details of these expenses, and how you may claim for them, are available from the Independent Parliamentary Standards Authority (IPSA).

PLEASE NOTE: Responsibility for the payment of Members' salaries and expenses has transferred to IPSA from 7 May 2010.

For any requests or problems about your office, or office furniture, contact your local Office Keeper (at the reception desk in your building) or, alternatively, the Members' Accommodation Manager.

Cleaning

Your office is cleaned by the Department of Facilities. Cleaning issues concerning your office should be made to the Office Keeper responsible for the area. Issues concerning the cleaning of other areas should be referred to the Works Help Desk.

IPSA
020 7811 6400
info@
parliamentary
standards.org.uk

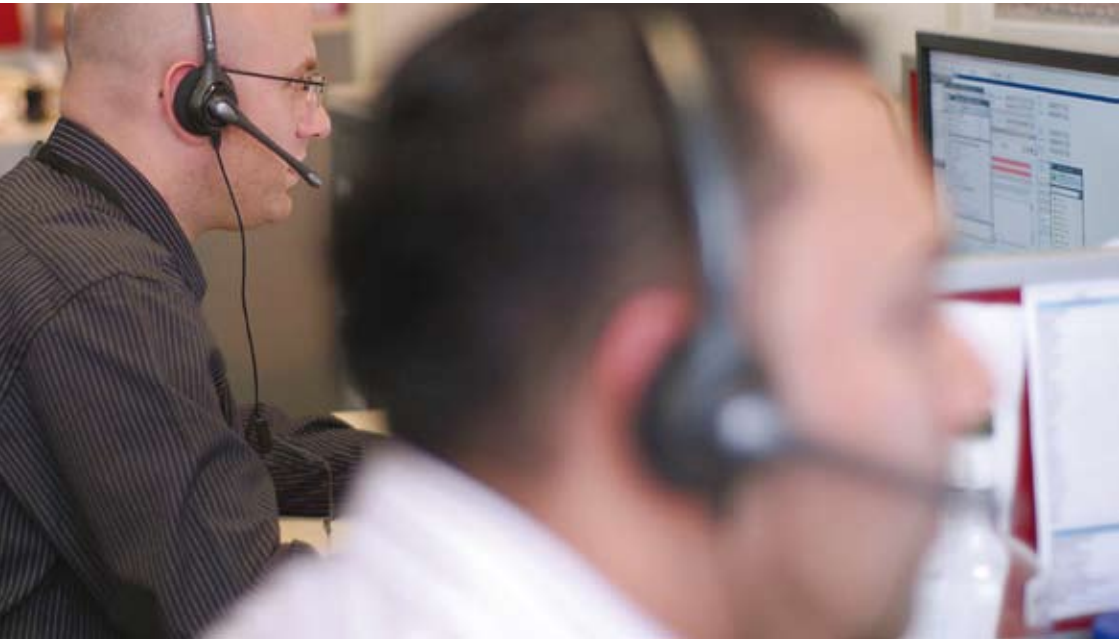
www.
parliamentary
standards.org.uk

Members'
 Accommodation
 Manager **x3080**

accommodation
services
@parliament.uk

Head Office Keeper
x2393

Works Help Desk
x4747



Constituency office/Working from home

You are entitled to be reimbursed for specific expenses which you may incur in running your constituency office. Details of these expenses, and how you may claim for them, are available from the Independent Parliamentary Standards Authority (IPSA).

Centrally provided IT equipment acquired from the PICT Members' catalogue may be installed in a constituency or home office. The PCs and laptops supplied by Parliament come pre-configured and allow full and secure access to the Parliamentary Network over a broadband connection.

Other remote access services are available for you and further details of these are available on the PICT intranet pages or by contacting the PICT Service Desk.

The Library also offers a range of services for your staff based in constituencies. For details contact the Library enquiry point.

PICT Service Desk

The PICT Service Desk should be the first point of contact for all your parliamentary ICT support needs.

The service runs continuously from 8am on Monday through to 6pm on Saturday and from 8am to 6pm on Sundays, including during recesses. Outside normal hours, the service is run with a reduced number of staff.

IPSA
020 7811 6400
info@
parliamentary
standards.org.uk

www.
parliamentary
standards.org.uk

PICT Service Desk
x2001

pictservice@
parliament.uk

Library enquiry
point x3666

hclibrary@
parliament.uk

PICT Service Desk
x2001

pictservice@
parliament.uk

Telephones, voicemail and messaging services

The parliamentary telephone directory is available on the intranet.

You have been allocated a telephone number on the 020 7219 exchange which will remain yours until you leave Parliament, so you can publicise it as your contact number.

PICT will install up to four telephone lines for you. Digital handsets will be provided on up to two of the lines and the other lines may be used for fax machines or analogue handsets.

You may use up to three voicemail boxes in Westminster; training is provided. The voicemail system can alert your mobile phone if you have received a message and you can dial in from anywhere to retrieve it.

Short telephone messages can be taken for you by the Operator Bureau. A light on your digital telephone indicates when a message has been received. Messages can be retrieved by dialling x4252. Unless otherwise directed, all messages are printed and posted or, on sitting days, placed on the message board in the Members' Lobby. They can also be transmitted by email, fax, pager or the short message service (SMS) available on mobile telephones. Please contact the Messaging Administrator for full details of the service.

Information on other telecommunications services such as conference calls and directory enquiries is available from the PICT Service Desk.

Switchboard **x3000**

Telephone directory
saaweb.parliament.uk/telephonedirectory/content/default.asp

Telephone handset faults and dialling difficulties **x4444** (open 24/7)

Operator Bureau supervisor **x3000** (open 24/7)

Retrieve a message **x4252**

Messaging Administrator **x5678**

PICT Service Desk **x2001**

pictservicesdesk@parliament.uk

Mobile phones, pagers and Smartphones

The use of handheld devices to keep up-to-date with emails is permitted in the Chamber and in committees provided that it causes no disturbance. They should not be used when speaking. All pagers, mobile phones, Smartphones etc should be switched to silent mode in the Chamber and committees. Similarly they should not be used to make or receive calls in the Library or catering outlets.



ICT training

We offer one-to-one training to familiarise yourself with the equipment and demonstrate how to use Microsoft Office products, including Outlook email and calendar facilities, and the intranet and internet.

For further information, assistance and advice on all PICT services please contact the PICT Service Desk.

IPSA also provides brief introductory sessions on the online expenses system.

PICT Service Desk
x2001

pictservice@parliament.uk

IPSA
020 7811 6400

info@parliamentarystandards.org.uk

www.parliamentarystandards.org.uk

Post Office
(Members' Lobby)
x4639

intranet.parliament.uk/outlets/post-office

Postal services
x4637

intranet.parliament.uk/equipment-supplies/mail

Suspect packages
x3333

Photocopying
x5201/2855

Post offices

A full range of post office counter services is available at the three Post Office Counters on site, in Central Lobby, Members' Lobby and Portcullis House. Information on opening hours and the services offered by the Post Office is available on the intranet.

Mail

You should contact the Postmaster and his staff in the main post office in Members' Lobby to discuss how your mail should be managed.

All mail from the Royal Mail network is scanned at a remote location before delivery to Parliament. Any suspect packages received through the post should be reported immediately.

Photocopying

Digital photocopiers are provided around the Estate for use by you and your staff in support of your parliamentary duties. These are managed by the Department of Facilities.

Stationery

You and your staff may order stationery for your parliamentary or constituency offices from the House of Commons stationery catalogue. Stationery ordering packs are available from your local Office Keeper.

House of Commons stationery is provided at public expense and must not be used for purposes that are not properly a charge on public funds. Guidance is available online. Please visit the online Members' Centre for details.

You are limited to £7,000 worth of bespoke House stationery and pre-paid envelopes per annum. For guidance on the rules governing the use of House of Commons stationery contact the Department of Resources (see opposite for details).

Expenditure on stationery other than bespoke House stationery and pre-paid envelopes may be reimbursed under the rules of the expenses scheme.

Environment

Parliament is trying to reduce its environmental impact. You and your staff are requested to be considerate of the environment when conducting your business.

Recycling facilities are provided throughout the Estate.

Banner Stationery
Help Desk
0845 226 7791

Rules on the use
of bespoke
stationery and
pre-paid envelopes
x2873

[intranet.
parliament.uk/
hoc-omc](http://intranet.parliament.uk/hoc-omc)

IPSA
020 7811 6400

**info@
parliamentary
standards.org.uk**

[www.
parliamentary
standards.org.uk](http://www.parliamentarystandards.org.uk)

Head of Fire, Safety
and Environment
x2854

[intranet.
parliament.uk/
building-works/
environmental](http://intranet.parliament.uk/building-works/environmental)

Works Help Desk
(Waste removal
requests) **x4747**



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Pay and Expenses



FINANCE

Your salary and expenses

The Independent Parliamentary Standards Authority (IPSA) is the independent body which pays your salary and regulates and pays your expenses in line with the new expenses scheme which it published in March 2010. This scheme, and accompanying guidance to assist you in understanding how the new rules should be applied, are available on IPSA's website.

The Department of Resources is responsible for administering your pension and the Portcullis Pension Plan for your staff, and for paying for certain costs relating to select committee and delegation travel.

In order to be signed up for your pay and pension, you must complete the Members' Details Form and bring this to the House along with proof of identity and your P45 or P46 form.

This form includes information which is required by both the House and IPSA.

You are eligible to be paid your salary once you have taken the oath or affirmed.

In order to be reimbursed for certain expenses under IPSA's scheme, you will be required to complete and provide additional forms and supporting documentation to IPSA. IPSA will provide you with further information on these requirements and how you should meet them.

As a result of the Constitutional Reform and Governance Act 2010, Members – once they have taken the oath – are automatically deemed to be resident, ordinarily resident and domiciled in the UK for the purposes of income tax, capital gains tax and inheritance tax. If you need more advice, please contact HMRC.

Independent
Parliamentary
Standards Authority
(IPSA)

020 7811 6400

**info@
parliamentary
standards.org.uk**

[www.
parliamentary
standards.org.uk](http://www.parliamentarystandards.org.uk)

[www.hmrc.
gov.uk](http://www.hmrc.gov.uk)

Pensions

Once you have taken the oath or affirmed, you are a member of the Parliamentary Contributory Pension Fund (PCPF) as from the day after you were elected. You can choose to pay contributions at either 6% or 10% of gross pay.

Pensions Unit
x2106

pensionsmp@
parliament.uk

intranet.
parliament.uk/
finances/pensions/
mps-pensions

Travel

The reimbursement of travel expenses between London and your constituency, and within your constituency, is the responsibility of IPSA. Travel arrangements can be made between London and your constituency, and within your constituency, using the Houses of Parliament Travel Office, which provides business and personal travel services to Members of both Houses. The office is operated by Hillgate Travel and is overseen by the Department of Resources.

Travel Office
x4232

hop@
hillgatetravel.com

www.hillgatetravel.
com

The office provides a comprehensive travel service and gives you access to a range of substantial discounts on fares, in particular on air travel. Staff can assist you in assessing your travel patterns and identifying the most convenient and cost-effective way of travelling.

The House pays carbon offsets for parliamentary travel booked through the Travel Office. While you are free to book your travel in other ways, only bookings through the office benefit from the available discounts and carbon offsets.



The Travel Office is on the lower ground floor, Palace of Westminster, approached by Star Chamber Court. The office is sign-posted with access down the stairs from the Court. Access from the Members' Lobby is also possible. Please contact the office for directions.

Travel Office opening times

Monday	9.30am to 5.30pm*
Tuesday	9am to 5.30pm*
Wednesday	9am to 6pm*
Thursday	9am to 7pm*
Friday	9am to 5pm

*5pm during recess.

Insurances

The House Service has taken out a range of insurances on Members' behalf. Please check what these cover by consulting staff from the Personnel Advice Service before making any independent arrangements. Responsibility for certain insurances will pass to IPSA during the 2010/11 financial year. More information will be made available in due course.

Members are also covered for a death in service payment from the Parliamentary Contributory Pension Fund.

A guide to Members' insurance cover is available on the intranet.

Leaving the House

IPSA is responsible for the financial arrangements applying to you when you leave the House.

Personnel Advice Service, 7 Millbank, 3rd Floor **x2080**

PAS@parliament.uk

[intranet.parliament.uk/insurances](#)

IPSA
020 7811 6400

info@parliamentarystandards.org.uk


[www.parliamentarystandards.org.uk](#)

Death of a Member

If a Member dies, the House Service appoints a Contact Officer to help his or her family and staff in their dealings with House matters. Further information is available on the intranet.

Death in service
[intranet.](#)
[parliament.uk/](#)
[death-in-service](#)



The background of the page is a photograph of an outdoor courtyard. In the foreground, there is a large, shallow pool of water that reflects the surrounding environment. A large, leafy tree stands in the middle ground, its trunk and branches visible. Behind the tree, there is a building with large glass windows and doors. The scene is brightly lit, suggesting a sunny day. A semi-transparent, reddish-brown rectangular box is overlaid on the upper portion of the image, containing the table of contents.

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A photograph of a woman in a bright red dress walking from left to right in a modern building courtyard. In the foreground, there is a large, shallow pool of water that reflects the woman and the surrounding architecture. The background features a building with large windows and a prominent tree. A semi-transparent purple banner is overlaid on the upper right portion of the image, containing the text 'EMPLOYMENT OF STAFF'.

EMPLOYMENT OF STAFF

Employing staff

Personnel Advice Service

Legally, you are the employer of your staff. The Personnel Advice Service in the Department of Resources provides up-to-date advice and information on employment issues and HR implications in line with best practice. This includes:

- formal guidance on key employment issues such as redundancy, maternity, paternity rights, and other employment matters;
- ad hoc confidential advice service on professional best practice and law, including advice and support on specific cases to help ensure Members operate within the law;
- induction and employment training for you and your staff;
- development of employment policy and procedures for Members.

Independent Parliamentary Standards Authority (IPSA)

The Independent Parliamentary Standards Authority (IPSA) is responsible for paying staff salaries which you can claim against your Staffing Expenditure. It will require you to meet certain conditions, before it places your staff on the payroll, including the completion of an appropriate contract of employment.

You should ensure that you have checked references before employing staff.

Personnel Advice
Service, 7 Millbank,
3rd Floor **x2080**

**PAS@parliament.
uk**

Independent
Parliamentary
Standards Authority
(IPSA)

020 7811 6400

**info@
parliamentary
standards.org.uk**

[www.
parliamentary
standards.org.uk](http://www.parliamentarystandards.org.uk)

Security clearance for Members' staff

The Members' Staff Verification Office (MSVO) carries out Baseline Personnel Security Standard (BPSS) pre-employment checks on staff of Members from both Houses and audits House contractors to ensure they carry out these checks on their employees. This standardises checking procedures for everyone with access to the Parliamentary Estate and its network. The standard is designed to address problems of identity fraud, illegal working and deception.

The check involves verifying an individual's identity, nationality and immigration status and employment/educational history over the past three years.

Pensions

A stakeholder pension scheme – known as the Portcullis Pension Plan – has been set up for your staff and is administered by the House's Pensions Unit. Contact IPSA for details.

Legislation

The Disability Discrimination Act 1995 and Regulatory Reform (Fire Safety) Order 2005 have implications for Members as employers. Advice on these issues can be requested.

Members' Staff
Verification
Office (MSVO)
x3468/4072

**msvo@
parliament.uk**

[intranet.
parliament.uk/
access-security/
msvo](#)

Portcullis Pension
Plan **x1425/1588**

**pensionsmpstaff
@parliament.uk**

[intranet.
parliament.uk/
finances/pensions/
mps-staff-pensions](#)

Disability
Discrimination Act
1995 **x5732**

Fire Safety
Order 2005
x4714/2452/3912

Training opportunities for your staff

The Department of Resources, in partnership with Capita Learning and Development, offers training services for your staff.

The training activities offered include:

- a series of induction days, aimed at all new staff working for a Member whether based in Westminster or the constituency. These will provide your staff with the most essential information required to enable them to help you with your work;
- one day courses at Westminster or regionally, including:
 - providing a high quality service to constituents
 - how to deal with difficult or violent visitors
 - serving and employing disabled people
 - managing expenses
 - dealing with the media
 - introduction to immigration
 - proofreading
 - assertive communication.
- IT courses at Westminster or regionally;
- legally required courses such as annual fire safety awareness training.

Courses are free of charge to those staff who are paid from staffing expenses. To book a place on any of the courses, please contact Capita. The approval of the relevant MP is required.

IPSA will also provide your staff with training on the expenses scheme and system.

Capita
0870 400 1025

IPSA
020 7811 6400
info@
parliamentary
standards.org.uk
[www.
parliamentary
standards.org.uk](http://www.parliamentarystandards.org.uk)

Free training is also provided by the House of Commons Library. Courses include:

- internet search: tools and techniques;
- Library intranet pages;
- media and parliamentary sources on the intranet and internet;
- PIMS search and retrieval.

Your staff can use the Library facilities in the Derby Gate building.

ICT training is also available. See page 34 for details.

w4mp.org

The 'Working for an MP' website is fully funded by the House Service. It provides a wide range of useful information for your staff including help and advice on job vacancies and related matters.

Threat of legal action

Should you receive a threat of legal action relating to your work as a Member, you should immediately call the Department of Resources on x6216. Do not wait until an action is issued and do not respond directly. The House currently maintains a Professional Indemnity insurance policy to protect its Members, though this arrangement may change or cease after 30 September 2010 with the transfer of responsibilities to IPSA. Any disputes between you and one of your employees should be referred in the first instance to the Personnel Advice Service.

You are strongly encouraged to purchase your own legal risks insurance as the House provides only limited cover.

Library training
x2937

librarytraining@parliament.uk
intranet.
parliament.uk/HoC-library-learning

PICT Service Desk
x2001

pictservicesdesk@parliament.uk

w4mp@w4mp.org

www.w4mp.org

Department of Resources (threat of legal action) **x6216**


Personnel Advice Service **x2080**

pas@parliament.uk

IPSA
020 7811 6400

info@parliamentarystandards.org.uk

www.parliamentarystandards.org.uk



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CHAMBER & COMMITTEES

Chamber business

Swearing-in

When a new Parliament meets, the first business is the election of a Speaker. On the day after the Speaker has been elected, the Speaker-elect, and any Members who wish, go with Black Rod to the Lords. On returning from the Lords the Speaker takes the oath of allegiance and then Members come forward one by one to swear or affirm. The recital of the oath or affirmation has legal effect. Members who have not taken the oath or affirmation are unable to draw a salary and **must not** sit during any debate or vote in a division of the House (once the Speaker has been elected) or **they lose their seat**.

Mobile phones, pagers and electronic equipment must be switched to silent before you enter the Chamber.

Members are called to take the oath or affirm in order of seniority, first the Father of the House, then members of the Cabinet and Shadow Cabinet, other Privy Counsellors and other Ministers. Other Members are then called (by the Parliament of first entry). The Speaker announces the timings at the start of proceedings; as the swearing-in continues the annunciators around the House will display the relevant details (for example: TAKING THE OATH: MEMBERS FIRST ELECTED IN 1997-2001 PARLIAMENT).

You should be aware that the swearing-in is a televised formal proceeding, and that anything said may be picked up by the microphones.

Business of the House and its Committees: a short guide
intranet.parliament.uk/intranet/offices-departments/assets/business-of-the-house-and-its-cttees.pdf

Oath or affirmation

You should decide in advance whether to take an oath or to make an affirmation.

You take the oath or affirm by the Despatch Box on the Government side and then sign the test roll. The Clerk of the House calls out your name, and the Speaker shakes hands with you as you pass the Chair.

Sacred texts

The following holy books are available to Members at the Table: the New Testament; the Old Testament (in English and Hebrew); the Torah; the Koran; the Granth; the Welsh Bible; and the Gaelic Bible. As you come to take the oath you should indicate to the Clerk which holy book you require.

You are asked to respect the protocols surrounding the handling of the Koran and the Granth and should not touch these holy books unless you intend to use them to take the oath.

Languages other than English

The oath or affirmation must by law be taken or made initially in English, but you are entitled, if you wish, to follow this with an oath or affirmation in Welsh, Cornish or Scottish Gaelic. Oath/affirmation cards in these languages are available at the time of swearing-in from the Clerk at the Despatch Box.

Sample signatures

House officials will be behind the Speaker's Chair to collect your sample signature so that it can be easily identified when you sign House papers. You will also be asked to complete a form showing the full name by which you wish to be known in a range of House documents.

Registration of interests

The main purpose of the Register of Members' Financial Interests is to provide information of any financial interest or other material benefit which a Member receives that might reasonably be thought by others to influence his or her actions, speeches or votes in Parliament or actions taken in his or her capacity as a Member of Parliament.

Registration of such interests is required under resolutions of the House.

You must register your interests within one month of taking your seat. Thereafter you should inform the Registrar of any change to your registrable interests within four weeks of its occurrence. You are required to register your interests even if you have a nil return.

In addition, you must declare interests which are relevant to particular parliamentary proceedings and this obligation applies from the time you take your seat.

The Parliamentary Commissioner for Standards will write to you shortly after you are elected with information about your obligations under the Code of Conduct (see page 6) and related rules of the House, including how you should register and declare your relevant interests. Further information can be found at intranet.parliament.uk/DoI.

The Parliamentary Commissioner also investigates complaints against Members.

There are also Registers of Interests for Members' staff, All-Party Groups and journalists. These are available on Parliament's website. Your staff should contact the Assistant Registrar for advice on registering their interests.

Registrar of
Members' Financial
Interests **x3277**

Declaration of
interests
[intranet.
parliament.uk/DoI](https://intranet.parliament.uk/DoI)

The Parliamentary
Commissioner for
Standards **x0320**

**standards
commissioner
@parliament.uk**

Assistant Registrar
x0401

Chamber matters

Sitting times

The normal sitting hours of the House are shown below:

Sitting times

Monday	2.30pm to 10pm*
Tuesday	2.30pm to 10pm*
Wednesday	11.30am to 7pm*
Thursday	10.30am to 6pm*
Friday	9.30am to 2.30pm*

*Usual end of main business, generally followed by the half hour adjournment debate.

The time at which main business is concluded is subject to change, depending on the business of the House. A calendar showing sitting days for the current session is usually available online and from the Vote Office.

Parliamentary
calendar
services.
[parliament.uk/
calendar](http://parliament.uk/calendar)



Debates

If you wish to speak in debates in the Chamber, or in 90-minute debates in Westminster Hall, you should write to the Speaker in advance. If you have not written you may still take part in debates by approaching the Chair or seeking to catch the Chair's eye, but it is likely that preference will be given to those who have written in advance.

Selection of speakers in debate is at the Speaker's discretion. His objective is to give all Members a fair opportunity to take part in debate. He will take account of relevant experience or expertise (in or outside the House), Members' expressed interests or constituency involvement and the number of times Members have previously spoken (or have failed to catch his eye) during the parliamentary session. He may have to impose time limits on speeches in order to give as many Members as possible the opportunity to contribute to debate. It will not always be possible for you to be called when you wish to speak. The Speaker will generally seek to be as helpful as possible to Members seeking advice on the likelihood of being called.

You need not apply to speak in Committee of the whole House, Report stages or on Lords Amendments. It will be enough for you to rise in your place on such occasions or, if you have a disability, otherwise indicate to the Chair.

Question Time

Before Question Time or ministerial statements, you should write to the Speaker seeking to be called only when you wish to draw to his attention a particular fact (for example a constituency connection or personal interest), which you think he should bear in mind. Members who submit generalised requests to be called will be given no preference.

A request to be called at Prime Minister's Questions should be submitted **only** in the most exceptional circumstances. An example might be where a human tragedy has taken place in the constituency. Generalised requests to be called will be counterproductive.

Statements

Members seeking to be called following a ministerial statement, urgent question or the business question must be present for the whole of the opening statement.

Statistics

The Speaker's Office keeps comprehensive records of Members' success and failure in being called in debate, following ministerial statements and at Prime Minister's Questions. These statistics are always taken into account on a subsequent occasion.

Speaker's Office
x5300



Chamber conduct

Conventions and courtesies

The following are the conventions and courtesies of the House which successive Speakers have reiterated:

In the Chamber

On entering or leaving the Chamber, you should give a slight bow to the Chair, as a gesture of respect to the House. You should not cross the line of sight between the Speaker and the Member who has the floor, or at Question Time, between a Member asking a question and the Minister responding to him or her.

Mobile phones should not be used in the Chamber. Pagers may be switched on as long as they are in silent mode. When addressing the House you should not use electronic devices as an aide memoire or to receive messages.

You should bear in mind Erskine May's advice in *Parliamentary Practice* that "good temper and moderation are the characteristics of parliamentary language". It is also important that exercise of the privilege of freedom of speech is tempered with responsibility.

Advice on Chamber
business: Table
Office **x3302/3303**



Speaking

When speaking in debates you should be present for the opening and winding-up speeches, and you should remain in the Chamber for at least the two speeches after you have concluded. If you fail to observe these courtesies, you will be given a lower priority on the next occasion you seek to speak.

You must speak from the place where you are called, which has to be within the formal limits of the Chamber (so not from the cross-benches below the bar).

You must resume your seat whenever the Speaker (or a Deputy) stands up.

You must address the House through the Chair. Accordingly, other Members should not be addressed as ‘you’, but should be referred to as ‘the honourable Member for [constituency]’, ‘my honourable friend’ or ‘the honourable Member opposite’. Privy Counsellors are ‘Right Honourable’. Ministers may be referred to by office or simply as the Minister.

You may refer to notes but you should **not** read speeches or questions; this both tends to stifle debate and makes it harder for you to respond to interventions.

Intervening

Members may intervene briefly in each other’s speeches, but only if the Member who has the floor gives way.

Oral questions

Members with oral questions should not leave the Chamber until supplementary questions on their question have ended.

Speaker’s Office
x5300

Advice on Chamber
business: Table
Office **x3302/3303**

Half hour adjournment debates

Half hour adjournment debates in the Chamber or in Westminster Hall are intended to be an exchange between the Member and the Minister, who will respond on behalf of the Government to the issues raised. Other Members may take part in the debate only with the permission of the Member and Minister concerned and, if permission is granted, the Chair must be notified.

Courtesies to colleagues

You should notify colleagues whenever you intend to refer to them in the Chamber; table questions or early day motions (EDMs) which specifically affect colleagues' constituencies; or intend to visit their constituencies (except on purely private visits).

For further information please contact the Table Office or the Speaker's Office.

Maiden speech

You should give notice of your intention to make a maiden speech to the Speaker's Office. You will usually be called early in a debate to make your maiden speech, and will be heard without interruption. You may request a presentation copy of the Official Report of your maiden speech. You may table oral and written questions, EDMs and amendments, take part in committees, present a petition or a bill, or speak in Westminster Hall, even if you have not yet spoken in the Chamber. For further information, contact the Table Office.

Library staff can provide information about the history of your constituency or statistics for it, as well as the maiden speeches of your predecessors.

Table Office **x3302**

tableoffice@parliament.uk

Speaker's Office
x5300

speakersoffice@parliament.uk

Speaker's Office
x5300

speakersoffice@parliament.uk

Request a presentation copy of the Official Report of your maiden speech
x6391

Table Office
x3302/3303

tableoffice@parliament.uk

Library enquiry point **x3666**

hclibrary@parliament.uk

Advice on the work of the House

The staff of the Department of Chamber and Committee Services support every aspect of the business of the House and its committees, for example, in the legislative process, providing the staff of select committees, and advising on parliamentary questions. They will advise you in strict confidence and they can advise you not only on the rules and practices of the House but on which may be tactically best for you to follow. They are employed by the House, not the Government, and are not civil servants. They are politically strictly impartial and will not always volunteer information without being asked, since in some circumstances this could amount to taking sides.



For advice on the work of the House contact:

Area of work	Responsible office	Location	Phone
Bills	Public and Private Bill Office	3rd floor, above the Chamber	x6758 (public bills) x6008 (private bills)
Documents, provision of	Vote Office	Members' Lobby and throughout the Estate	x3631
Early day motions (EDMs)	Table Office	Off the corridor behind the Speaker's Chair	x3302/3303
European scrutiny	Delegated Legislation Office	7 Millbank	x5467
Petitions	Journal Office	3rd floor, above the Chamber	x3310
Procedural advice	Table Office	Off the corridor behind the Speaker's Chair	x3302/3303
Questions (oral and written)	Table Office	Off the corridor behind the Speaker's Chair	x3302/3303
Relations with other Parliaments	Overseas Office	At the end of Committee Corridor, and 7 Millbank	x3314
Select committees	Committee Office	At the end of Committee Corridor, and 7 Millbank	x4300/2712 (general) x5675/3267 (Committee Office management)
Statutory instruments	Journal Office	3rd floor, above the Chamber	x3361

The Clerk Assistant, who is also the Director General of the Department of Chamber and Committee Services, and the Principal Clerk of the Table Office, whose offices are in the corridor behind the Speaker's Chair, welcome the opportunity to talk to you, especially if you are a new Member, and to identify the right people to help you on particular aspects of business and procedure.

Guides (available from the Vote Office, publication displays throughout the Estate and online):

Business of the House and its Committees: a short guide
[intranet.parliament.uk/intranet/offices-departments/assets/business-of-the-house-and-its-cttees.pdf](#)

The public business Standing Orders of the House
[www.parliament.uk/standing-orders](#)

Written fact sheets on aspects of the work of the House
[www.parliament.uk/factsheets](#)

Fact sheet P1 Questions
[www.parliament.uk/questions-facts](#)

The authoritative guide to procedure is Erskine May's *Treatise on the Law, Privileges, Proceedings and Usages of Parliament*, usually known as Erskine May

Oral and written questions

Government departments answer questions every four weeks according to a rota which is available from the Vote Office and is on the intranet bulletin board. You may table one question to each department answering – subject to a maximum of two on a single day.

To table a question, you should refer to the Table Office, which prepares the daily Order Paper and receives parliamentary questions and motions. The Clerks in the Office advise on how to bring questions and motions into conformity within the rules of the House, and can provide advice on any aspect of procedure, or direct you to the appropriate specialist.

The same procedure applies to written questions.

Questions may be tabled in person at the Table Office, by post or electronically. Your staff may hand in questions on your behalf but the office is able to discuss questions only with Members. If you wish to table questions electronically you may register on a form available in the Table Office.

Table Office opening times

Sitting Mondays and Tuesdays	10am to rise of the House
Sitting Wednesdays and Thursdays	9am to 5.30pm
Sitting Fridays	9am to rise of the House
Non-sitting Fridays	11am to 3pm
Recesses and weekend	Closed

The Library can help with any difficulties finding answers to oral and written questions, and any documents associated with the answers such as deposited papers.

Table Office
x3302/3303

**tableoffice@
parliament.uk**

[intranet.
parliament.uk/
offices-
departments/
dccs/table-office](http://intranet.parliament.uk/offices-departments/dccs/table-office)

Library enquiry
point **x3666**

**hclibrary@
parliament.uk**

Hansard reporting

Hansard (the Official Report) is the full and accurate report of proceedings in the Chamber and Westminster Hall and General Committees of the House and an important archival resource. Hansard is “substantially” the verbatim report of proceedings which means that, while nothing is left out that adds to the meaning of a Member’s speech, repetitions and redundancies may be omitted as are mistakes that would be obvious to someone listening to the debate.

To help Hansard fulfil this role, it is important that you pass any speaking notes to Hansard staff when requested. Please open all Hansard envelopes addressed to you, as they may contain separate queries, the answers to which will help Hansard to report your speech more accurately.

Hansard staff will inform you by note when speeches will be ready for checking. Before they are sent for printing, speeches may be read in the Assistant Editors’ room, Lower Press Gallery, mezzanine floor, or they can be emailed to you for checking (there is a shorter time window in which to check emailed speeches than if you go to the office in person). You should check speeches and suggest alterations yourself as Hansard cannot accept alterations from your staff. Errors that Hansard staff have made may be corrected and editorial changes suggested. Please note that, like all major publications, Hansard has a house style on which, in the interests of consistency, searchability and ease of reading, its editorial staff will generally insist.

The reports of proceedings in the Chamber and Westminster Hall are published on the internet, about three hours after the end of Question Time or a speech, at www.publications.parliament.uk/pa/pahansard.htm. The reports of proceedings in committees take longer to be published.

Hansard **x1480**

Correct an error: speeches or debates in the Chamber **x2865** or **x5258**, in Westminster Hall **x5522**, in Public Bill and other General Committees **x5762** or **x5291**

www.publications.parliament.uk/pa/pahansard.htm

Select committees

Select committees are established by the House to conduct inquiries into matters of interest and to scrutinise the Government. The most well known type, the departmental select committee, examines “the expenditure, administration and policy” of each department and their associated public bodies. Committees mostly proceed by gathering written evidence, questioning witnesses in public (oral evidence) and making reports to the House. Most committees publish a great deal of information on Parliament’s website. For queries about a select committee report, contact the Clerk of the relevant committee or the Committee Office.

The party composition of committees reflects that of the House. To join a committee, you need to contact your Whips’ Office. In March the House endorsed the recommendation of the House of Commons Reform Committee that parties should elect members of departmental and similar committees by secret ballot.

Committee Office
x5675

[intranet.
parliament.uk/
committees](http://intranet.parliament.uk/committees)



Groups and assemblies

All-Party Groups

All-Party Groups (APGs) are informal, cross-party, interest groups that have no official status within Parliament and are not accorded any powers or funding by it. They should not be confused with select committees, which are formal institutions of the House.

There are a number of APGs. They cover many and diverse fields such as health, education, transport, defence, finance, the media, and sports. Some exist to foster links with other countries and parliaments, others to address a particular issue, and some exist mainly for social reasons. Some APGs have existed for many decades whereas others come and go in response to issues of the day.

APGs are essentially run by and for Members of the House of Commons and House of Lords. Mostly they are run by backbenchers though Ministers may also be officers or members of APGs and many groups choose to involve individuals and organisations from outside Parliament in their administration and activities.

Announcements about the meetings of All-Party Groups can be found in the All-Party Whip, which is available on the intranet. The Assistant Registrar is responsible for the All-Party Groups' register.

All-Party Groups
[intranet](#).
[parliament.uk/apgroups](#)

All-Party Whip
[intranet](#).
[parliament.uk/apwhips](#)

Assistant Registrar
x0401

International assemblies

Delegations of Members from both Houses attend four international assemblies:

- the Parliamentary Assembly of the Council of Europe;
- the Parliamentary Assembly of the Western European Union (also known as the European Security and Defence Assembly);
- the NATO Parliamentary Assembly;
- the Parliamentary Assembly of the Organisation for Security and Cooperation in Europe.

The delegations are selected on the basis of consultation between the parties and reflect the party composition in the Commons. The delegations are supported by staff in the Department of Chamber and Committee Services.

Interparliamentary bodies

There are also UK branches of international organisations that promote contacts between parliamentarians in different countries, such as the Commonwealth Parliamentary Association (CPA) UK and the British Group of the Inter-Parliamentary Union (IPU).

The British-Irish Parliamentary Assembly (BIPA) brings together Members of the UK and Irish Parliaments, the devolved legislatures and the Crown Dependencies to develop understanding between elected representatives and explore issues of mutual concern.

The two Houses have agreed to bring together these and other international parliamentary activities under the umbrella of a new International Relations Directorate.

There are also a number of All-Party Groups which aim to promote links with specific countries.

Overseas Office
x3314

UK branch of the Commonwealth Parliamentary Association (CPA)
x6638

cpa@parliament.uk
www.cpa.ukbranch.org

CPA Headquarters
x4666

www.cpahq.org

Delegation support
x2611/3294

British Group of the Inter-Parliamentary Union (IPU) **x3011**

bgipu@parliament.uk
www.bgipu.org

British-Irish Parliamentary Assembly **x3277**

All-Party Groups
intranet.parliament.uk/apgroups



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INFORMATION SERVICES



Parliamentary papers

You can be supplied with parliamentary papers by the Vote Office, which holds and issues official publications required for the conduct of the business of the House. The stocks held are for the current and preceding Session; older documents may be ordered. There are several document issue points around the Estate, including in Members' Lobby. The main office is situated directly below the Members' Lobby outlet, on the lower ground floor. The entrance to this office is opposite to the cash machines in the House of Commons.

You are entitled to one copy of each of the following parliamentary papers on request:

- the 'Vote bundle', which includes the daily summary agenda, order of business, questions and early day motions tabled the previous day, and amendment papers;
- Hansard (daily, weekly, bound volume, index volume);
- public bills and acts;
- Command papers, including Government White and Green Papers;
- House of Commons papers.

Extra copies of some documents may be provided on request to the Vote Office.

Forms listing all recently published parliamentary and certain non-parliamentary papers and EU publications, and providing an opportunity for them to be ordered, are available from Vote Office issue points, on the intranet and via internal or external post. Documents ordered will be dispatched by return of post.

Vote Office **x3631**

vote_office@parliament.uk

www.parliament.uk/publications/index.cfm

Papers are normally made available online at the same time as, or shortly after, publication in hard copy.

If you live within one and a half miles of the House, you may have the following papers delivered on the day of issue to your home address: daily business papers, public bills, Daily Hansard and the Financial Statement (Budget Red Book). If you live outside that limit, you may have the documents posted to you.

The Library can help you to search for and access parliamentary papers, including older papers that are not available online.

Non-parliamentary papers

You are entitled to one copy of designated EU publications that are stocked by the Vote Office. Yellow forms listing all recently published EU publications, and providing an opportunity for them to be ordered, are regularly circulated to Members who request them and are available at Vote Office issue points. European documents can also be ordered, by category, via the Vote Office by standing order.

Non-parliamentary official documents published by The Stationery Office, required by you for the discharge of your parliamentary duties, can also be ordered from the Vote Office.

Library enquiry
point **x3666**
hclibrary@
parliament.uk

Vote Office **x3631**
vote_office@
parliament.uk



Progress on bills

A list of bills (public and private) before Parliament, with links to debates, the text of the bills, explanatory notes and latest amendment papers, are online.

You can obtain a list of public bills before Parliament, showing their progress, at the Vote Office and on the intranet.

Members' Centre

The Members' Centre, on the ground floor of Portcullis House, provides you and your staff with face-to-face access to staff of most House of Commons Departments in one location. The Centre can assist with any enquiry you and your staff may have by either resolving it themselves or directing you to someone who can.

Members' Centre opening times

Monday	9am to 7pm
Tuesday	9am to 7pm
Wednesday	9am to 7pm
Thursday	9am to 6pm
Friday	9am to 4pm
Recess weeks	10am to 4pm daily

Bills before
Parliament
services.
[parliament.
uk/bills](http://parliament.uk/bills)

Public Bills
[www.parliament.
uk/public-bills](http://www.parliament.uk/public-bills)

Private Bills
[www.parliament.
uk/private-bills](http://www.parliament.uk/private-bills)

Members' Centre
x3070

**memberscentre@
parliament.uk**

[intranet.
parliament.uk/
offices-
departments/
members-centre](http://intranet.parliament.uk/offices-departments/members-centre)

House of Commons Library

The House of Commons Library supports the House, its committees and individual Members and Members' staff through the provision of research, information and analysis services. All work for individual Members is provided in support of their parliamentary duties on an impartial and confidential basis.

The Library provides information and analysis to assist you with all aspects of your work: speeches, committee work, media appearances, constituency issues and casework, overseas visits or general matters of public interest. A highly qualified and experienced team of subject specialists offers a unique service to support your democratic role.

Enquiry services

The Library can help you with advice, information and analysis on the full range of subjects of interest to Parliament. For example, you can ask for briefings on specific issues of international, national or local importance; statistics on economic or social issues; general information (but not specific legal advice) on issues affecting constituents; and copies of documentation such as newspaper articles and speeches.

The Library will work with you to supply a response in a way that best suits your needs.

All responses to enquiries are impartial and confidential. To find the relevant specialist to deal with your enquiry, you should call the Library enquiry point or ask for a copy of the subject specialists' directory.

Library homepage
[intranet.
parliament.uk/
commons-library](http://intranet.parliament.uk/commons-library)

Subject specialists' directory
[hdl1.hclibrary.
parliament.uk/
wdwl/subject/
wdwlir.asp](http://hdl1.hclibrary.parliament.uk/wdwl/subject/wdwlir.asp)

Library enquiry point **x3666**
[hclibrary@
parliament.uk](mailto:hclibrary@parliament.uk)
[hdl1.hclibrary.
parliament.uk/
libinfo/enquiries.
asp](http://hdl1.hclibrary.parliament.uk/libinfo/enquiries.asp)

Briefings

The Library's pre-prepared briefings can help you understand hundreds of topics of current parliamentary interest. The day's topical briefings are listed on the Library homepage.

Briefings come in three main series:

- research papers – impartial briefings on major bills and other topics of public and parliamentary interest. Papers on Bills are produced before Commons second reading and after Commons committee stage.
- standard notes – hundreds of less formal briefings, often produced in response to frequently asked questions, and updated as a subject develops.
- debate packs – collections of parliamentary and other material relevant to non-legislative debates in the Chamber and Westminster Hall, available as printed documents and on the intranet.

All these briefings are available via the parliamentary intranet, or in hard copy from the Members' Library and other locations around the Estate.

A-Z subject pages
hcl1.hclibrary.parliament.uk/wdw/subject/subject_index.asp?subject=a

Library homepage
intranet.parliament.uk/commons-library

Research papers
intranet.parliament.uk/research-papers

Standard notes
intranet.parliament.uk/standard-notes

Debate packs
intranet.parliament.uk/debate-packs



Online services

The Library provides a wide range of services on the intranet:

- Bill Gateways, a ‘one-stop shop’ for useful information on most Government bills, the top seven Private Members’ bills, draft bills and private bills. This includes relevant Library research papers and contacts (for advice on bill proceedings and the legislative process you should contact the Public Bill Office);
- statistical resources, including constituency data;
- current awareness services;
- a toolkit for caseworkers;
- access to a range of publications including newspapers, periodicals and other high quality information services;
- an online catalogue of books and other holdings; and
- a database and search engine, Parliamentary Information Management Services (PIMS), to enable you to find parliamentary publications, debates, votes, and other information relevant to the work of the two Houses.

Training and support

The Library also offers a range of training. This can help you with finding and managing information, including using the internet more effectively, and making full use of the Library’s online services. Details of training courses are available via the Training Delivery Team.

To book an introduction to the Library and its resources, please call the Library enquiry point.

The Library’s subject specialists lead talks on topics of parliamentary interest. These are offered most weeks when the House is sitting – details are available by email, the Commons Quarterly newsletter and the What’s On posters on display throughout the Estate.

Bill Gateways
webapplications.parliament.uk/billgateways

Public Bill Office
x6758

Factiva
hcl1.hclibrary.parliament.uk/external/online/factiva.asp

PIMS
pims.parliament.uk

Library Training
 Delivery Team
x2937

librarytraining@parliament.uk
hcl1.hclibrary.parliament.uk/training/training.asp

Subject specialist
 talks
hcl1.hclibrary.parliament.uk/whatsnew/talks.asp

Library and reference services

Reading rooms in the Members' Library (for Members only) and Derby Gate (Members and Members' staff) provide areas where you and your staff can work quietly and use the wide range of parliamentary and reference resources available.

Use the Library's reading rooms for:

- parliamentary enquiries, including Hansard references, parliamentary and deposited papers, debates, parliamentary questions, early day motions, bills, official publications, progress of legislation, and research papers;
- reference enquiries, including press material, newspapers and current periodicals, names, addresses and telephone numbers, and departmental leaflets;
- a quiet area to rest and work, including fully networked PCs;
- hands-on help with using information resources.

Library Loans Service

The Library has an extensive collection of books available for loan to you in connection with your parliamentary duties. The loans service is situated in the Members' Library. The Library also provides an interlibrary loans service which includes books and journal articles, and can also help you to obtain other material such as recordings of news and current affairs programmes.

Library enquiry point **x3666**

hclibrary@parliament.uk

Members' Library
On the riverfront opposite the Members' Tea Room

Derby Gate Library
Ground floor, 1 Derby Gate

Table Office for procedural and business advice
x3302/3303

Library Loans service **x1515**

hclibrary@parliament.uk

Parliamentary Office of Science and Technology (POST)

POST was created as a joint service of both Houses in response to recommendations by their (then) Information Committees. It is the UK Parliament's in-house source of independent, balanced and accessible analysis of public policy issues with scientific or technological dimensions.

POST is best known for its 'POSTnote' briefings which identify potential issues with a scientific or technological dimension that are likely to be of concern to the Houses or which focus on immediate issues on the parliamentary agenda. POST also produces longer, more detailed reports and organises frequent seminars, conferences and parliamentary receptions. POST also works closely with select committees in both Houses.

Communications

Internal communications

The Central Communications Team, in the Office of the Chief Executive, coordinates and promotes the work of the House Service to you and your staff. It produces a quarterly newsletter for Members (Commons Quarterly) with news from the House of Commons Service and PICT. This is available in hard copy and electronically; the newsletter is mailed to you and your staff receive email copies. The team can provide you with copies of key Member publications and guides and it can also assist you with the publicity of events and exhibitions taking place in Parliament (What's on campaigns).

POST **x8377**

post@parliament.uk

www.parliament.uk/science-technology

Central
Communications
Team **x6163**

**communications
oce@parliament.uk**

External communications

The House of Commons Media and Communications Service, in the Department of Information Services:

- promotes better understanding of, and engagement with, the work of the House and its committees in print, broadcast and online media;
- provides a professional media service for journalists and serves as a central point of contact for media enquiries;
- provides media and communications advice and support to all House Departments and committees; and
- works with officials across both Houses to improve public information and access.

Web Centre

The Web Centre is responsible for Parliament's online communications and engagement using the parliamentary intranet, Parliament's website and other digital channels such as YouTube and Twitter. The team aims to ensure that Parliament is able to use the web to support its work effectively, provide accessible online information and engage with the public. The Web Centre works closely with teams in Parliament, as well as external suppliers, to produce a wide range of web content, including the parliamentary calendar and virtual tours.

The Web Centre also manages the Commons Online Members' Centre, the area of the intranet with dedicated resources for Members. This brings together the pages you and your staff use most frequently, including the latest parliamentary business and research resources, as well as information such as maps, menus and room bookings. The Online Members' Centre can also be accessed using an internet-enabled mobile phone such as an iPhone or Blackberry.

Media and Communications Service **x0969**

HoC Media@parliament.uk

Intranet **x2010**

parlintranet@parliament.uk

intranet.parliament.uk

www.parliament.uk

webmaster@parliament.uk

Online Members' Centre
intranet.parliament.uk/hoc-omc

Education Service

Parliament's Education Service works with schools and Members of both Houses of Parliament to support young people in developing their understanding of Parliament and democracy. Education provision is curriculum-based and supports the teaching of political literacy and citizenship education. The Education Service offers an educational visits programme to Parliament which schools can book on to directly with the service. Schools travelling a long distance qualify for a subsidy towards their costs. Also available are online, print and film resources for schools, an educational outreach service which trains teachers, and advice and support for you in your work with schools and young people. The Education Service also provides, where possible, educational sessions for Members' school groups booked on tours through the Central Tours Office (see page 106). Bookings and enquiries should be directed to the Education Service.

Education Service
x4496

**education@
parliament.uk**

[www.parliament.
uk/education](http://www.parliament.uk/education)



Parliamentary Outreach

The Parliamentary Outreach service raises awareness of the work, processes and relevance of the institution of Parliament, with the aim of increasing levels of engagement with it. It is a bicameral service and part of a strategy endorsed by both Houses to strengthen the connection between Parliament and the public.

There are four main activities for the service:

- delivery of tailored information sessions outlining how bills become law, how select committees work and how to find information on Parliament's website;
- cultural programmes and exhibitions in partnership with local museums, libraries and archives;
- aiding and promoting the work of select committees, including public meetings in the regions and increasing the range and volume of relevant evidence;
- highlighting the relevance of Parliament to individual regions and devolved areas.

You are always informed when outreach events are taking place in your constituencies.

Parliamentary
Outreach
x6664/1650

**parliamentary
outreach@
parliament.uk**

[www.parliament.
uk/outreach](http://www.parliament.uk/outreach)



House of Commons Information Office

The Information Office provides a telephone enquiry service for the public to ask about the work, history and membership of House of Commons. The office also responds to enquiries sent by email or letter.

The Information Office produces a range of material derived from official sources to explain the work and procedures of the House to the general public and to make the work of the House more accessible. This ranges from hard copy publications explaining, for example, how laws are made and the role of a Member; managing electronic lists of Members and Government posts; and web pages where visitors to the website can access information on business taking place in the coming week.

The Information Office manages the information used in the Find your MP service on the internet which enables constituents to identify their Member from a postcode and to contact the Member either through the service or by providing a link to the Member's personal website.

Parliamentary Archives

The Parliamentary Archives holds the historic records of both Houses from 1497 to the present. It is open throughout the year, including recesses, from 9.30am to 5pm and is able to answer enquiries from you, your staff and constituents about the records and history of Parliament. There is a public searchroom for detailed study of the records, and tours of the archives can also be booked. There is always a topical display in the Royal Gallery and larger exhibitions regularly take place inside and outside Parliament. The Archives can also provide impartial advice about suitable UK record offices and libraries for the deposit or conservation of your own papers. The Archives' public searchroom is next to the Victoria Tower on the second floor. More information is available on the intranet.

HCIO **x4272**

**hcinfo@
parliament.uk**

www.parliament.uk/directories/hcio.cfm

Find your MP
[findyourmp.
parliament.uk](http://findyourmp.parliament.uk)

Parliamentary
Archives **x3074**

**archives@
parliament.uk.**

www.parliament.uk/archives

Public access to information

Members of the public have a right to request access to information held by public authorities.

The right to request access to information is enshrined in three different laws according to the type of information to be accessed:

- requests from an individual to look at his or her personal data should be dealt with under the Data Protection Act;
- requests for environmental information should be dealt with under the Environmental Information Regulations;
- any other written request for information should be dealt with under the Freedom of Information Act.

Members of Parliament are not public authorities under the Freedom of Information Act or the Environmental Information Regulations and are not obliged to respond to requests under these laws.

Members are subject to the Data Protection Act and requests for personal data that is held by a Member should be sent directly to that Member and not to the House of Commons.

Library staff can help to search for information which may have been published but is not easily accessible.

Freedom of Information Act 2000 (FOIA)

The Freedom of Information Act deals with access to official information. In addition, there are also regulations which provide access to environmental information. These are known as the Environmental Information Regulations (see page 82).

The Freedom of Information Act applies to most public authorities including the House of Commons (but it does not apply to information held by individual Members).

Freedom of
Information
Officer **x2032**

**foicommons@
parliament.uk**

[intranet.
parliament.uk/FOI](http://intranet.parliament.uk/FOI)

The Act gives the public a general right of access to information held by public authorities. The Act also requires public authorities to have an approved publication scheme which is a means of providing access to information which an authority proactively publishes. The House of Commons scheme and other information about the Act are online.

When responding to requests, there are procedural requirements set out in the Act which an authority must follow. There are also valid reasons for withholding information, which are known as exemptions from the right to know. These exemptions are designed to prevent unwarranted prejudice arising from disclosures and include protection for parliamentary privilege, private personal data and security.

Data Protection Act 1998 (DPA)

Individuals have a right to request access to personal data about themselves under the Data Protection Act (DPA). Such requests will be processed under the Data Protection Act and not the Freedom of Information Act. The Data Protection Act also requires the Houses to comply with certain principles regarding the way personal data is processed. You are individually responsible under the DPA for information held by your offices. You must register as a 'Data Controller' with the Information Commissioner (a straightforward process).

Freedom of Information
www.parliament.uk/site_information/foi.cfm

Data Protection Officer **x2032**
intranet.parliament.uk/data-protection

Data Protection Act 1998: Personal information about constituents and others
www.parliament.uk/documents/upload/advice_for_members_offices.pdf

Information Rights and Information Security (IRIS)

The Information Rights and Information Security Service (IRIS) can help you make the right decisions about processing, protecting and disclosing information and data you are required to work on. The team can also provide general advice and guidance about the operation of the FOIA and DPA. Privacy, confidentiality, integrity and accessibility are the fundamental principles of the work of the IRIS service.

Environmental Information Regulations 2004 (EIR)

Members of the public have a right to request access to information about the environment. Such requests are processed under the Environmental Information Regulations and not the Freedom of Information Act.

Information Commissioner

The Information Commissioner's Office is the UK's independent authority set up to promote access to official information and to protect personal information. Further details about relevant laws is available on the Information Commissioner's Office website.

Information Rights
and Information
Security (IRIS)

x2032

**iris@parliament.
uk**

[intranet.
parliament.uk/
offices-
departments/iris](#)

Department for
Environment, Food
and Rural Affairs
(DEFRA) Helpline

08459 33 55 77

[intranet.
parliament.uk/
offices-
departments/iris/
iris-what](#)

Information
Commissioner
0303 123 1113

www.ico.gov.uk

National Audit Office (NAO)

The NAO scrutinises public spending on behalf of Parliament and is a source of expertise on all aspects of public spending, financial management and service delivery.

Working closely with the Public Accounts Committee, the Comptroller and Auditor General, an Officer of the House and head of the NAO, audits the accounts of Government and reports on the value for money achieved. The NAO also supports the work of select committees and individual Members.

You can obtain hard copies of NAO reports from the Vote Office or by contacting the NAO directly. Electronic versions are available on their website.

National Audit
Office
020 7798 7665

www.nao.org.uk

enquiries@nao.gsi.gov.uk

Vote Office **x3631**

vote_office@parliament.uk



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FACILITIES

Catering and retail

There are many catering and retail outlets on the Parliamentary Estate. You are entitled to entertain guests in most places, with the exception of the Members' Dining Room, Members' Tea Room and Members' Smoking Room.

The opening hours of, and access arrangements for, each facility vary according to their location on the Estate. Opening times change in recess periods. Full details of opening hours, locations and menus are available on the intranet.

The following table outlines the main facilities available and their opening times.

Palace of Westminster
Members' Tea Room
Monday 7.30am – 10.30pm; Tuesday 7.30am – 10.30pm; Wednesday 7.30am – 9pm; Thursday 7.30am – 7.30pm; Friday 8am – 3.15pm.
Terrace Cafeteria
Monday 8.30am – 10.30pm; Tuesday 8.30am – 10.30pm; Wednesday 7.30am – 9pm; Thursday 7.30am – 7.30pm; Friday 8am – 3.15pm.
Churchill Room
Monday 6.30pm – 10pm; Tuesday 12noon – 2.30pm and 6.30pm – 10pm; Wednesday 12noon – 2.30pm; Thursday 12noon – 2.30pm and 6.30pm – 10pm. Closed Friday.
Members' Dining Room
Monday to Wednesday 12.30pm – 2.30pm and 6.30pm – 9.30pm; Thursday 12.30pm – 2.30pm. Closed Friday.
Strangers' Dining Room
Monday to Wednesday 12.30pm – 2.30pm and 6.30pm – 9.30pm; Thursday and Friday 12.30pm – 2.30pm.
Moncrieff's cafebar
Monday to Thursday 9am – rise of the House or 10pm, whichever is earlier but not before 10pm; Friday 9am – 4pm.
Members' Smoking Room
Monday and Tuesday 2pm – 11.45pm; Wednesday 2pm – 11pm; Thursday 1pm – 7pm. Friday closed.

General information
x3686/5303

Outlets
[intranet.](#)
[parliament.uk/catering-outlets](#)

Opening hours and menus
[intranet.](#)
[parliament.uk/refreshments](#)

Banqueting Office
x2275/4804/0697

Banqueting
[intranet.](#)
[parliament.uk/banqueting](#)

Duty Managers
x88995/88996

Portcullis House**The Debate**

Monday to Thursday 8.30am – 9pm; Friday 8.30am – rise of the House or 3.15pm, whichever is later.

The Adjournment

Monday 12noon – 9.30pm; Tuesday to Thursday 8.30am – 9.30pm; Friday 8.30am – 2.30pm.

The Despatch box

Monday to Thursday 8am – 6pm; Friday 8am – 5pm.

1 Parliament Street**Bellamy's self-service**

Monday to Thursday 8.30am – 4.30pm; Friday 8.30am – rise of the House or 3.15pm, whichever is later.

For further information, please pick up a copy of the *Catering and Retail Services* leaflet which is available from publication displays throughout the Estate.



Letter Board

The Letter Board in the Members' Lobby allows you to receive urgent communications from other Members and from your staff when you are near the Chamber. Your staff may hand in up to six letters intended for the Letter Board each sitting day. Further details on the use of the Letter Board are available from the Principal Doorkeeper.

Principal
Doorkeeper **x4771**

Members' showers and changing rooms

Shower and changing rooms for male Members are opposite the hairdressing salon in the North Curtain Corridor by the Terrace Cafeteria. They are available at all times on both sitting and non-sitting days.

Shower and changing rooms for female Members are off the Library Corridor (principal floor) and the Clock Corridor (ground floor near the cash machines). They are available at all times on both sitting and non-sitting days.

Bathrooms are available in the north-west corners of floors 2, 3, 4 and 5 in Portcullis House.

Members' cloakroom and lockers

There is a Members' cloakroom next to the Members' entrance in New Palace Yard. You are allocated your own peg. An attendant is normally available in the cloakroom during the working day. Lockers are available for you in various corridors in the Palace. Applications for a locker should be made to the Members' Accommodation Manager in the Department of Facilities.

Head Office
Keeper **x2393**

Members'
Accommodation
Manager **x3080**

Families and children

The Members' families' room, off the Lower Waiting Hall, is available for use by your spouse or partner and other family members on sitting days from 10am until the rise of the House and on non-sitting days from 10am to 6pm. A television set and a small selection of toys are available there.

Your staff who have children may be eligible to claim childcare vouchers if they need to pay for childcare in order to work. Contact the Independent Parliamentary Standards Authority (IPSA) for further information.

There is a baby care room on the second floor of the Palace, near the pulpit on the Upper Committee Corridor, where parents may feed babies in privacy and comfort. Baby changing facilities are available directly opposite this room. On the principal floor, there are baby-changing facilities off the Lower Waiting Hall. There are also baby-changing facilities on the first floor of Portcullis House, one next to Meeting Room P and another close to the Attlee Suite.

Nursery

A nursery providing spaces for up to 40 children will be opened by the House of Commons in September 2010. The nursery will be in 1 Parliament Street and children, of Members, Members' staff and House staff, up to five years of age will be able to attend.

Lost property

Lost property is managed by staff in the Hallkeepers Lodge, which is behind the Bookstall in St Stephen's Hall, to whom lost property should be handed and any enquiries addressed.

When the Hallkeeper's Lodge is closed any urgent enquiries about lost property should be made to the duty resident Office Keeper.

Independent
Parliamentary
Standards Authority
(IPSA)

020 7811 6400

**info@
parliamentary
standards.org.uk**

[www.
parliamentary
standards.org.uk](http://www.parliamentarystandards.org.uk)

Nursery **x1592**

Lost property
x4626

**HKL@parliament.
uk**

Duty resident
Office Keeper
(urgent enquiries)
076 5959 3865

Cash machines

Cash machines are available in the Palace in the Clock Corridor, which is on the ground floor and links Star Chamber Court with the Terrace Cafeteria and the souvenir shop. There is also a cash machine in the post office in Portcullis House.

There are cash machines in the corridor outside the Lords' Bar and River Restaurant on the ground floor.

Westminster Gym

The Westminster Gym is in 1 Canon Row. Various membership options are available to all passholders. It contains a comprehensive range of equipment and provides a wide range of exercise classes. Both male and female changing rooms are fitted with saunas and there is a steam room and vertical sun bed. An extensive range of therapies is also offered.

Hairdressing salon

A hairdressing salon, John Simon, is in the North Curtain Corridor, close to the Terrace Cafeteria. The opening hours are 9am to 6pm on weekdays during sitting periods. The opening hours in recesses are posted on the door.

Westminster Gym
x5546

Hairdressing salon
x3093



Shops

Souvenirs are available to you, your guests and your staff from:

- the souvenir shop in the Medals Corridor (off the House of Commons Terrace);
- the 6th Floor Café and the Portcullis Cafeteria in 7 Millbank;
- the Despatch Box in Portcullis House;
- the Jubilee Café;
- the souvenir shop in St Stephen's Hall.

Souvenir price lists are available to view on the catering intranet pages.

Parliamentary Bookshop

The Parliamentary Bookshop stocks a range of current parliamentary and Government documents together with a wide range of books about Parliament, British Government and politics, as well as history, biography, reference titles and gift books.

intranet.parliament.uk/outlets

The Parliamentary Bookshop **x3890**

12 Bridge Street,
Parliament Square,
London SW1A 2JX

bookshop@parliament.uk

www.bookshop.parliament.uk



Chapel and Chaplain

The Chapel of St Mary Undercroft is off Westminster Hall, to the right of the steps leading down from St Stephen's entrance.

A Communion service is held weekly at 12.30pm each Wednesday when the House of Commons or the House of Lords is sitting. Roman Catholic masses are held periodically.

Members may use the Chapel for weddings, christenings and other services. Up to three visitors may be escorted into the Chapel at certain times.

Information can be obtained from Black Rod's Office.

Information about the work of the Speaker's Chaplain is available on the intranet.

Smoking

Smoking is not permitted on the Parliamentary Estate except in the designated areas which are shown on maps available on the intranet.

Visitors, for whom you or your staff have responsibility, must not smoke in smoke-free areas.

Chapel of St Mary Undercroft **x3100**

Speaker's Chaplain **x3768** or **020 7654 4806**

robert.wright@westminster-abbey.org

Service enquiries **020 7654 4847**

Black Rod's Office **x3101**

[intranet.parliament.uk/access-security/maps](#)



Filming, photography, broadcasting

There are restrictions on photography, filming and radio interviews on the Parliamentary Estate. Full details are provided on the intranet.

The Broadcasting Unit, based in 7 Millbank, manages the parliamentary broadcasting archive. The archive covers every sitting day since parliamentary broadcasting began and, for a small charge, the Unit can make available footage from the House of Commons, House of Lords and Westminster Hall, as well as from all televised select and standing committee meetings. The unit can also provide a photographic still from any item in the archive, available as a photographic print or jpeg computer file.

Accessibility

Improving accessibility and facilities for Members, staff and the public is one of the House Service's priorities. The visitor route is mostly wheelchair-accessible. Facilities are also available for visually impaired and deaf or hard-of-hearing visitors. Leaflets giving access information to disabled visitors, Members of both Houses and passholders are available.

Refuge points and emergency evacuation lifts are available across the Estate. If you or your staff feel that your circumstances, either permanent or temporary, would cause you difficulties leaving the Estate in an emergency then you should have a personal emergency evacuation plan. The Fire Safety Manager will be pleased to discuss this with you.

The Parliamentary Safety, Health and Wellbeing Service can advise on accessibility issues (see next page for further details).

Events Team **x3090**

HoCEventsTeam@parliament.uk

Broadcasting Unit
x5511

pru@parliament.uk

intranet.parliament.uk/access-security/filming

intranet.parliament.uk/intranet/access-security/assets/Facilities-for-Disabled-Visitors.pdf

Fire Safety Manager
(personal emergency evacuation plans)
x4714

Medical facilities

The Parliamentary Safety, Health and Wellbeing Service (SHWS) offers specialist medical advice, guidance and support. The SHWS team includes occupational health doctors, an occupational health adviser and two practice nurses. The main medical services provided for Members are as follows:

- confidential medical assessments – these are provided for Members every three years or earlier, if requested. A doctor provides this service three days each week in 7 Millbank. An occupational health consultant provides advice on occupational health issues;
- General Practitioner (GP) service – if you wish to see a GP because of an acute medical problem, you should first contact the practice nurse in the Lower Waiting Hall on x5103, who can then arrange for an appointment to be made. If the nurse is not available, the surgery can be called directly on 020 7821 0533;
- minor treatments – the practice nurse is available in the Lower Waiting Hall x5103 for advice on illness and injuries occurring at work and will refer patients to specialist agencies where necessary. Facilities are available for minor treatments such as dressings or the removal of stitches;
- non-emergency medication – Paracetamol tablet dispensers are located in the Commons in the Clock Corridor (near the cash machines) and near the Lords Terrace Bar;
- overseas travel – vaccinations and medication for official overseas travel can be provided free of charge, via SHWS, at St Thomas' Hospital;
- health and safety at work – advice and training can be provided; a guide to health and safety arrangements for you and your staff is available. This guide provides all the information you need to fulfil your duties under health and safety legislation in offices on the

SHWS **x4782**

shwsadmin@parliament.uk

intranet.parliament.uk/offices-departments/shws

Medical emergencies **x3333**

Safety, Health and Wellbeing Service Nurse **x4782/1484**

Surgery **0844 477 8740**

Practice Nurse **x5103**

Parliamentary Estate, and also describes advice and support that can be expected from the House Service. Copies of the booklet can be obtained by calling x1484. If you or your staff wish to attend a SHWS training course, you should contact the office manager on x1484. There will be a charge for this course.

A directory of local General Practitioners and dentists is available detailing hours of opening and services provided. You may register with a GP or dentist as a temporary resident. Information about local pharmacies is also available. Please contact the SHWS team for details.

SHWS training
x1484



Fire safety and emergency evacuation

On hearing the fire alarm you should immediately leave the building by the nearest available exit. Instructions and details of evacuation muster points are posted on the fire information notices adjacent to all manual fire alarm call points on the Estate and are available on the intranet. Special evacuation arrangements are in place for the Chamber.

If you would have any difficulty in evacuating a building please contact the fire safety team who can help identify appropriate arrangements for your safe evacuation and develop a personal emergency evacuation plan.

Legally required annual fire safety awareness training is available to you and your staff. To book, please contact the Fire Safety Manager.

Use of office space as sleeping accommodation is not allowed. The Estate, with the exception of designated residential properties such as the Speaker's House, is classified and certified as office accommodation and the life safety fire precautions in place meet the associated office based standards. If you are working at an hour when you would not usually be expected to be in your office for your own safety please inform security staff of your presence.

Fire Safety Manager
x4714

[intranet.
parliament.uk/
evacuation-
emergencies/fire](https://intranet.parliament.uk/evacuation-emergencies/fire)

Asbestos

All areas on the Parliamentary Estate containing asbestos are managed in accordance with the Parliamentary Asbestos Management Plan. Details of investigations are recorded in the Asbestos Register, which is held by the Parliamentary Estates Directorate (PED). This register is available for inspection.

The presence of asbestos within a building does not mean the occupants are at risk. Asbestos becomes a problem only when it is disturbed or damaged in a way that allows fibres to get into the air. PED operates safe and effective asbestos management procedures, using licensed contractors, to ensure that risks are minimised during any operation to remove asbestos.

Works Help Desk
x4747





Room bookings

100

Exhibitions

100

A photograph of a lush green tree with many small, oval-shaped leaves. The tree is in the foreground, and its branches are thick and brown. In the background, a white building with a balcony is visible through the foliage. The lighting is bright, suggesting a sunny day. A dark green horizontal bar is overlaid on the right side of the image, containing the text 'EVENTS & EXHIBITIONS' in white, bold, uppercase letters.

EVENTS & EXHIBITIONS

Room bookings

A variety of meeting rooms are available across the Parliamentary Estate, including the committee rooms on the Committee Corridor and in Portcullis House. Rooms may be booked for a maximum of two hours; if longer periods are required then additional Members' names must be indicated. Your staff may not book rooms in their own names.

Committees of the House have absolute priority and private meetings in committee rooms on Tuesdays and Wednesdays often have to be displaced, or perhaps cancelled, because of the number of select committee meetings on those days.

Different arrangements for the consumption and provision of food and drink apply to different meeting rooms. Separate arrangements apply to the booking of rooms administered by the Banqueting Office. Visit the intranet for details.

Exhibitions

Upper Waiting Hall

Exhibitions in the Upper Waiting Hall are for the information of Members of both Houses. Exhibitions are held at times when the House is sitting and run for one week only.

Exhibitions should not be of a contentious nature or contain items of advertising, commercial interest or material likely to give offence. Nor should they contain material intended to further the aims of any political party or group.

Events Team **x3090**

HoCEventsTeam@parliament.uk

[intranet.parliament.uk/rooms](#)

Banqueting Office
x2275/4804/0697

Banqueting
[intranet.parliament.uk/banqueting](#)

Events Team **x3090**

HoCEventsTeam@parliament.uk

Exhibition ballots
[intranet.parliament.uk/exhibitions](#)

Guidance
[intranet.parliament.uk/saa/facilities/exhibitions](#)

If you wish to sponsor an exhibition you will need to apply to enter the ballot for exhibitions. You should first confirm with the appropriate Government Department that the content of the exhibition meets the criteria stated above.

Once the advice has been received – in writing – you should then sign a ballot form. The list of exhibitions will be submitted to the Administration Committee for approval.

There are three annual booking periods. You are restricted to one application during a booking period and no more than one application for the same exhibition will be entered into each ballot.

Portcullis House

The Portcullis House Atrium is reserved for art exhibitions mounted by the Speaker's Advisory Committee on Works of Art and information exhibitions of interest to Members and others sponsored by Departments of the House. It is not available for exhibitions sponsored by individual Members. The Upper Waiting Hall is reserved for these.

If you are interested in mounting an art exhibition in the Atrium you should take your proposal to the Speaker's Advisory Committee on Works of Art. Art exhibitions will normally be displayed along the wall from the reception desk to the Post Office.

Speaker's Advisory
Committee on
Works of Art
x2420
**art@parliament.
uk**

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VISITORS & GUESTS



Access arrangements for spouses or partners

You may sponsor an application by your spouse or partner for a photo-identity pass. For more information contact the Pass Office.

Spouses and partners holding photo-identity passes may access a number of areas on the Parliamentary Estate including many refreshment facilities, the Members' families' room and the Westminster Gym. For further advice on facilities for spouses and partners, please contact the Serjeant at Arms.

Visitors to Parliament

Visitors to Parliament must be security screened and be issued with a visitor's pass. Visitors may proceed unescorted to the public areas but must be met and escorted by a passholder if a meeting is in a non-public area.

The main entrances for visitors are at Cromwell Green, Portcullis House and Black Rod's Garden. Visitors may also arrive at 1 Parliament Street, Canon Row and 7 Millbank but must be met by a full passholder. Visitors may not use St Stephen's entrance. For advice on receiving guests or information for visitors with special requirements please contact the Serjeant at Arms.

Please note that there is no car parking available to visitors and very limited space for disabled visitors on official business. This must be pre-booked through the Serjeant at Arms. There is a public car park opposite Parliament at Abingdon Street.

You can book or sponsor functions within the House of Commons. For further information on booking function rooms and to place a booking, please contact the Banqueting Office. You are responsible for any guests you bring on to the Estate.

Pass Office **x5922**

Serjeant at Arms
x3030

**saaenquiries@
parliament.uk**

**intranet.
parliament.uk/
access-security/
passes**

Serjeant at Arms
x3030

**saaenquiries@
parliament.uk**

Abingdon Street
Car Park
**[www.westminster.
gov.uk/carparks/
abingdon.cfm](http://www.westminster.gov.uk/carparks/abingdon.cfm)**

Banqueting Office
x4804/0697/2275

Access to the Terrace

You may escort up to six guests (including your staff and members of the press) on to the Terrace. For further advice on taking guests on to the Terrace or for the access regulations please contact the Serjeant at Arms.

The Clock Tower and Big Ben

You may arrange for a tour of the Clock Tower. Special security requirements must be met.

There are 334 stairs and no lifts. Tours take about an hour and are free of charge, but are limited and early booking is recommended.

Serjeant at Arms
x3030

**saaenquiries@
parliament.uk**

[intranet.
parliament.uk/
terrace-access](#)

Clock Tower Tours
x4862

**BigBenTours@
parliament.uk**

[intranet.
parliament.uk/
exhibitions-tours/
big-ben](#)



Tours of Parliament

The Central Tours Office manages Member-sponsored tours and the Summer Opening of the Palace of Westminster.

Visitors may be guided on a parliamentary tour (the Visitor Route), which may include the Chambers of both Houses, the state rooms in the House of Lords, and Westminster Hall. The full tour is not available when either House is sitting. A permit is not required for parties of six or fewer when personally accompanied by you. For parties larger than this (up to 20 people), special permits must be obtained from the Central Tours Office. Tours take around 75 minutes. Please note that tours are very popular and need to be booked six months in advance. For further information on tours please contact the Central Tours Office.

School visits

Parliament's Education Service works with schools and Members of both Houses of Parliament to support young people in developing their understanding of Parliament and democracy. It organises a large visits programme which involves Members meeting school groups from their constituency. There is a travel subsidy available to schools travelling long distances. The service also provides a wide range of free resources which you can make use of in your own work with schools.

Central Tours Office
x3003

**CTO@parliament.
uk**

[www.parliament.
uk/visiting/visiting
andtours/tours.
cfm](http://www.parliament.uk/visiting/visitingandtours/tours.cfm)

Tour times
[intranet.
parliament.uk/
exhibitions-tours/
parliamentary-
tours](http://intranet.parliament.uk/exhibitions-tours/parliamentary-tours)

School visits **x4496**

[www.parliament.
uk/education](http://www.parliament.uk/education)

Public Gallery

The Admission Order Office is responsible for issuing tickets for the galleries of the House of Commons. It is just off the Central Lobby behind the statue of Gladstone. You have an automatic allocation of two tickets every 11 sittings days (excluding Fridays) which are posted six days in advance, unless you have requested the Admission Order Office to hold your tickets. The Public Gallery allocation list is available from the Admission Order Office.

Admission Order
Office **x3700**

**aooffice@
parliament.uk**

Public Gallery
[intranet.](#)
[parliament.uk/
public-gallery](#)





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The image shows a detailed view of the ceiling of the House of Commons, featuring a complex network of stone ribs and decorative carved bosses. A green banner is overlaid on the upper right portion of the image, containing the title text.

THE HOUSE OF COMMONS ADMINISTRATION

House of Commons Commission

The House of Commons Commission is the statutory body responsible for the running of the House. It prepares the budget for the House, decides most matters of policy, appoints staff of the House, and determines their pay and other conditions of service.

The Commission is chaired by the Speaker and comprises the Leader of the House, the Shadow Leader and three backbench Members from the main parties. One member of the Commission acts as its spokesman in the House (for example, in answering parliamentary questions). The Clerk of the House attends the Commission as Accounting Officer.

Secretary to the
Commission **x3270**

**hoccommission@
parliament.uk**

[www.parliament.
uk/HoC-
commission](http://www.parliament.uk/HoC-commission)

Commission's
Annual Report
[www.publications.
parliament.uk/
pa/cm200809/
cmselect/
cmcomm/912/912.
pdf](http://www.publications.parliament.uk/pa/cm200809/cmselect/cmcomm/912/912.pdf)



Domestic committees

The Commission is advised by the Administration Committee, the Finance and Services Committee, and the Administration Estimate Audit Committee.

The Administration Committee's remit is to "consider the services provided for and by the House". In practice this means services provided for Members of Parliament, as well as services provided by the House of Commons for others, such as visitors to the House. The committee may take evidence in public and make reports on specific matters to the House. The Committee's main function is to advise the Commission. The informal Works of Art Committee is appointed by the Speaker to advise him on matters relating to works of art in the House of Commons.

The Administration Committee is largely advisory, with limited delegated decision making powers. It advises the Speaker and Commission and is intended to reflect the perspective of Members on the provision of these House-wide services.

The Finance and Services Committee has responsibility for detailed scrutiny of the draft budgets for the House administration and advises the Commission on the financial and administrative implications of the recommendations by the domestic committees. The committee's principal business has been considering regular reports on works, security-related expenditure and catering finances, as well as the annual cycle of reviewing outturn and spending plans.

The Administration Estimate Audit Committee, chaired by the shadow Leader of the House, provides assurance to the House's Accounting Officer (the Clerk of the House) about the financial probity of the House of Commons Administration. It reports to the Commission.

Clerk of the
Administration
Committee **x3275**

**committeea@
parliament.uk**

Clerk of the
Finance and
Services Committee
x3270

Clerk of the
Administration
Estimate Audit
Committee **x3759**

House of Commons Service

(Clerk of the House and Chief Executive: Malcolm Jack)

The House of Commons Service provides a politically impartial service to all Members of Parliament. It functions in accordance with the decisions of the House of Commons Commission.

The House of Commons Service supports, informs and records the work of the House of Commons as an elected parliamentary Chamber. Whenever feasible it makes the House's work and information about that work accessible to the general public, while maintaining the heritage of parliamentary buildings and documents in trust for the public and future generations. It also contributes to parliamentary democracy by sharing its knowledge with parliaments and assemblies worldwide.

Management Board

The senior body of House officials is the Management Board. This is chaired by Malcolm Jack, the Clerk of the House, in his role as Chief Executive of the House Service and includes four Directors General of House departments and two external members. It is supported by the Office of the Chief Executive.

The House Service employs approximately 1,700 full time staff. They are organised into four departments: Chamber and Committee Services; Facilities; Information Services; and Resources. Parliamentary Information and Communications Technology (PICT) is a joint department of both the Commons and Lords.

Clerk of the House
and Chief Executive
x3758

Office of the Chief
Executive **x1707**

Office of the Chief Executive

The OCE supports the Clerk of the House of Commons in his roles as Chief Executive, Accounting Officer and Corporate Officer, and the Management Board in its strategic leadership of the House of Commons Service.

Office of the Chief Executive **x1707**

**officeofthechief
executive@
parliament.uk**

Speaker's Office

The Speaker is supported in his official duties by the Speaker's Office, headed by the Speaker's Secretary.

Speaker's Private Secretary **x4111**

Diary Secretary **x3696**

General enquiries **x6780**

Debate applications **x5300/5301**

**speakersoffice@
parliament.uk**

Department of Chamber and Committee Services

(Director General and Clerk Assistant: Robert Rogers)

Chamber, committees and legislation

These directorates provide professional and administrative services related to the business and procedures of the House and the work of its committees. Advice is provided confidentially and impartially to individual Members as well as to the House as a whole, to the Speaker and the Deputy Speakers, to committees and the Chairs of those committees, as well as to Government and Opposition parties. Particular offices include the Table Office (questions, motions, procedural advice), the Public Bill Office (legislation) and the Committee Office (select committees). The Vote Office is responsible for the distribution of parliamentary papers and other documents.

Table Office **x3302/3303**

Committee Office **x4300/2712**

Public Bill Office **x3258**

Journal Office **x3320**

Vote Office **x3631**

Official Report

Hansard is an edited verbatim report of proceedings in the Chamber, in Westminster Hall and in General Committees in which Members' words are reported with repetitions and redundancies omitted and with obvious mistakes corrected. The directorate also processes and publishes written ministerial statements, written answers to questions, petitions, Government observations on petitions, and ministerial corrections. The annunciator service gives information on parliamentary proceedings on television screens throughout the Estate. The Broadcasting Unit maintains an archive of debates.

Serjeant at Arms

In addition to ceremonial duties, the Serjeant at Arms is responsible for security and access, as well as the maintenance of order.

Hansard
Chamber enquiries
x5525/2350/1480

Westminster
Hall enquiries
x5522/5257

Written answer
enquiries **x5258**

Committee
enquiries
x5291/5762/6846

Broadcasting Unit
x5511

Serjeant at Arms
x3030

Security Control
(including theft)
x5311

Pass Office **x5920**

Access to offices
(out of hours)
x5311

Department of Facilities

(Director General: John Borley)

The Department of Facilities provides a wide range of services to Members, staff and the visiting public. The department is responsible for: catering and retail services (including private dining and banqueting); furnishings; managing environmental and fire safety standards; and maintaining the heritage and integrity of the Parliamentary Estate. The department is also responsible for services associated with Members' offices and visitor requirements which include stationery, lost property, mail delivery, booking of meeting and committee rooms, filming and photography permits and Upper Waiting Hall exhibitions.

Department of Information Services

(Director General and Librarian: John Pullinger)

The Information Services Department includes the House of Commons Library and POST (Parliamentary Office of Science and Technology). The Library provides impartial, confidential information and research services for Members of Parliament in connection with their parliamentary duties.

The Library and POST produce general briefings available via the Parliament website and the parliamentary intranet. The department also coordinates information and access for the public (including tours). The House of Commons Information Office gives information about the work, history and membership of the House of Commons to the public. Parliament's Education Service runs a visit programme for schools and provides a wide range of free resources about Parliament.

General catering enquiries
x3686/5303

Private dining and banqueting services
x2275/4804

Members' offices
x3080

Maintenance and cleaning
x4747

Stationery **x2873**

Lost property
x4626

Events Team (room bookings, film permits and exhibitions) **x3090**

Postmaster (mail services) **x4637**

Hairdresser **x3093**

Library enquiry point **x3666**

Parliamentary Office of Science and Technology (POST) **x2840**

House of Commons Information Office
x4272

Parliament's Education Service
x4496

Parliamentary Outreach **x1650**

Visitor Services
x3003

Department of Resources

(Director General: Andrew Walker)

The Department of Resources supports the House by providing financial, human resource and business services to Members, Members' staff, departments and staff of the House of Commons. It also contributes to good governance by ensuring that resources are properly managed.

The department is responsible for administering and providing impartial and confidential advice on your pension and employment matters. Services to Members include: pensions, human resources, a travel booking service (the Travel Office) and the Parliamentary Safety, Health and Wellbeing Service (SHWS).

PLEASE NOTE: Since 7 May 2010 responsibility for the payment of your salaries and expenses has transferred to the new Independent Parliamentary Standards Authority.

Parliamentary Information and Communications Technology (PICT)

(Director: Joan Miller)

PICT is a joint service providing information and communications technology services and training for both Houses of Parliament. It provides the infrastructure for the Parliamentary Network, manages the provision of IT equipment to you and your staff, and supports IS services and projects.

Members' pensions
x4962/2106

Members' staff pensions
x4753/1425/1356

Parliamentary Safety, Health and Wellbeing Service
x1484

Travel Office **x4232**

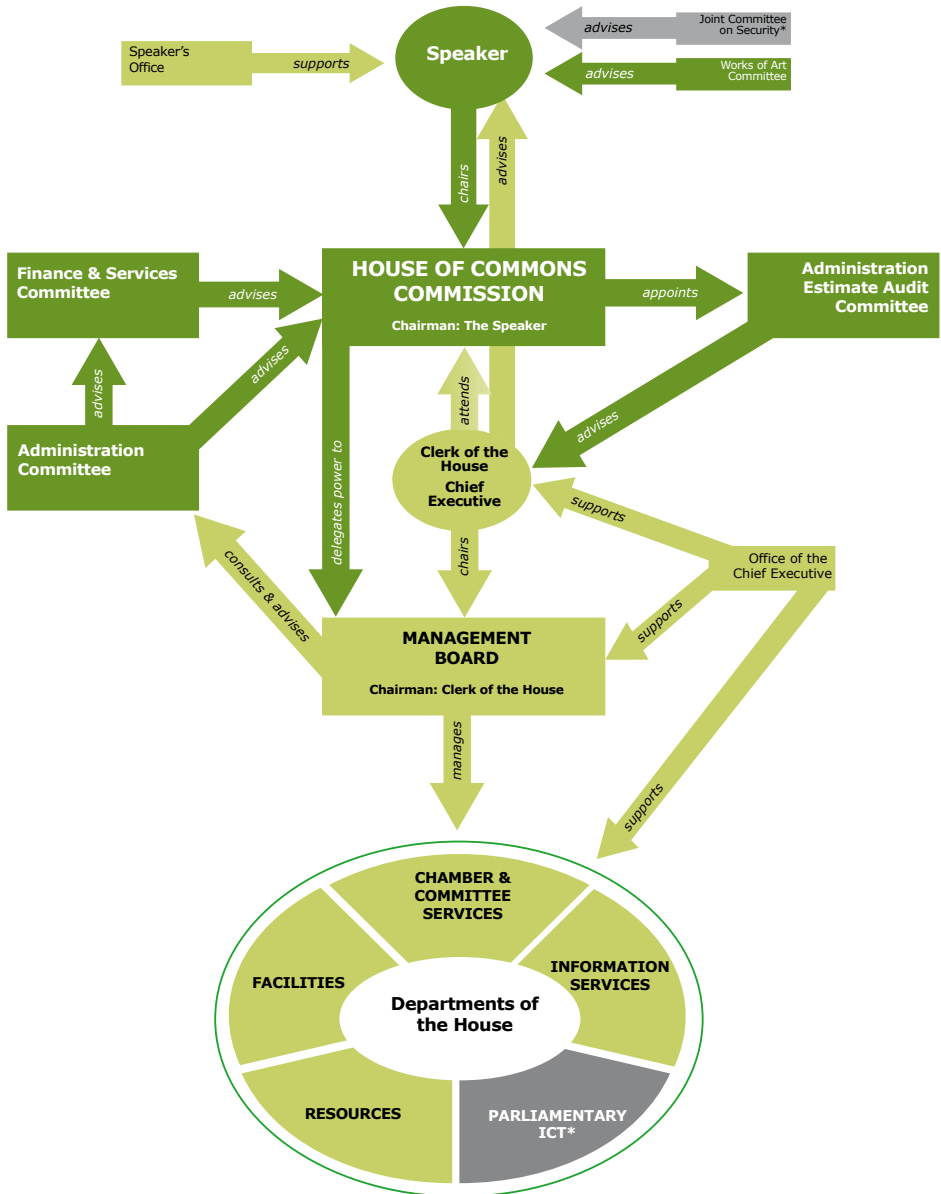
Information Rights and Information Security (IRIS)
x2559/8805/2032/4296

Westminster Gym **x5546**


PICT service desk
x2001

pictservicedesk@parliament.uk

**The Governance Structure of the
House of Commons Administration**



*Joint Services with the House of Lords



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APPENDICES



Appendix I

Feedback (comments, suggestions and complaints)

We welcome your feedback when you have received good service so that we know what works well for you.

There may be times when we do not meet the service standards that you would expect and you wish to register a complaint as a result. Your feedback helps us improve our services to you.

To give us feedback on our services, or to make a suggestion or a complaint, please speak to the House of Commons staff directly responsible in the first instance. A list of useful contact numbers is listed on pages 122 and 123 (Appendix II) and an index to services is included in Appendix III (page 124). Alternatively, you may also contact a senior member of staff responsible for delivering key Members' services who are listed on pages 121 and 122 (Appendix II).

In the event that you have been unable to obtain a satisfactory response from House of Commons

staff, or if you are unsure which office to contact about a particular service, please contact the Office of the Chief Executive on **x1707** or by email: officeofthechiefexecutive@parliament.uk.

Finally, feedback may also be given to the Administration Committee, which is intended to reflect the perspective of Members on the provision of House-wide services. The Administration Committee can be contacted on **x2471** or by email, committea@parliament.uk.

Appendix II

Senior staff responsible for delivering key Member services

Clerk of the House and Chief Executive Malcolm Jack x3758

Department of Chamber and Committee Services

Incorporating Clerks, Hansard and Serjeant at Arms

- Director General and Clerk Assistant Robert Rogers x3311
- Clerk of Legislation David Natzler x3255
- Clerk of Committees Jacqy Sharpe x3313
- Principal Clerk, Table Office Andrew Kennon x3312
- Clerk of the Journals (research and records) Liam Laurence Smyth x3315
- Editor, Official Report Lorraine Sutherland x3388
- Serjeant at Arms Jill Pay x3030
- Deliverer of the Vote (parliamentary papers) Catherine Fogarty x4220

Department of Facilities

Incorporating Parliamentary Estates Directorate, Accommodation Services and Catering and Retail Services

- Director General John Borley x6551
- Parliamentary Director of Estates Mel Barlex x6300
- Director of Catering and Retail Services Sue Harrison x3686
- Director of Accommodation and Logistics Services James Robertson x3060

Department of Information Services

Incorporating Library and other information services

- Director General and Librarian John Pullinger x3635
- Director of Service Delivery Rob Clements x3622
- Director of Research Bryn Morgan x8274
- Director of Information Services for Members Bob Twigger x5387
- Director of Public Information Aileen Walker x5594
- Head of Online Services Tracy Green x4834

Department of Resources

Incorporating Finance and Administration

- Director General Andrew Walker x5460
- Director of Operations and Transition Edward Wood x4295
- Director of Strategic Projects Paul Silk x2600
- Head of Information Rights and Information Security Bob Castle x2032
- Head of Pensions Jimmy Walker x2656
- Head of Parliamentary Safety, Health and Wellbeing Service Mal McDougall x0325

Parliamentary Information and Communications Technology (PICT)

- Director Joan Miller x5333
- Director of Operations and Member Services Matthew Taylor x2067
- House of Commons Members' Computing Officer Peter Beasley x8808

Office of the Chief Executive

- Head of the Office of the Chief Executive Philippa Helme x1706

Useful Contact Numbers

- House of Commons main switchboard x3000

Members' Centre in Portcullis House

- General Enquiries x3070
- Online Members' Centre
intranet.parliament.uk/hoc-omc.

Chamber and Committee Services

- Table Office x3302/3303
- Public Bill Office x6758
- Committee Office x3267
- Hansard Enquiries x4786
- Duty Clerk (*Recess only*) x3394
- Vote Office x3631
- Broadcasting Unit x5511
- Security Control x5311
- Pass Office x5920

Facilities

- **Parliamentary Estates Help Desk** (maintenance and cleaning) x4747
- **Accommodation Services** (Members' offices) x3080
- **Events Team** (room bookings, film permits and exhibitions) x3090
- **General Catering Enquiries** x3686/5303
- **Private Dining and Banqueting Services** x2275/4804

Information Services

- **Library – Enquiry and Research Services** x3666
- **Parliamentary Office of Science and Technology** x8377
- **House of Commons Information Office** x4272
- **Education Service** x4496
- **Parliamentary Outreach** x1650
- **Visitor Services** (Central Tours Office) x3003
- **Web Centre** x2010

Resources

- **Members' Pensions** x2106
- **Members' Staff Pensions** x1356/4753/1588
- **Personnel Advice Service** x2080
- **Parliamentary Safety, Health and Wellbeing Service** x4782/1484
- **Travel Office** x4232
- **Allowances Publication Team** x2021

PICT

- **Service Desk** x2001

Speaker's Office

- **General Enquiries** x5300

If you have not been able to obtain the information or response you need from the contacts listed above, please do not hesitate to contact the Office of the Chief Executive on x1707.

Independent Parliamentary Standards Authority (IPSA)

- **General enquiries** 020 7811 6400

Appendix III

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