

Annex 2 – Explanatory Notes

A. HOUSE OF COMMONS SERVICE

Recommendations

1. The **Parliamentary Commissioner for Standards** will be positioned for budgetary and HR purposes within the Department of Chamber and Committee Services. The Commissioner will report directly to the Clerk of the House.
2. The **Legal Services Office** will be part of the Department of Chamber and Committee Services. The Head of the Office will report directly to the Clerk of the House.
3. The **Internal Review Service** is placed in the Office of the Chief Executive. The decision to place internal audit in the OCE has been agreed by the Audit Committee on the recommendation of the Accounting Officer. The IRS also carries out staff reviews and ad hoc reviews. The Change Team recommends that the IRS retain the staff review function until arrangements are made to transfer it to the Department of Resources.
4. The **Risk Management Facilitator** post is placed in the Office of the Chief Executive.
5. The **Media Service** is managed by the Media and Communications Advisor. We recommend that the Media and Communications Advisor report to the Director General, Information Services, and that the four posts currently funded by the Office of the Clerk be funded by the Department of Information Services.

B. DEPARTMENT OF CHAMBER AND COMMITTEE SERVICES

The Department of Chamber and Committee Services is headed by the Clerk of the House, who is also the Chief Executive and Accounting Officer. The Clerk Assistant is the Director General, Chamber and Committee Services.

Recommendations

1. The **Parliamentary Office of Science and Technology** (POST) will be part of the Department of Information Services.
2. The **Contract Performance Management** post will transfer from the Serjeant's Finance Unit to the Serjeant at Arms Directorate of the Department of Chamber and Committee Services to be responsible for the four security contracts (Police, Access Control, off-site Mail Screening and off-site Vehicle Searching) and Finance and will provide contract management advice across the House as required. The post holder's involvement in the re-specification of existing contracts will have been completed by the end of January. Future involvement of the post holder in these contracts and other ad hoc contractual advice is estimated at 1.5 days per month. It is also envisaged that this post will provide cover for Serjeant at Arms duties in the Chamber. In view of the uncertainty regarding the future corporate management of HR, finance and procurement, it has been argued that the status quo should be maintained. However, on balance our recommendation is that the post should transfer to the Serjeant at Arms Directorate of the Department of Chamber and Committee Services.
3. The off-site mail screening contract will be managed with other security contracts in the Serjeant at Arms Directorate of the Department of Chamber and Committee Services.
4. The case for transferring **Visitor Services**, comprising the Visitor Assistants, the Central Tours Office and Tour Guides, to the Department of Information Services is strong. However, our considered view in light of the consultation process is that the benefits of a transfer of Visitor Services to the Department of Information Services on 1 January 2008 are outweighed by significant risks to effective working arrangements and clear lines of authority during the first months of operation of the Visitor Reception Building.

On balance, we therefore recommend that Visitor Services continue to be managed by the Serjeant at Arms Directorate of the Department of Chamber and Committee Services until 30 September 2008, and the Visitor Services Manager will continue to report to the Assistant Serjeant at Arms until that date. Visitor Services will join the Department of Information Services on 1 October 2008 and the Visitor Services Manager will thereafter report to the Director General, Information Services. By this date the new visitor management arrangements through the Visitor Reception Building will be embedded, and the 2008 Summer Opening of the Visitor Route will be completed.

5. During the transition to the new departmental arrangements the **SAA Office** team will remain in situ in order to maintain service levels. Two staff from the current SAA Office will be in the Serjeant at Arms Directorate of the Department of Chamber and Committee Services, to support the Serjeants and to provide the front office function for that Directorate.

6. The Tebbit Change Team considered the location of several **other functions** linked to the provision of information in its broadest sense, in particular existing retail operations (both the Bookshop and within the Refreshment Department), as well as Broadcasting, but decided not to make any recommendations that they should move from their present location.
7. The Change Team does not recommend that the **Official Report** or **Vote Office** should be placed in the Department of Information Services. The services they provide directly support the effective operation of the Chamber and its Committees.
8. Arrangements for the delivery across the House of HR, learning and development, finance and procurement are the subject of a separate consultation, launched by the Director General, Resources.

C. DEPARTMENT OF FACILITIES

Although Estates and Works will be managed by a single Director, the detailed re-integration of the Estates and Works Services Directorates is on hold until the new Parliamentary Director of Estates joins on 7 January 2008. The work already done will then be taken forward by the Acting Director General, Facilities and the new Director.

Recommendations

1. The **mail delivery** contract and the **stationery** contract will be managed in the Accommodation Services Directorate of the Facilities Department.
2. The **off-site mail screening** contract will be managed with other security contracts in the Serjeant at Arms Directorate of the Department of Chamber and Committee Services.
3. Three posts and associated responsibilities for non-Estates and Works and PICT invoice processes in **FP4** transfer to Operations FP7. We recommend that this be undertaken in phase 2 of the change programme, for 1 April 2008, with the details being finalised by the Resources Operations Directorate and Facilities Finance senior staff.
4. The **Contract Performance Management** post will transfer from the Serjeant's Finance Unit to the Serjeant at Arms Directorate of the Department of Chamber and Committee Services to be responsible for the four security contracts (Police, Access Control, off-site Mail Screening and off-site Vehicle Searching) and Finance and will provide contract management advice across the House as required. The post holder's involvement in the re-specification of existing contracts will have been completed by the end of January. Future involvement of the post holder in these contracts and other ad hoc contractual advice is estimated at 1.5 days per month. It is also envisaged that this post will provide cover for Serjeant at Arms duties in the Chamber. In view of the uncertainty regarding the future corporate management of HR, finance and procurement, it has been argued that the *status quo* should be maintained. However, on balance our recommendation is that the post should transfer to the Serjeant at Arms Directorate of the Department of Chamber and Committee Services.
5. The **performance management** function for the Department of Facilities will be with the Facilities Executive Office rather than the Finance Unit.
6. During the transition to the new departmental arrangements the **SAA Office** team will remain in situ in order to maintain service levels. In structural terms one member of staff from the SAA Office will be in the Facilities Department Executive Office, responsible for Records Management, one will be in the Customer Relations Directorate, to cover Enquiries/Front Office, and the other two will be in the Serjeant at Arms Directorate of the Department of Chamber and Committee Services, to support the Serjeants and to provide the front office function for that Directorate.
7. It is recognised that the recommendations in paragraphs 5 and 6 will have resource implications; these will be addressed in phase 2 of the Facilities change programme.
8. The **Curator of Works of Art** and his team will move to the Department of Information Services from the Estates Directorate.

9. The **Manager, Visitor and Public Information Projects**, will move to the Department of Information Services.
10. The **Special Advisor**, Paul Silk, will work in a strategic role to support the Department of Facilities, as well as other parts of the Commons service, in focusing on high-quality service delivery to Members. He will report to the Acting Director General, Facilities and his work in this area is expected to continue throughout 2008.
11. Where a post is indicated as '**Acting**' this is because:
 - it is a new post and the job description and banding will be determined in the new year, in consultation with the trade unions, or;
 - it is currently an acting position while the post holder is fulfilling another role, or;
 - it is an acting post pending a new appointment, or;
 - there is more than one potential candidate at the same grade as the post.
12. The former SAA and former RD **HR** teams will work within the Facilities HR team under the former RD Departmental Establishment Officer.
13. The former RD **Finance** team will work within the Catering Directorate initially to ensure strong support for the business during the period of change. The Serjeants Finance Unit will become the Facilities Finance Unit, initially supporting the Parliamentary Estates Directorate and the Accommodation Services Directorate. Arrangements for the delivery across the House of HR, learning and development, finance and procurement are the subject of a separate consultation, launched by the Director General, Resources.
14. The move of **Clock Tower** tours to the Customer Relations Directorate from Works Services provides a functional fit with the Events Team, while remaining within the Facilities Department.
15. Plans for the **Estates and Works** structure and the implications regarding delivery of the **Health and Safety** functions will need to be considered during phase 2 of the change programme.

D. DEPARTMENT OF INFORMATION SERVICES

The Director General, Information Services will be styled "Director General, Information Services and Librarian" to reflect the Director General's existing appointment as Librarian of the House of Commons.

Recommendations

1. The case for transferring **Visitor Services**, comprising the Visitor Assistants and Central Tours Office, to the Department of Information Services is strong. However, our considered view in light of the consultation process is that the benefits of a transfer of Visitor Services to the Department of Information Services on 1 January 2008 are outweighed by significant risks to effective working arrangements and clear lines of authority during the first months of operation of the Visitor Reception Building.

On balance, we therefore recommend that Visitor Services continue to be managed by the Serjeant at Arms' Directorate of the Department of Chamber and Committee Services until 30 September 2008, and the Visitor Services Manager will continue to report to the Assistant Serjeant at Arms until that date. Visitor Services will join the Department of Information Services on 1 October 2008 and the Visitor Services Manager will thereafter report to the Director General, Information Services. By this date the new visitor management arrangements through the Visitor Reception Building will be embedded, and the 2008 Summer Opening of the Visitor Route will be completed.

We further recommend that the Management Board convenes a project board reporting to the Director General, Chamber and Committee Services and the Director General, Information Services to report as soon as possible with the following terms of reference:

- a. Establish service level agreements with key stakeholders in departments across both Houses to ensure that Visitor Services can function effectively from within the Department of Information Services after 1 October 2008
 - b. Keep under review the working arrangements and lines of authority for Visitor Services after the opening of the Visitor Reception Building
 - c. Ensure that existing staff and new starters in the Visitor Services team are effectively inducted into the Department of Information Services between 1 January and 1 October 2008.
2. The **Web Centre** team will move to the Department of Information Services. The Managing Editor of the Web Centre will report to the Director of Public Information in the Department of Information Services. The current arrangements for funding the **Web Centre** are that three posts are funded by PICT and the remaining posts are funded on a project basis.
 3. The **Internet Programme** Manager, which is a temporary position until December 2008, will continue to report to the Director General, Information Services.
 4. Three posts in the Library's **Client Relations** team (the Client Relations Manager, Customer Contact and Feedback Co-ordinator, and Client Relations Assistant) will move to the Office of the Chief Executive. The Client Relations Manager will report to the Head of the Office of the Chief Executive. The remaining posts in the team will move to the Department of Information Services' Information Management Directorate. The Intranet Services Editor will report directly to the Director of Information Management.
 5. There are nine posts in the **Media Service**. The five posts currently undertaking the Select Committee media function are funded by the Committee Office, and the remaining

four posts are funded by the Office of the Clerk. The Media Service is managed by the Media and Communications Advisor. We recommend that the Media and Communications Advisor will report to the Director General, Information Services, and the posts currently funded by the Office of the Clerk will be funded by the Department of Information Services. The Select Committee media staff will be funded by the Department of Chamber and Committee Services.

6. The **Parliamentary Office of Science and Technology** (POST) will be part of the Department of Information Services. The Director of POST will report to the Director General, Information Services.
7. The **Manager, Visitor and Public Information Projects** will move to the Department of Information Services and will report to the Director of Public Information.
8. The **Curator of Works of Art** and his team will move to the Department of Information Services. The Curator will report to the Director of Information Management.
9. The Tebbit Change Team considered the location of several **other functions** linked to the provision of information in its broadest sense, in particular existing retail operations (both the Bookshop and within the Refreshment Department), as well as Broadcasting, but decided not to make any recommendations that they should move from their present location.
10. Arrangements for the delivery across the House of HR, learning and development, finance and procurement are the subject of a separate consultation, launched by the Director General, Resources.

E. DEPARTMENT OF RESOURCES

Arrangements for the delivery across the House of HR, learning and development, finance and procurement are the subject of a separate consultation, launched by the Director General, Resources.

Recommendations

1. Three posts and associated responsibilities for non-Estates and Works and PICT invoice processes in **FP4** will move to Operations FP7. We recommend that this be undertaken in phase 2 of the change programme, for 1 April 2008, with the details being finalised by the Resources Operations Directorate and Facilities Finance senior staff.
2. The **Internal Review Service** is placed in the Office of the Chief Executive. The decision to place internal audit in the OCE has been agreed by the Audit Committee on the recommendation of the Accounting Officer. The IRS also carries out staff reviews and ad hoc reviews. The Change Team recommends that the IRS retain the staff review function until arrangements are made to transfer it to the Department of Resources.
3. The **Risk Management Facilitator** post is placed in the Office of the Chief Executive.
4. Central provision of **procurement** advice and support remains in Resources. A case was made in a paper from the Procurement Practitioners Group for creating a larger central procurement unit by bringing core professionals together and placing this function in Facilities. The prime function of the Department of Facilities is to provide the accommodation, catering and other facilities required by the House and to maintain the fabric of the buildings. The procurement team in Facilities are experts in the delivery of procurement for these specialist functions. Provision of "expert" advice on other areas would be a new direction and detract from the primary function. Therefore, on balance, the team recommends that the central provision of procurement advice and support remains in Resources.
5. The implications of decisions made by the Management Board on arrangements for the delivery of HR, learning and development, finance and procurement will need to be considered and taken forward in phase 2 of the change programme.
6. Plans for the **Estates and Works** structure and the implications regarding delivery of the **Health and Safety** functions will need to be considered during phase 2.