



HOUSE OF COMMONS

Survey of Services Report by FDS International

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Executive summary

The House of Commons Service delivers a range of support services to Members and their staff; these services provide them with the help they need to carry out their Parliamentary responsibilities effectively.

To support the management information around this service delivery, the House of Commons Service regularly undertakes research amongst Members and their paid staff to assess their levels of satisfaction and inform forward planning.

All Members and their paid staff were invited to participate in the 2010 Survey of Services; in total 188 Members and 755 Members' staff responded, equating to 28% of all potential respondents (29% of Members, and 28% of Members' staff).

Overall satisfaction

Members and their staff are generally satisfied with the services provided by the House of Commons Service. 86% of Members, and 91% of their staff, are at least 'satisfied' with the House services overall, and two out of five are either very or completely satisfied (42% of Members; 41% of Members' staff). There is little difference between new and returned Members' satisfaction with the House Services overall, nor between paid staff based in either Westminster or constituency offices.

The areas of service to receive the highest levels of satisfaction, with more than 90% of both Members and Members' staff giving satisfied ratings, are:

- Information and research services provided by the Library and POST
- Hansard
- Security

Procedural services and advice, and IT and communications services, are considered to be the most important priorities by Members, with 80% and 77% respectively ranking them in their top three priorities. Accommodation in Westminster is the third most important priority.

For Members' staff, IT and communications services, and information and research services and procedural service and advice are the top three priorities, particularly ICT services with more than half of Members' staff listing this as their number one.

While around nine out of ten Members and their staff are satisfied with almost all of the services they list as most important, satisfaction with services provided by Parliamentary ICT (PICT) is slightly lower, with 36% of Members and 25% of Members' staff expressing some dissatisfaction.

General Election 2010

It is important for the House of Commons Service to be able to assess their performance around General Election times in order to ensure the service they provide meets the needs of Members and their staff. As such new Members and their staff were asked about the welcome and induction services provided by the House of Commons Service following the General Election in May 2010.

Four fifths of new Members were satisfied with the overall programme, with half being either very or completely satisfied. The New Members Reception Area, welcome and orientation process were particularly highly regarded with around a quarter of new Members saying they were extremely satisfied with these.

Provision of temporary accommodation and office facilities, while not entirely within the remit of the House of Commons Service, received the lowest level of satisfaction with more new Members dissatisfied (53%) than satisfied (47%). This is caused by perceived delays in the allocation of offices, and the inconveniences that this brought about.

Chamber and Committee services

Members show very high levels of satisfaction with services provided by the Department of Committee and Chamber Services. As seen last year, Doorkeepers are particularly well regarded, with 86% of Members saying they are very or completely satisfied with their service.

Procedural Committee offices and Hansard

These directorates provide a range of services including those delivered by the Table Office, the Public Bill Office, support for Select Committees and the Official Report (Hansard).

The **Vote Office** attracts very high levels of satisfaction, with 99% of Members and 98% of Members' staff saying they are satisfied with the service, and a third saying they are completely satisfied.

The **Table Office** also achieves high levels of satisfaction amongst both Members and their staff. Consistent with last year, both Members and their staff suggest that designated Members' employees should be able to deal with the Table Office on their Member's behalf, and also for greater email communication with the Table Office to be facilitated.

Almost all Members are satisfied with the services provided by **Select Committee staff**, with only three Members expressing any dissatisfaction with this area.

The **Public Bill Office** is highly regarded with 90% of Members satisfied with the service overall. Where Members suggest improvements to the Public Bill Office, greater or compulsory training is suggested for new Members to ensure they are familiar with the correct procedures.

Likewise the **Official Report** receives high satisfaction ratings, with 100% of those asked satisfied with the helpfulness of staff. A very small number of Members mentioned occasional problems with accuracy, which led to some suggestions that more time should be given to Members to review speeches before publication.

Serjeant at Arms

The Serjeant at Arms is responsible for the security of the House, its occupants and visitors. Around two thirds of Members and their staff feel either very or extremely secure on the Parliamentary Estate. The proportion of both Members and their staff saying this has improved since the survey last year, by 9% for Members and 5% for their staff.

Members and their staff report high levels of satisfaction with the helpfulness, efficiency and courtesy of security staff; however a sizable minority (13% of both Members and Members' staff) report dissatisfaction with the consistency of security staff.

The **Pass Office** is also well regarded, with high levels of satisfaction with their ability to deal with enquiries and the courtesy of staff. However 16% of Members and 13% of Members' staff are dissatisfied with the speed of response.

Facilities

Facilities are responsible for the catering, food and retail services on the Estate, as well as cleaning, maintenance, the mail delivery service and the minimisation of the House's environmental impact.

Recent increases in the price of food in parliamentary outlets have caused some dissatisfaction amongst both Members and staff, and this has impacted on satisfaction levels with **catering services**. A quarter of Members and Members' staff are dissatisfied with cafeterias and the self service restaurant, while a third of Members are dissatisfied with the dining room and waiter service restaurants. Around a fifth of Members are dissatisfied with meeting and conference room catering, and private dining and banqueting facilities. Additionally, the closure of Bellamy's Bar has also caused dissatisfaction amongst some. However, overall most Members and their staff remain satisfied with catering services.

Other retail services are generally found to be satisfactory, particularly souvenir shops and gifts. However a quarter of Members, and 29% of Members' staff, are dissatisfied with the provision of vending machines across the Parliamentary Estate.

Cleaning across the Parliamentary Estate is generally found to be satisfactory, with more than 90% of Members and their staff satisfied with cleanliness across the Estate. More are dissatisfied with the cleaning in their offices (12% of Members and 20% of Members' staff), while a fifth of staff and a quarter of Members are dissatisfied with the cleanliness of toilets across the Estate. The general feeling is that the toilets are cleaned regularly enough, but that some are in need of refurbishment, and that the behaviour of others sometimes causes cleaning issues.

Satisfaction with **maintenance services** is high in terms of the quality of work and courtesy of staff, but lower with regard to the time taken to answer calls and fix problems; around a third of Members and their staff are dissatisfied with problem resolution times, particularly when several calls are required to bring about action.

A sizable proportion of Members and their staff express dissatisfaction with the provision of **recycling facilities and information** about Parliament's environmental policies and performance.

Members and their staff wish to see Parliament reducing its **environmental impact**, within the structural limitations imposed by the age and historical importance of some of the composite buildings. To this end, many suggestions for reducing environmental impact focus on small but apparently achievable measures such as reducing energy use and printing, and increased recycling.

The **mail delivery service** achieves high levels of satisfaction, with more than nine out of ten Members satisfied with this service.

Information services

The House of Commons Library provides support to Members in the form of briefing papers, access to printed and online materials, and responding to information requests. Satisfaction with the Library has historically been very high and remains so this year with almost all Members and their staff saying they are satisfied with the Library's services. The quality, timeliness and availability of briefing papers is very highly rated, as are responses to enquiries.

One area of suggested improvement is in the search facility available on the intranet site; further options to narrow search results would be beneficial to users.

Members and their staff also report very high levels of satisfaction with **visitor services**.

Personnel and related services

The House of Commons Service provides support with personnel advice and support, advice on Freedom of Information and Data Protection, as well as a range of other services such as assistance with training and booking travel.

Although the majority of Members and their staff are satisfied with personnel and other services, there are large pockets of dissatisfaction. From open-ended comments it appears that some of this is generated by potential confusion between the role of the House of Commons Service and IPSA.

For example, two fifths of Members were not aware of the Personnel Advice Service (PAS), and a quarter said they would not use the service.

Satisfaction with the Travel Office is higher, with nine out of ten Members and almost all Members' staff satisfied with the service. However, there is concern amongst some, particularly Members, that the Travel Office does not always provide the best value for money on fares and accommodation.

Parliamentary Information and Communications technology (PICT)

PICT is responsible for computing and communications equipment both on the Parliamentary Estate and in constituency offices, and therefore provides a vital and complex service. This is recognised by Members and their staff, more of whom cite PICT as the number one priority than do any other service.

The importance of operational ICT equipment to the work of Members and their staff means that any interruption in service is likely to cause frustration and dissatisfaction, perhaps more so than issues in other areas.

Overall the majority of Members and Members' staff are satisfied with the services provided by PICT, with staff considered one of the strengths of the service. However there are significant areas where improvements in service would lead to higher levels of satisfaction.

Connections to the Parliamentary network, through the wireless network on the Parliamentary Estate and via remote access are both considered unsatisfactory by at least a fifth of Members and their staff, rising to more than half of Members when considering wireless access across Parliament. As PDAs and tablet computers become more prevalent, it is likely that more support will be required in this area in the coming years.

The PICT **service** desk staff are considered to be courteous, however at least a quarter of Members and their staff are dissatisfied with the time taken to respond to calls and resolve issues. There is a similar picture with assistance provided in person by PICT personnel, with the staff being highly regarded but issues concerning the speed of response.

Arrangements for the **purchase of additional equipment** attract relatively high dissatisfaction, with two fifths of Members and a quarter of staff saying they are dissatisfied. The issues appear to be around the cost of equipment, particularly printer cartridges, and restrictions on how many laptops can be purchased.

Members' Centre

The Members' Centre receives high levels of satisfaction, with more than 90% of Members saying they are satisfied with the service.

Management of the House Service

Returning Members were asked their views on the handling of the dissolution of Parliament following the 2010 General Election and the subsequent few weeks as the new composition of Parliament became established. Most were satisfied with arrangements, although a few pointed to ICT difficulties during the period.

Arrangements specifically for **temporary accommodation** following the General Election were more problematic. While it is the responsibility of the Whips to allocate offices to Members and their staff, the House of Commons Service wishes to provide effective services while arrangements are made. It was generally accepted that disruption around this time is inevitable and that the House of Commons Service can best assist through the rapid provision of technical support and stationery.

Most Members and their staff believe that the House of Commons Service does enough to communicate with them, while others realise that the right balance between communicating too much and too little is hard to strike. While some request a greater quantity of **communication**, others say they are already inundated with communications, but could potentially be better informed or consulted about major changes to the House procedures.

Few Members were aware of the House of Commons Service's **Strategy** prior to being interviewed, and many are sceptical that it will inevitably lead to better outcomes.

Overall

Overall satisfaction with the House services is high, with more than half of Members and their staff satisfied with all broad areas of service considered in this research. More detailed analysis of each of the service areas is found in the following pages.

Contents

1. Introduction	8
2. Approach	9
3. Balanced scorecard questions	13
4. General Election 2010	20
5. Chamber and committee services	24
6. Procedural Committee offices and Hansard	25
7. Security	30
8. Facilities	34
9. Information services	42
10. Personnel and related services	49
11. Information and communication technology (PICT)	53
12. Members' Centre	62
13. Management of the House Service	63

1. Introduction

The running of Parliament requires a large amount of organisation and expertise. The House of Commons Service supports the House and its Members in performing their parliamentary duties by providing a variety of services which range from accommodation, cleaning and catering through to enabling the procedures of the House with the aid of the Table Office and the Official Report.

A significant number of people are supported by the House of Commons Service. The 650 Members each employ their own permanent and temporary staff, as well as volunteers, students and interns and the Service has to support the various requirements of these groups.

Many challenges are faced including security, environmental and heritage constraints. However, services need to be provided effectively and efficiently while at the same time adapting to changes in technology and adhering to procedure.

The House of Commons Service aims to respond to the needs of Members and their staff and as part of this, monitors Members and Members' staff satisfaction levels through the annual Survey of Services.

This report provides the findings of the 2010 survey.

Project objectives and scope

The research programme is intended to:

- Provide usable feedback on the range and quality of services provided to Members and their staff so that actions to improve and develop services can be identified if necessary;
- Identify areas where the quality of services fall short of acceptable standards and where there are good standards;
- Assess how the perception of service delivery changes over time, both at the macro level of overall service, but also for specific elements of delivery; and
- Identify new areas where services may be of use to Members but are not currently provided, and assess the demand for these in relation to existing services.

While not every element of the service provided by the House is covered in the survey, it does include questions on a wide variety.

2. Approach

The House of Commons Service wants to understand the views and experiences of as many Members and Members' staff as possible. To this end a flexible methodology has been designed which allows respondents to complete the survey online, on paper or contact FDS to provide their answers over the telephone.

This year, the primary methodology was the online survey. All Members and Members' staff on the IPSA payroll were sent invitations to complete the survey by email on 15th November 2010. There were a few exceptions to this amongst Members' staff where email addresses were not known – in these cases, letters were sent containing the online survey login details.

Within the survey invitations respondents were given a unique access code and link to the survey. This enabled survey participation to be controlled to avoid rogue responses and to help ensure that unnecessary questions were not asked (for example, those stating that they were based exclusively in constituency offices were not asked about services delivered solely on the Parliamentary Estate). Also within the invitation was a link to download the survey in a PDF file which could be printed and returned by mail.

All respondents that did not complete the survey by the 22nd November were sent a reminder email. Members not completing the survey by 2nd December were also contacted by telephone to remind them of the research. Responses were accepted until 8th December.

Throughout the fieldwork period, respondents could contact FDS to opt-out of the research, request a hard copy of the survey be mailed to them, or to complete the survey over the telephone.

The research was conducted in adherence to the Market Research Society code of conduct.

Communication prior to and during the study

As with previous years of the Survey of Services, a communications programme was developed and enacted by the House of Commons. This programme included pre-survey correspondence and marketing activity and included a question raised in the House.

The pre-survey communications are extremely important to securing a good response rate, and have helped inform respondents of the value of the survey.

Response rates

The survey invitation was sent to all Members and 2,730 Members' staff (2,053 electronically, 677 by post).

House of Commons staff were not included in this survey.

The overall response rate was 28%, which divided quite equally between Members and their staff: The Members' response rate was 29%, and Members' staff showed a 28% return. More details of the breakdown of the sample are found in the appendix of this document.

This response rate is very slightly higher than last year. This is encouraging as this is the first year that email invitations were issued to Members, rather than paper copies of the survey. Previous response rates for similar surveys were as follows:

- 1999: 46% for MPs, and approximately 24% for their staff from a paper only survey;
- 2003: 23% for MPs and 28% for their staff from a primarily electronic survey with a paper option;
- 2007: 45% for Members and 54% for their staff from a primarily paper questionnaire with online and telephone options; and
- 2009: 25% for Members and 28% for their staff (Members were sent a paper copy and their staff were emailed the invitation – except where no email address was known in which case they were sent a paper copy).

It is worth noting at this point that a number of issues were encountered during the fieldwork period which may have led some Members and staff to decide not to take part in the survey.

- At the same time as this research, there were a number of other surveys in field aimed at the same audience
- During fieldwork a press article was published which claimed to contain the response of one Member to another research project and this may have undermined the confidence of Members and their staff that this research was bona-fide
- Additionally, throughout open-ended comments there appears to be some degree of dissatisfaction amongst both Members and their staff with the House services which has not been seen in previous waves of this research.

When examining the data on a question by question basis, in many cases some respondents did not provide an answer, therefore the base number of respondents answering specific questions within each section fluctuates. People who did not provide an answer, who felt a question was not applicable to them or who did not know the answer to a question have generally been excluded from analysis in order to provide a view based on those who have actual experience of a service. However, numbers of people excluded from analysis have been indicated where relevant.

Note on significant differences

As with all studies we see differences in the results between sub-groups. Some of these differences occur due to sampling error or chance, since we were not able to interview the whole population. Others will be a result of genuine differences in opinion or behaviour between groups. To determine the likelihood of whether differences are 'real', we look at whether the results are statistically significantly different from each other. This is undertaken by analysing the variance of each result.

Generally, throughout this report we have made comparisons between the two main groups involved, which are Members and Members' staff. We need to be sure that interesting differences between these two groups are not due to chance alone. Hence, for the remainder of the report we have used a 95% confidence level, thus a value is said to be significantly different from another only when there is a less than 5% chance that the difference in the survey population has occurred by chance alone.

Satisfaction ratings

In this year's survey the satisfaction ratings have been amended.

FROM	TO
Extremely satisfied	Completely satisfied
Very satisfied	Very satisfied
Fairly satisfied	Satisfied
Not very satisfied	Slightly dissatisfied
Not at all satisfied	Dissatisfied

This change was made after much discussion with the Project Board. The main arguments for and against this change were:

- Evidence from previous years and cognitive testing of the questionnaire indicated that respondents found the previous scale difficult, especially for differentiating their responses
- Survey users reported difficulty determining whether 'fairly satisfied' was to be considered an indicator of satisfaction or dissatisfaction
- For many indicators almost all respondents considered the service to be either extremely or very satisfactory – while this provides reassuring feedback, it made it difficult for the management teams to focus their efforts and take appropriate actions
- The main argument against the change is that it will limit year on year comparison of satisfaction ratings

It is worth noting that, while the scale is similar, there are semantic differences which are likely to have affected how respondents have used the scale. This was precisely the point of changing it, but means that caution must be taken when comparing results to previous findings.

For example, the 'top box' has changed from 'extremely satisfied' to 'completely satisfied'. 'Extremely', while a strong word, does allow for the possibility of further progress, whereas 'completely' implies that no further improvement is achievable. As noted above, 'fairly satisfied' could be taken either as a positive or negative, while 'satisfied' clearly implies that the level of service is acceptable.

Qualitative research programme

Directly after the quantitative phase, a programme of qualitative research was undertaken to explore particular issues in more depth. In total, ten Members and five Members' constituency based staff were interviewed by telephone. Additionally, a focus group was convened at Portcullis House which was attended by three Members' staff.

The sample interviewed was *inclusive* rather than representative – that is, selected so that each of the main political parties was represented.

Respondents to the online survey were given the opportunity to 'opt out' of this qualitative phase. Those who did not were eligible to take part in the qualitative phase.

The question areas were agreed by the Project Board after examining preliminary data from the quantitative survey. These areas were:

- New Members' experiences of the first few weeks after the General Election (including the issue of temporary accommodation);
- Training;
- Cleaning;
- The House of Commons Commission;
- Future service provision; and
- Information and communications technology.

The findings from this element of the research, and from open-ended questions placed through the main survey, are included in this report.

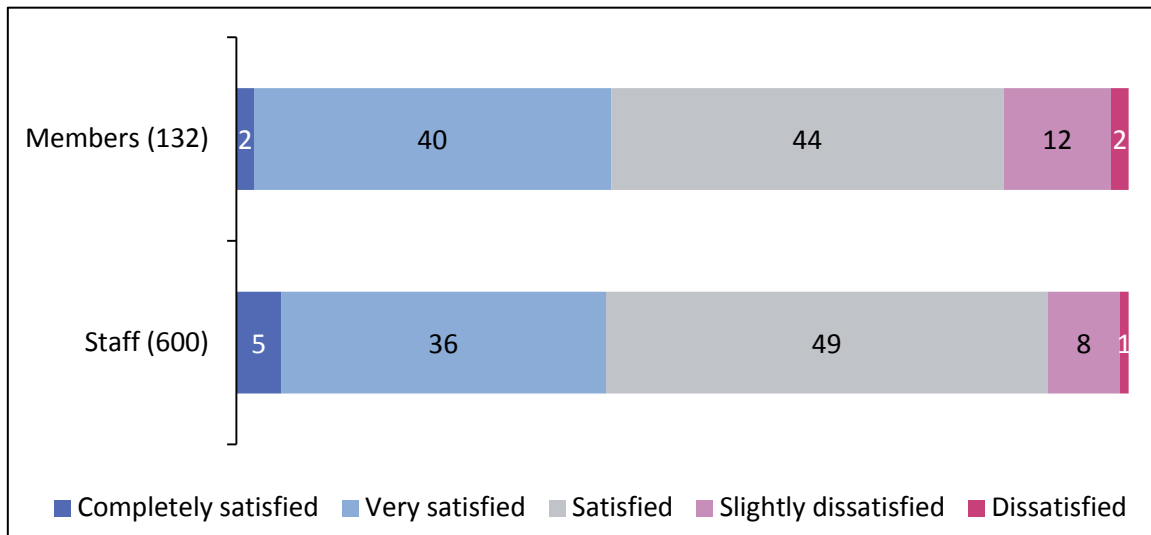
3. Balanced scorecard questions

To assess satisfaction with House Services, Members and their staff are asked their views on eight aspects, covering services provided (by the House of Commons Library and POST, Hansard, security, procedural services and advice, accommodation at Westminster, cleaning, PICT and catering), and their overall satisfaction. These questions were developed for the June 2009 survey and the intention is to monitor these each year and measure improvement or deterioration.

Overall satisfaction

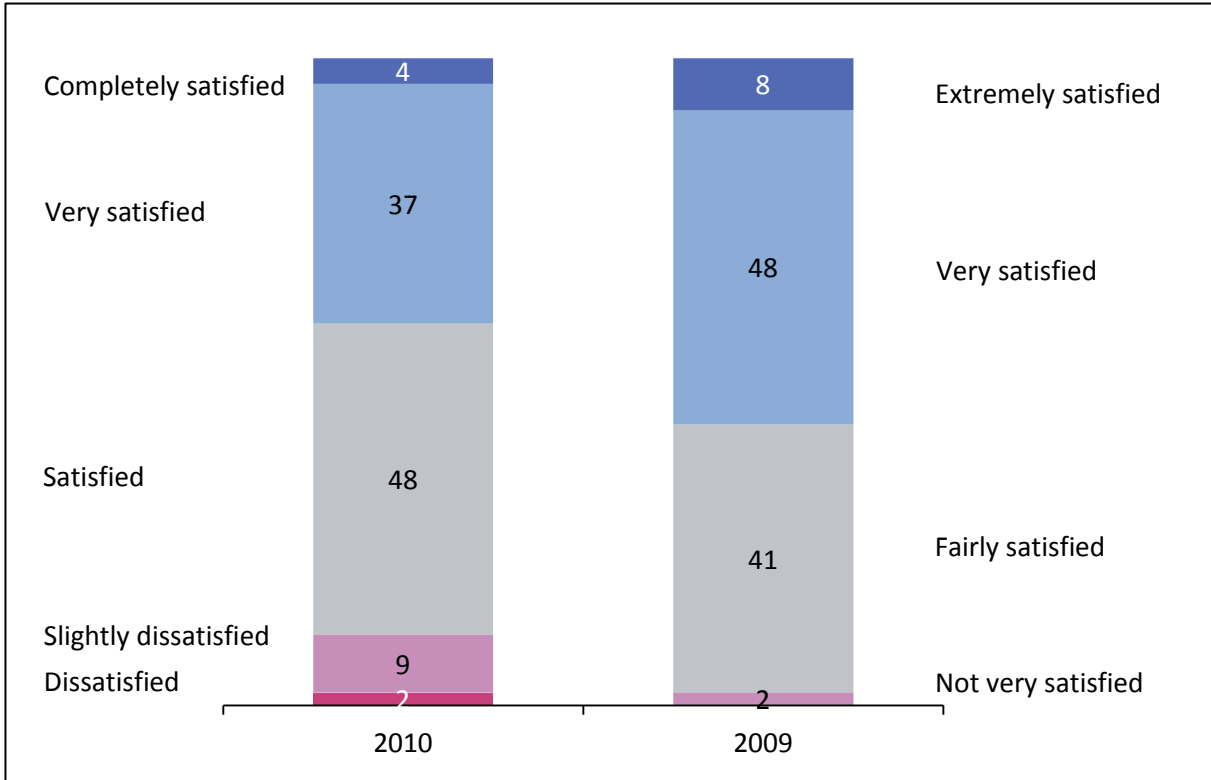
Taking all House Services together, 84% of Members and 91% of their staff who answered the question are satisfied with the services provided, with two fifths being either very or completely satisfied. 9% are slightly dissatisfied and 1% dissatisfied.

Figure 3.1 Q12. Taking all these services together, how satisfied are you with the services provided by the House of Commons Service? (Figures are percentages)
(Base: All with a view)



Direct comparison with the last survey published in June 2009 is not possible due to the change in scale discussed in the approach but, given that 60% of Members and 55% staff were very or extremely satisfied then, levels of ‘delight’ would appear to have deteriorated. Both surveys include a ‘very satisfied’ rating, which has declined significantly year on year in total (see Figure 3.2 below) and among Members (from 52% in 2009 to 40% in 2010).

Figure 3.2 Q12 in 2010. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results in 2010 and 2009 (Figures are percentages)
(Base: All (Members and their staff) with a view)



*In 2009, less than 1% of respondents assigned the lowest category of not at all satisfied overall.

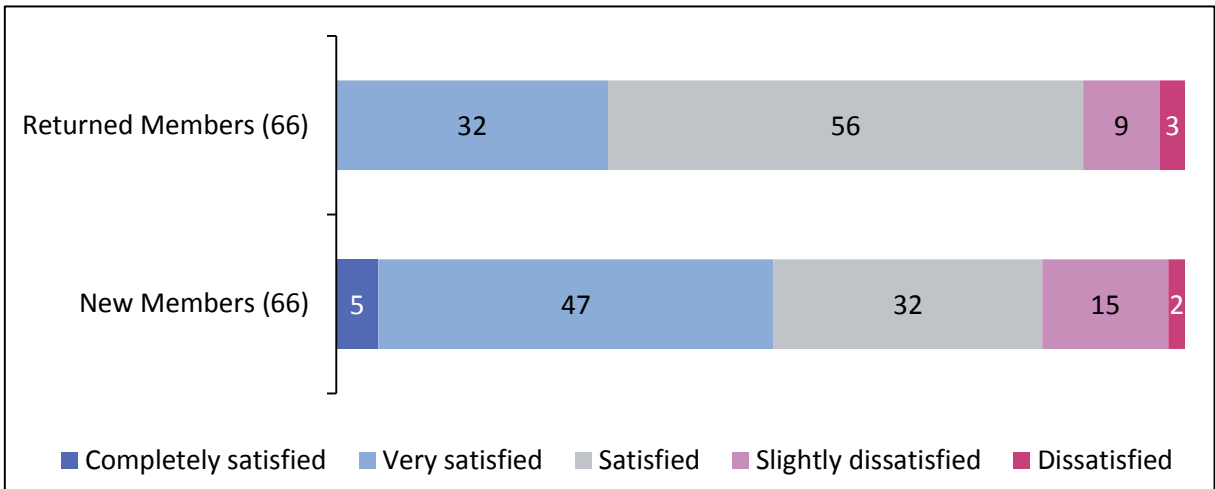
It may be that external factors have played a part in the decline in overall satisfaction, including the change in Government following last year’s general election, the subsequent formation of the governing coalition, the formation of the Independent Parliamentary Standards Authority (IPSA), as well as wider economic factors such as relatively slow growth and the need to deal with the budget deficit.

Throughout the survey there were opportunities for Members and their staff to add open-ended comments. It appears from many of these that some decline in satisfaction with House Services can be attributed to the creation of the IPSA, which receives a number of critical comments, some of which appear to confuse IPSA with the House of Commons Service, believing that they perform the same function or somehow work together.

When looking at the overall level of satisfaction with the House of Commons Service, there is no significant difference between the proportion of new and returned Members who are satisfied with the House services.

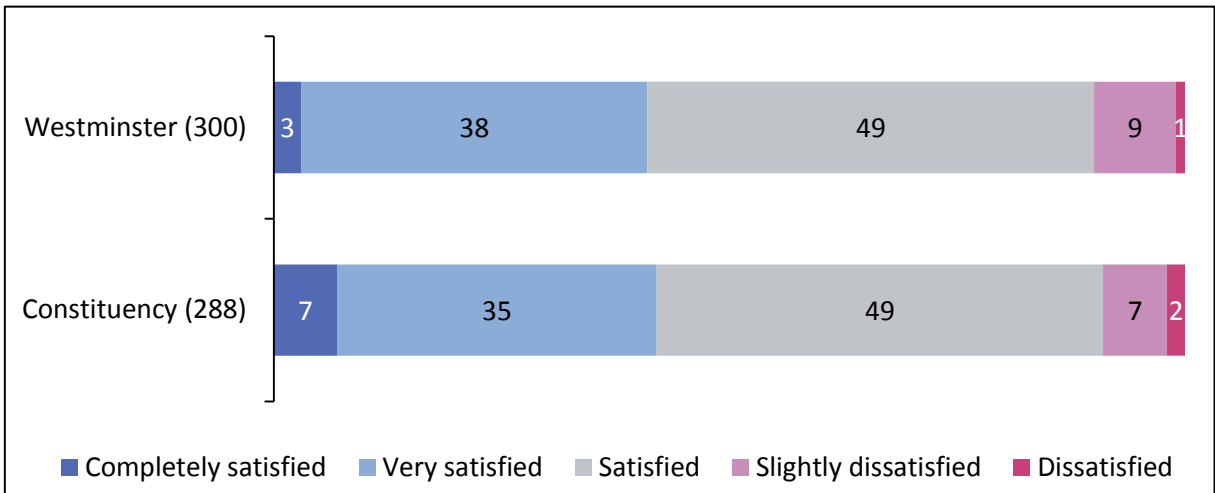
While slightly more new Members give very or completely satisfied ratings, they are also slightly (but not significantly) more likely to register some level of dissatisfaction. Levels of ‘delight’ are in short supply, with just three new Members, and no returned Members, saying they are completely satisfied with the House services.

Figure 3.3 Q12. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results by location (Figures are percentages)
(Base: All **Members**’ with a view)



As in 2009, there is little difference in satisfaction with House Services between those staff working in Westminster and those in the constituency offices.

Figure 3.4 Q12. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results by location (Figures are percentages)
(Base: All **Members’ staff**’ with a view)



Importance of, and satisfaction with, services

Members and their staff were asked to rank which they consider the first, second and third most important of eight aspects of the House services and were invited to indicate their satisfaction with all of them.

Figures 3.5 and 3.7 show the proportions assigning each importance level, based on all those who ranked at least one aspect.

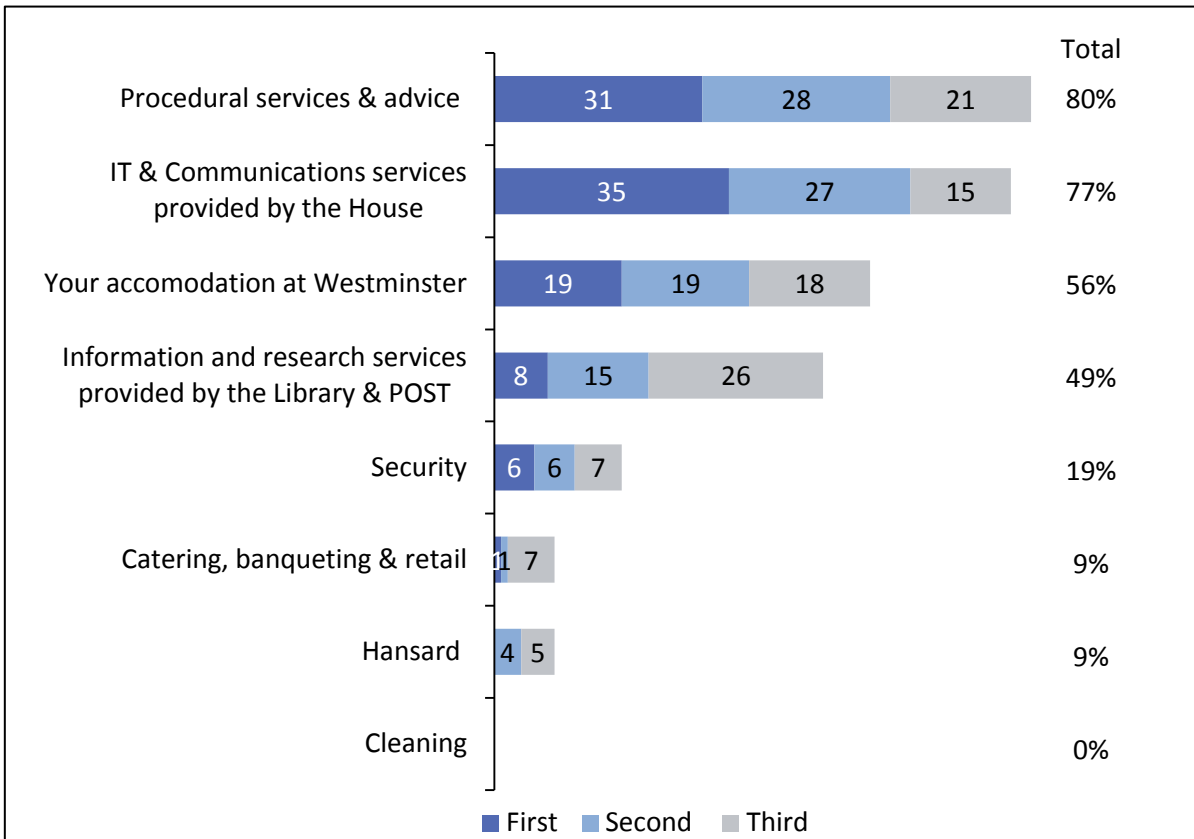
Figures 3.6 and 3.8 illustrate satisfaction results among those expressing a view (i.e. excluding those who don't use the service or don't know their satisfaction level).

All but one or two Members who answered use each service. However among their staff, substantial proportions do not use several services. A fifth to a third of staff who answered say they do not use security (21%), procedural services & advice (24%), catering, banqueting & retail (27%), cleaning (30%) and accommodation at Westminster (33%). Typically these staff work in constituency offices and are therefore remote from the Parliamentary Estate.

Members

For Members, as in 2009, procedural services and advice is the most important service provided by the House of Commons Service in order to work effectively (80% consider it to be in their 'Top 3'), followed closely by IT & Communications services (77%). Their accommodation at Westminster lies in third position.

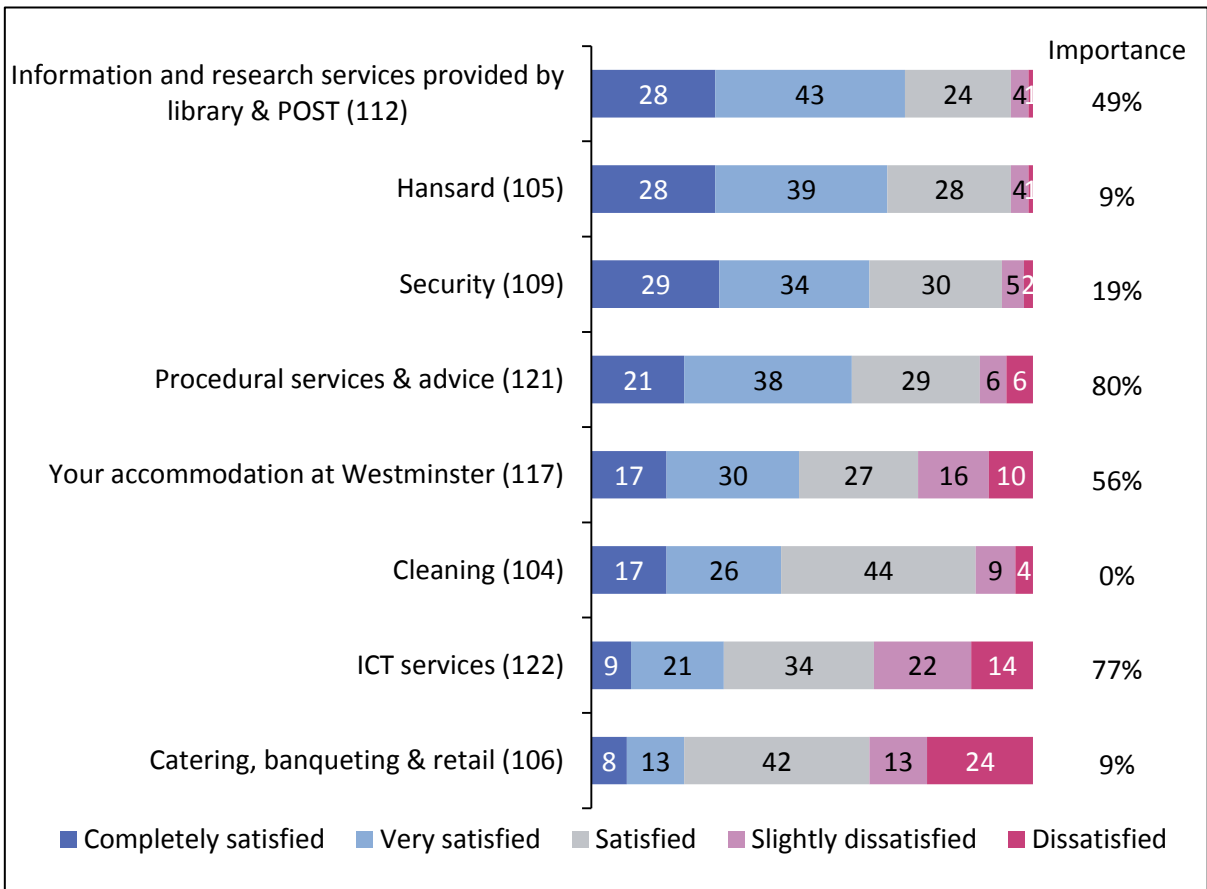
*Figure 3.5 Q10. Please indicate which three services you feel are the first, second and third most important priorities for you in order to work effectively. (Figures in charts are percentages)
(Base: 114 Members assigning at least one first, second or third)*



As demonstrated in figure 3.6, the issues Members are most satisfied with are not those they consider most important.

Comparing importance with satisfaction, the greatest gap in performance is for Members' accommodation at Westminster and ICT services, with which a quarter and a third respectively are actively dissatisfied. Over half of Members rated their accommodation as one of their top three important issues, and over three-quarters ICT services.

Figure 3.6 Q11. Please indicate your satisfaction with all of the service areas in the list below, even if you did not rank them as being most important. (Figures refer to percentages)
(Base: All **Members** with a view)



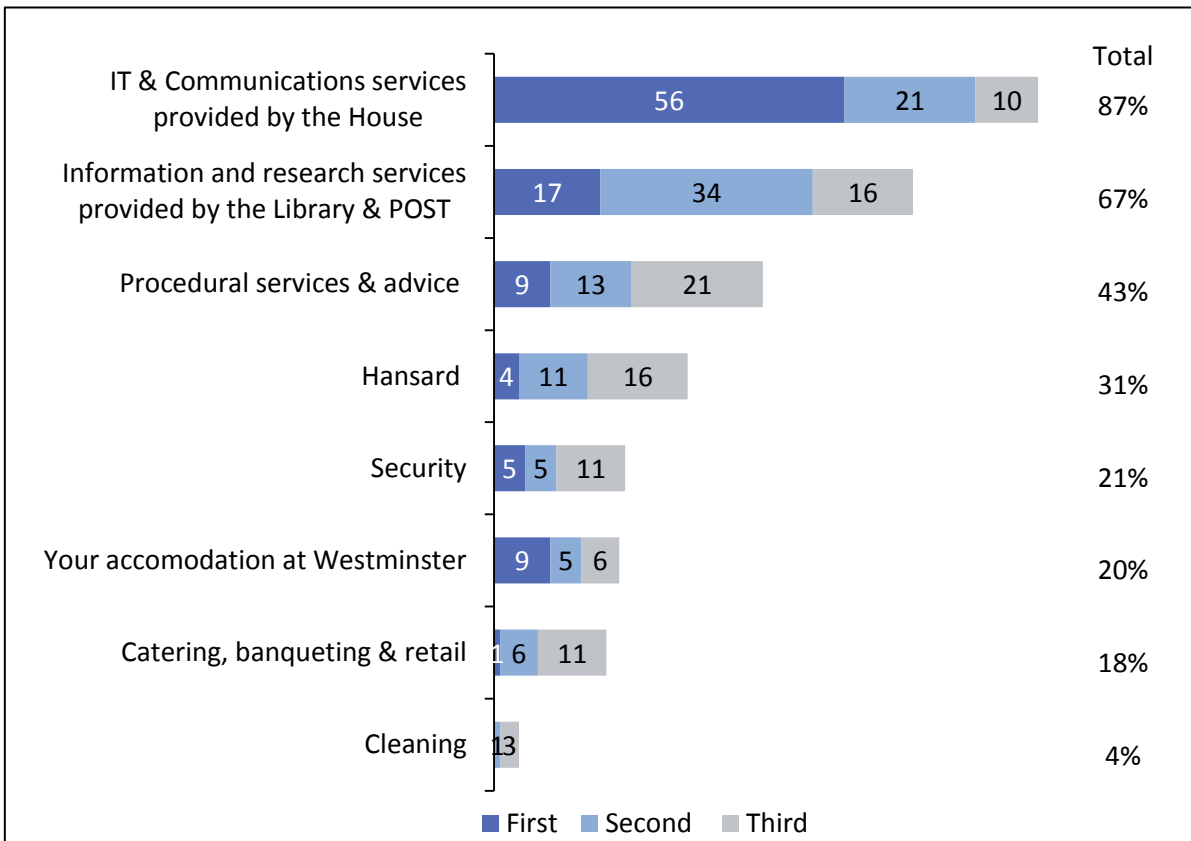
A sharp decline in satisfaction with catering, banqueting & retail has occurred since 2009, seemingly generated by price rises/withdrawal of subsidies. At that time, 9% were slightly dissatisfied and 1% not at all satisfied with catering last year, compared with 13% fairly dissatisfied and 24% dissatisfied now.

Members' staff

Two of the three more important services for Members' staff are the same as for the Members. However, ICT appears much more important to staff (56% of staff place it first compared with 35% of Members) and procedural services much less (43% of staff put it in their top three compared with 79% of Members).

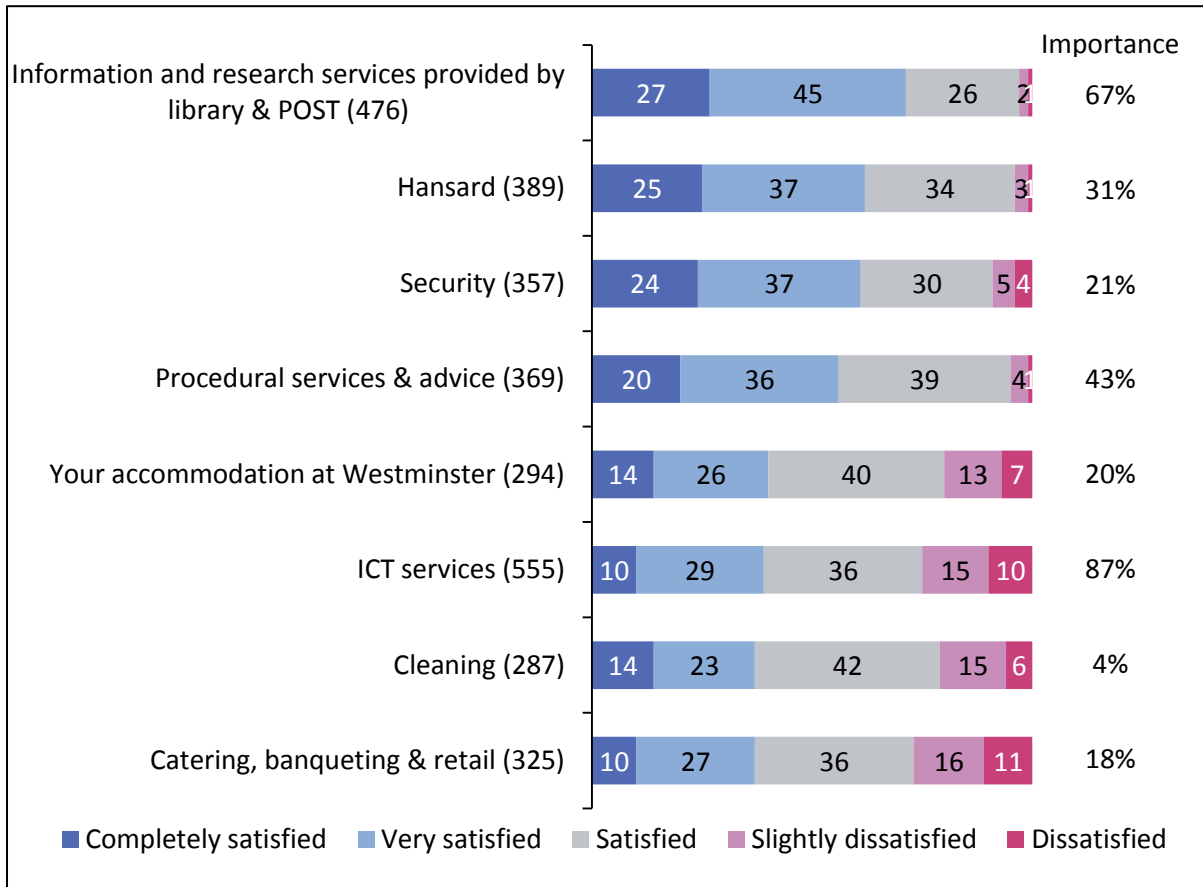
Other large differences in priority between Members and their staff are accommodation at Westminster (20% of staff afford it Top 3 status compared with 56% of Members), Hansard (31% of staff compared with 9% of Members) and, perhaps not surprisingly, information and research services provided by the library and POST (67% of staff compared with 49% of Members).

Figure 3.7 Q10. Please indicate which three services you feel are the first, second and third most important priorities for you in order to work effectively. (Figures in charts are percentages) (Base: 502 **Members' staff** assigning at least one first, second or third)



With regard to satisfaction, at least three quarters of Members’ staff are satisfied with each area of the House Services. They have similar views to Members but their satisfaction correlates more with stated importance, i.e. they are generally happy with issues they judge important. As with Members, satisfaction with IT & communication services, considered important, is comparatively low.

Figure 3.8 Q11. Please indicate your satisfaction with all of the service areas in the list below, even if you did not rank them as being most important. (Figures refer to percentages)
(Base: All **Members’ staff** with a view)



Well over half are completely or very satisfied with information and research services provided by the library and POST, Hansard, security or procedural services and advice (e.g. Table Office, legislation service, Committee Office).

Staff are not so dissatisfied as Members (a quarter rather than a third) with ICT services or catering, banqueting and retail. But they are more dissatisfied with cleaning (21% slightly dissatisfied or dissatisfied among staff compared with 13% among Members).

4. General Election 2010

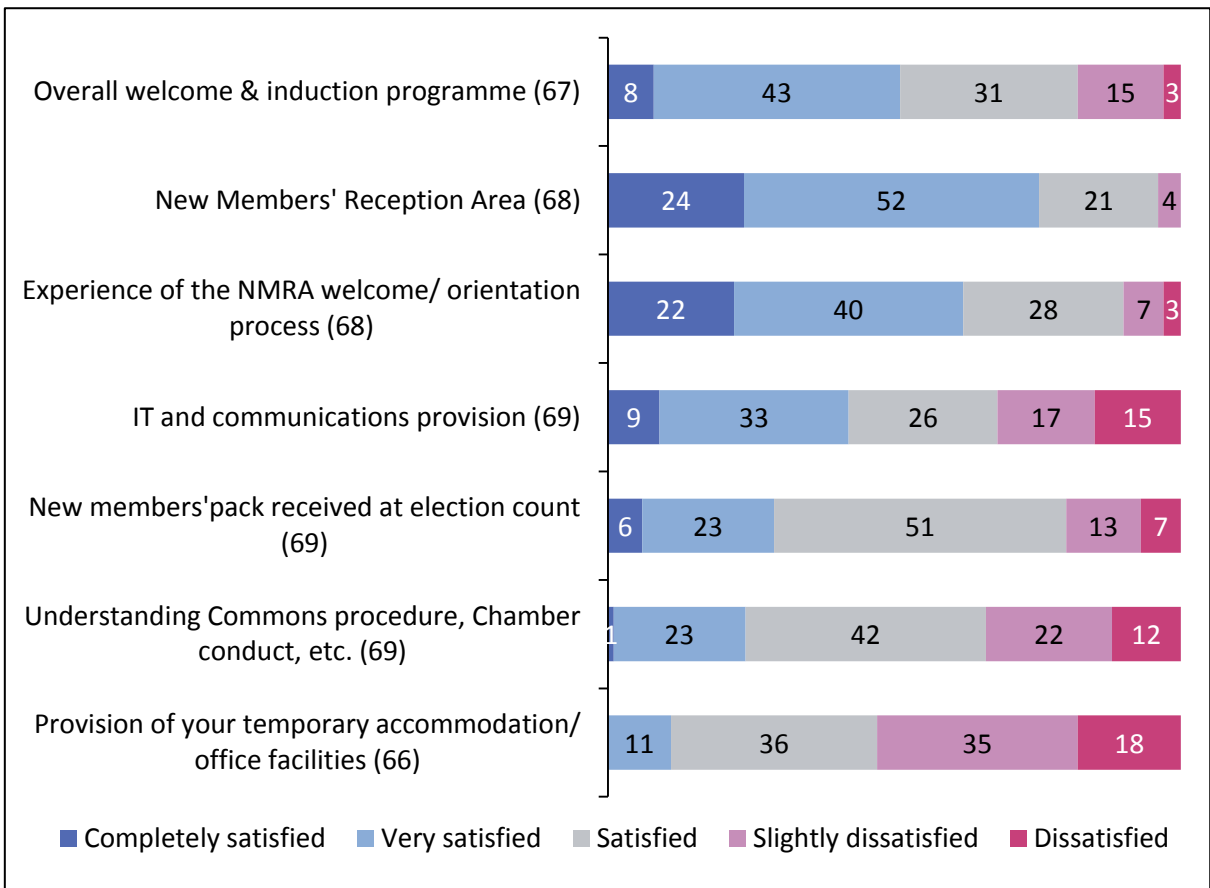
New Members were asked about various elements of the welcome and induction programme provided by the House of Commons Service at the time of the May 2010 General Election.

Four fifths were satisfied with the programme overall. Of the specific aspects listed, the New Members' Reception Area attracts the highest satisfaction levels - a quarter were completely, and a half very, satisfied.

Least satisfactory was the provision of temporary accommodation/office facilities, with which no-one was completely satisfied and over half are slightly dissatisfied or dissatisfied.

IT and communications (32%) and understanding Commons procedure, Chamber conduct, etc. (34%) attract next highest levels of dissatisfaction.

Figure 4.1 Q6. How satisfied are you with the overall welcome and induction programme provided by the House of Commons Administration at the time of the May 2010 General Election and, within that, the various aspects on offer? (Figures in chart are percentages)
(Base: All **New Members** with a view)



Members were given the opportunity to make suggestions of what the House of Commons Service should or should not do at the next General Election to meet the needs of new Members and their staff in terms of welcome facilities, induction process and training.

While being recognised as comprehensive, there is a feeling among some that the induction gave too much information in too short a time and that a refresher session could be organised after a few months, once new Members have become more familiar with House procedures.

Several used the opportunity to complain about IPSA, either expressing that they wanted it abolished, or calling for more explanation. Some thought that, as this was the first new influx of Members for IPSA to deal with, they are likely to be better prepared at future General Elections.

Otherwise, there was some consensus that delays in allocation of rooms and/or IT facilities caused some problems, and that there was inadequate space/lockers while 'hot-desking'.

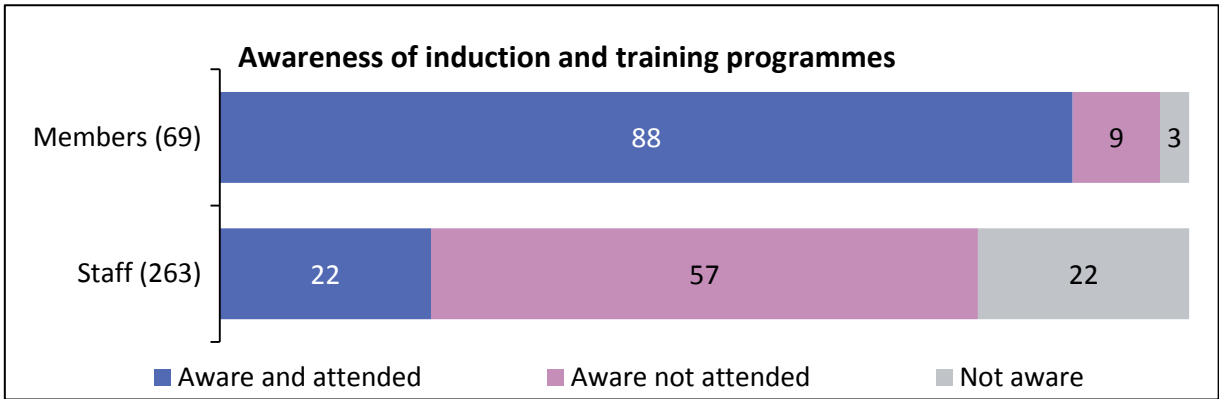
But there were also positive comments to the effect that the 2010 programme was an improvement on previous experience.

Induction & training

An induction training programme for new Members and their staff has been in place since the General Election. In the survey, new Members and all staff who have served for less than two years were asked if they were aware of, or had attended any of this programme.

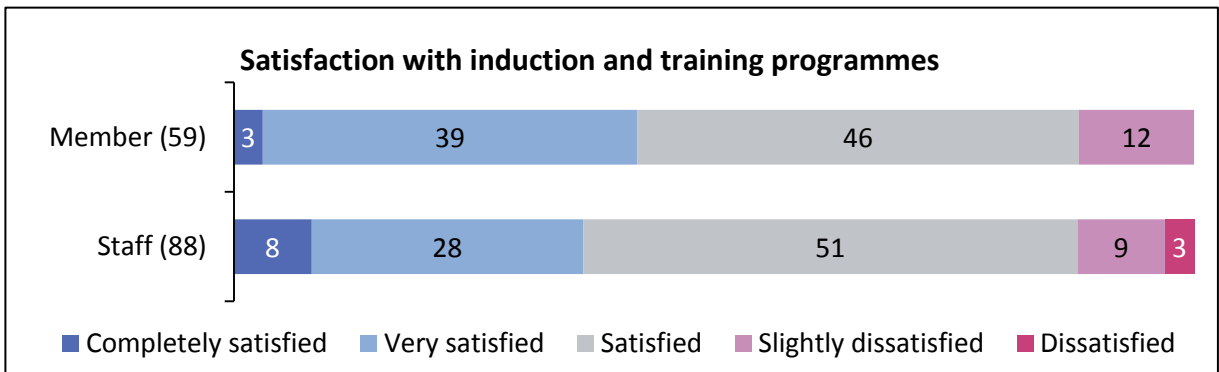
Virtually no new Members say they have not heard of the programme, and the majority of those aware, say they have attended induction training. As it was not possible to target the question towards those working for new Members, it is unsurprising that a smaller proportion of staff were aware of, or had attended, the training programme.

Figure 4.2 Q6: Please tick to indicate your level of awareness of the induction and training programmes available to you, and your level of satisfaction with any events you may have attended. (Figures in charts are percentages) (Base: All answering)



Overall the training programme is well received, with almost nine out of ten Members and their staff rating the programme as satisfactory.

Figure 4.3 Q6: Please tick to indicate your level of awareness of the induction and training programmes available to you, and your level of satisfaction with any events you may have attended. (Figures in charts are percentages) (Base: All expressing a view)



The induction training and training more widely, were discussed in the qualitative phase which followed the main survey. Those Members and staff that participated in these discussions confirmed the view that the training was a useful exercise. The induction process was cited as particularly useful, containing a wealth of information.

One new Member, while finding the manual Members were provided with very useful, thought that this was sufficient in itself and preferable to face-to-face induction training.

Building on the quantitative findings, while practically all new Members were aware of the training available to them, this was not the case with new staff. Some spoke of receiving training from a mentor, others of being thrown in at the deep end while others contrasted their experience positively with that they had received at other organisations.

Westminster based staff lacked awareness of the training available to them (with the exception of IT) and/or how to source it. Amongst this group, although training from the House of Commons services would be welcomed, there was a prevalent idea that their employer (i.e. the Member) is responsible for their training rather than the House of Commons services.

Although constituency staff interviewed in depth, were aware of the training available to them, many found it difficult to take it up. This was particularly so for those in more remote constituencies, whose offices could not meet the cost of travel to London.

Training – suggested enhancements

Suggestions for improving the current training included holding earlier post-election training for constituency staff, providing mentoring for certain more complex procedures and staggering the information given over time.

There is certainly a need to provide timely training, so that Members and their staff can function effectively on behalf of their constituents from the outset of their term. Some mentioned that mentoring, or one-to-one training, could be useful in certain complex or highly procedural areas such as how to submit questions to the Table Office. This may be particularly important for new Members' staff who are new to parliamentary or constituency case work and are unaware of the services available to assist them.

Areas thought to be a priority for training amongst staff included tours of the Estate, how to use the Library, and how to obtain tickets for Prime Ministers Question Time.

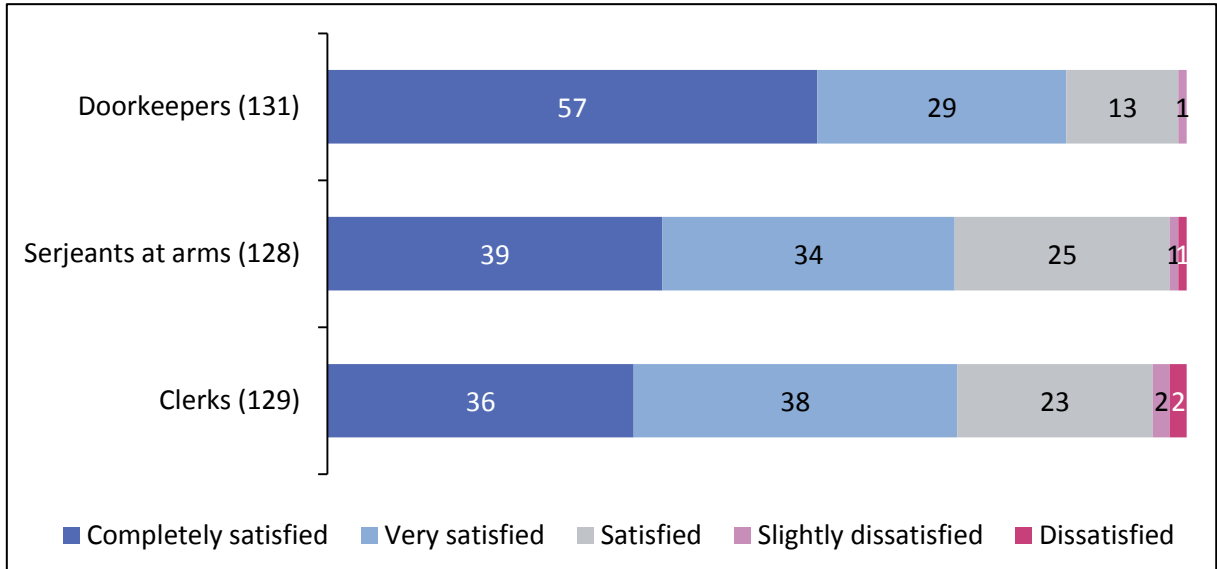
A couple of new Members mentioned difficulties in navigating their way around the estate; one suggested that a mentor might be useful in this instance, another, a more detailed map. One new Member mentioned that they had found the tours given to small groups by the Speaker to be very informative.

5. Chamber and committee services

Services provided in the Chamber and/or Westminster Hall

As in 2009, the level of satisfaction with services provided in the Chamber and/or Westminster Hall by Doorkeepers, Serjeants at Arms and Clerks is high among Members. More than 90% are satisfied with each element of the services, with three quarters or more either completely or very satisfied. Only a small minority express any dissatisfaction at all.

Figure 5.1 Q13. How satisfied are you with the following Members' services provided in the Chamber and / or Westminster Hall (Figures in charts are percentages)
(Base: All **Members** with a view)

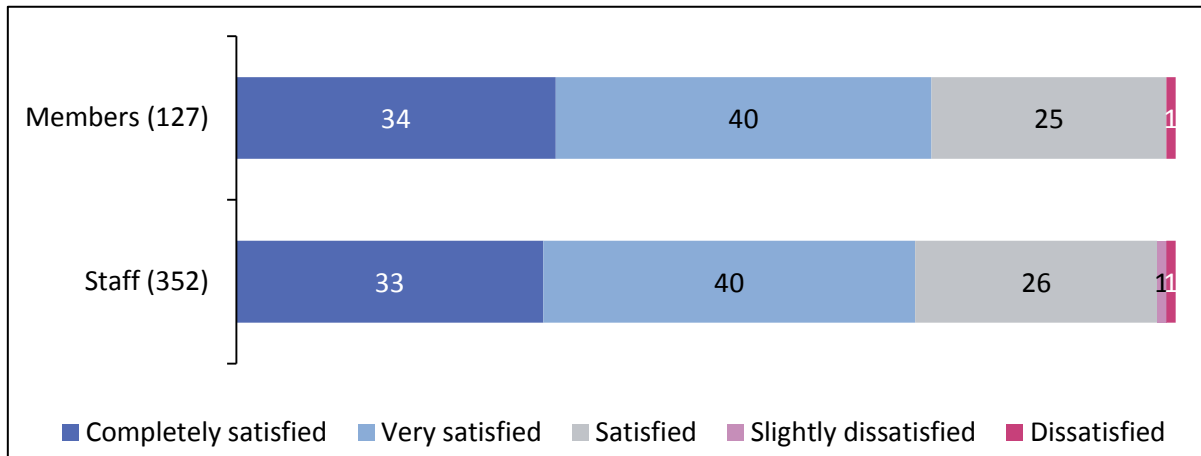


6. Procedural Committee offices and Hansard

Vote Office

Almost all Members and their staff are satisfied in some degree with services provided by the Vote Office, with a third completely satisfied. Only one Member and four Members' staff are dissatisfied in any way.

Figure 6.1: Q16. How satisfied are you with the overall service you have received from the Vote Office. (Figures in charts are percentages)
(Base: All with a view)



Vote Office employees were singled out for considerable praise within the open ended comments, being regarded as helpful, knowledgeable, personable and welcoming. There were suggestions by some that the procedures of the Vote Office could be brought more up to date, perhaps through computerisation.

As might be expected, Members' staff located only or mostly at Westminster are significantly more likely to be completely satisfied with the Vote Office than those in constituencies.

Figure 6.2: Q16. How satisfied are you with the overall service you have received from the Vote Office. (Figures in charts are percentages)
(Base: All **Members' staff** with a view)

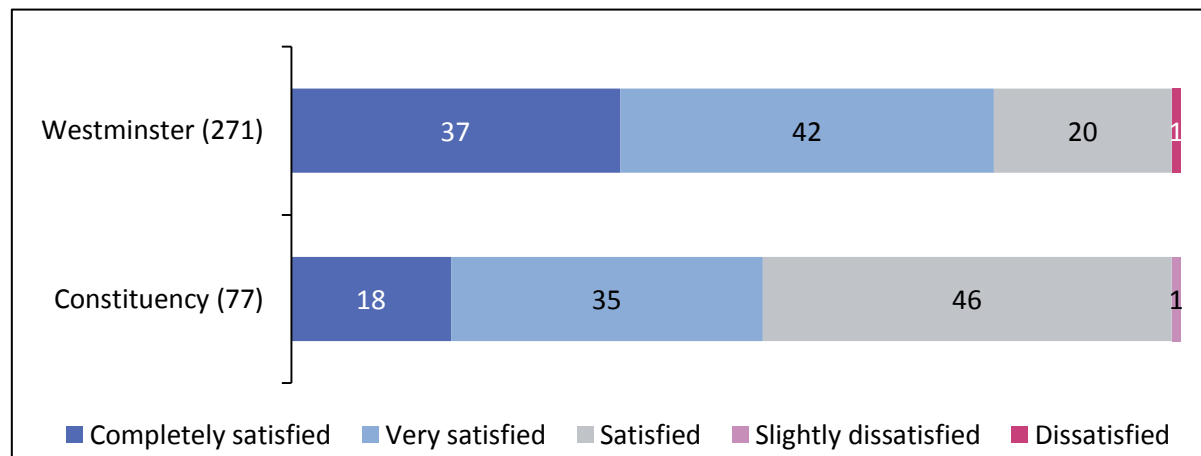
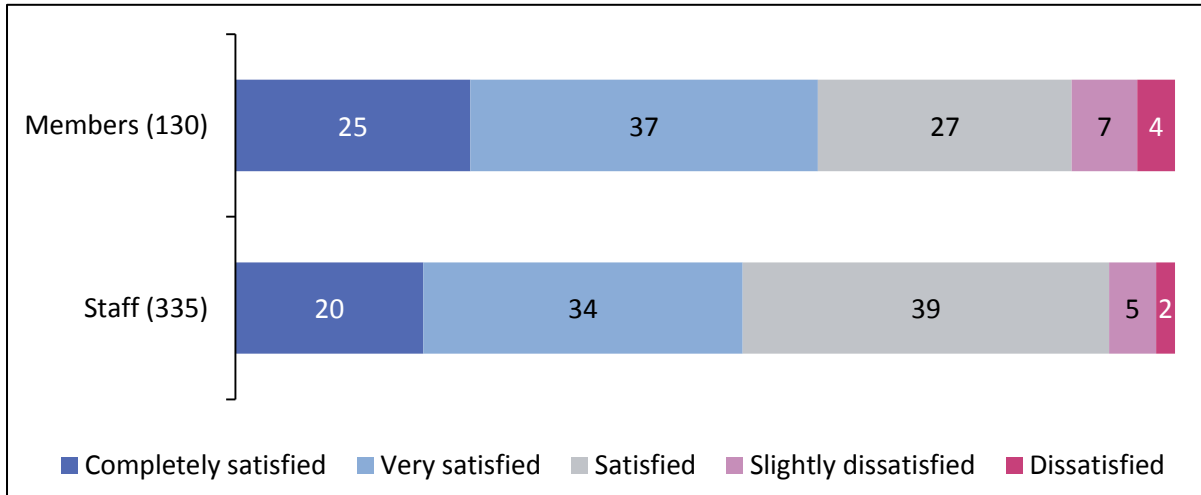


Table Office

Overall satisfaction with the services provided by the Table Office is also very high but delight is higher among Members than their staff. A quarter of Members and a fifth of their staff are completely satisfied.

*Figure 6.3: Q17. And how satisfied are you with the overall service you have received from the Table Office. (Figures in charts are percentages)
(Base: All with a view)*



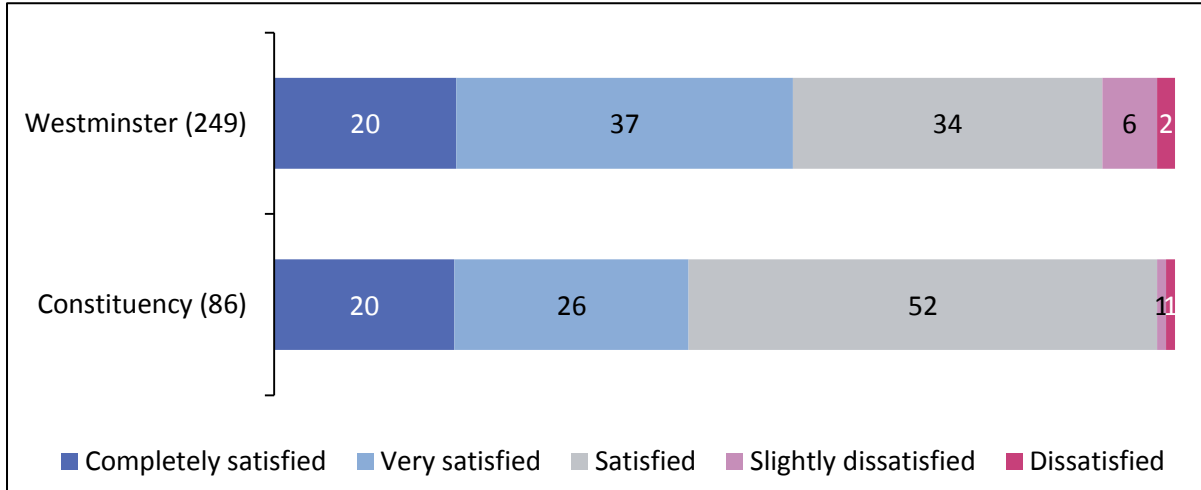
A minority of Members and their staff express dissatisfaction with the Table Office – around one in ten Members consider the Table Office to be less than satisfactory. That said, there was also high praise for Table Office staff within the open-ended comments, particularly with their helpfulness and diligence.

In open-ended comments, the most common suggested changes to the Table Office. For example, allowing Members’ staff to deal with the Table Office on a Member’s behalf and for the Table Office to accept communications via email. There was also some suggestion that the service Members and their staff receive from the Table Office can vary depending on who deals with the enquiry.

One respondent made a practical suggestion that training or advice sessions could be run in order to assist Members and their staff with the drafting of Parliamentary questions, in order to increase efficiency by reducing the amount of re-drafting.

Members' staff located only or mostly at Westminster are significantly more likely to be either completely or very satisfied with the Table Office than those in constituencies.

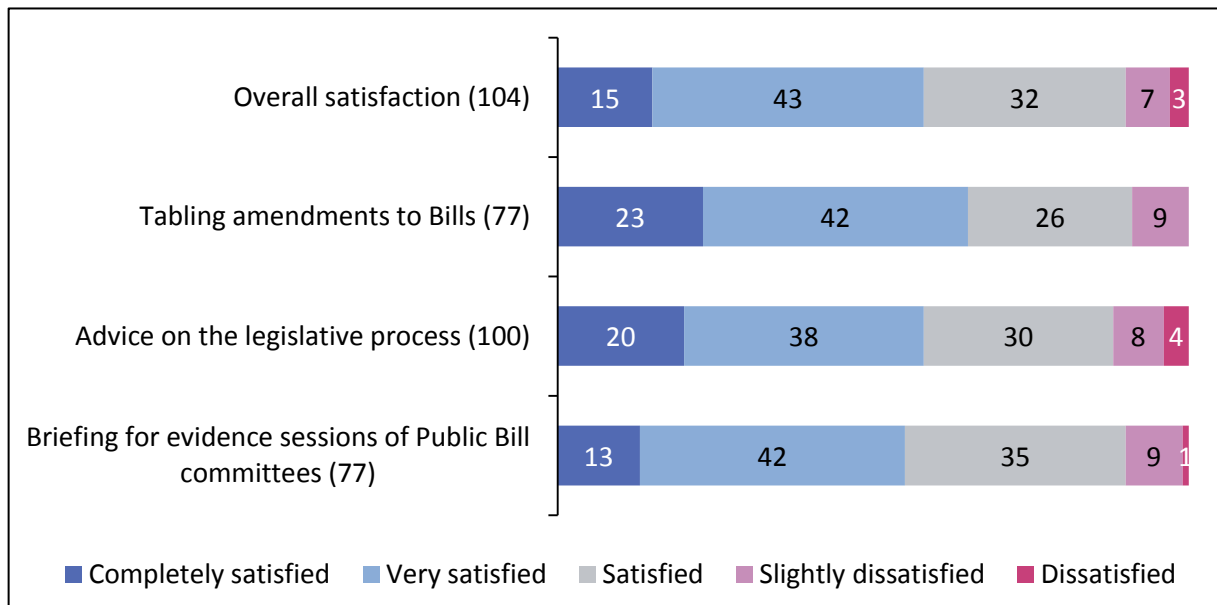
Figure 6.4: Q17. And how satisfied are you with the overall service you have received from the Table Office. (Figures in charts are percentages)
(Base: All **Members' staff** with a view)



Services provided by the Public Bill Office

Satisfaction with services provided by the Public Bill Office is also high among Members. 90% are satisfied overall, and only a small minority express dissatisfaction. Tabling amendments to bills achieves the highest satisfaction level, with two thirds of Members either completely or very satisfied.

Figure 6.5 Q14. How satisfied are you with the support provided by the Public Bill Office? (Figures in charts are percentages)
(Base: All **Members** with a view)

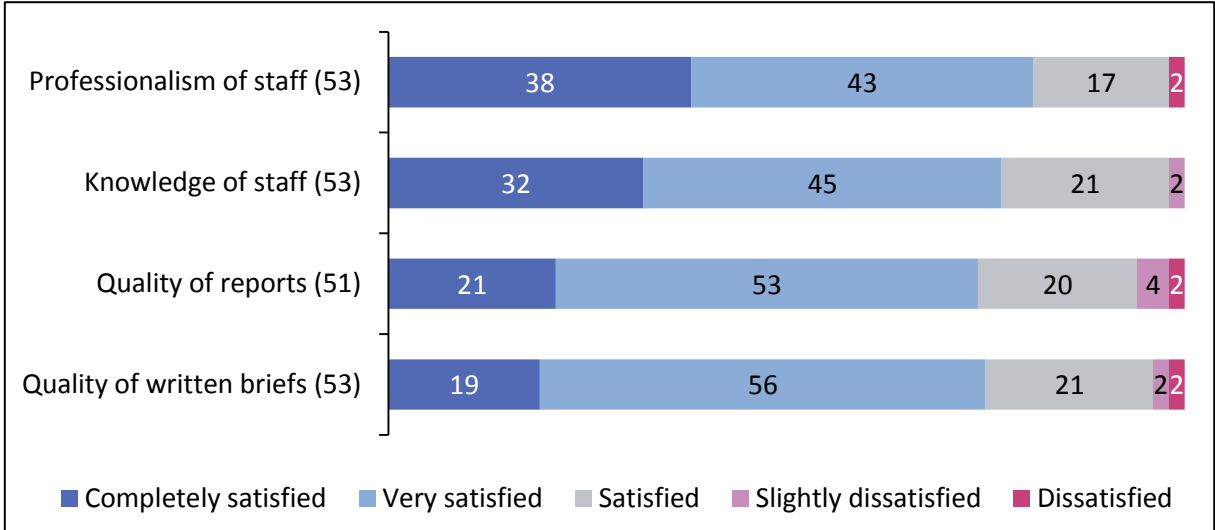


Those making further comments about the Public Bill Office tended to focus on the need for training to understand the process.

Services provided by the Select Committee staff¹

Satisfaction amongst Members with the Select Committee staff is very high, with virtually no Members expressing dissatisfaction. Three quarters or more are completely or very satisfied with each of the aspects and only three are dissatisfied in any way.

*Figure 6.6 Q15. How satisfied are you with the support provided by the Select Committee staff?
(Figures in charts are percentages)
(Base: All **Members** with a view)*

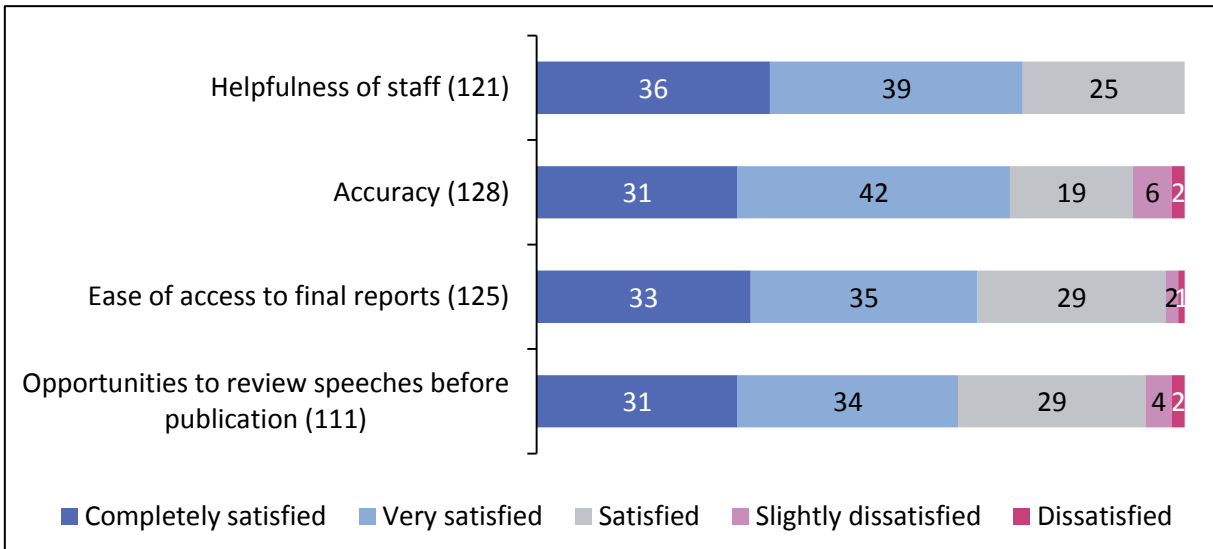


¹ Questions relating to Select Committee staff were only asked of those with direct experience, which equated to around half the Members who completed the survey.

Official Report

As seen in the Balanced Scorecard questions, Hansard is regarded both as very important to Members, and as providing an excellent service. Looking in more detail, satisfaction is very high across the areas asked about, with around a third of Members completely satisfied with each element. Only around one in twenty expresses any dissatisfaction, and no Member is dissatisfied in any way with the helpfulness of staff.

*Chart 6.7 Q30. Thinking specifically about the Hansard staff and the reports of proceedings they produce, how satisfied are you with their services? (Figures in charts are percentages)
(Base: All **Members** with a view)*



Those Members who chose to comment further on Hansard generally requested further time to review their contributions prior to publication, or highlighted the need for great accuracy of records, possibly through the use of recording facilities. Others commented positively about Hansard staff.

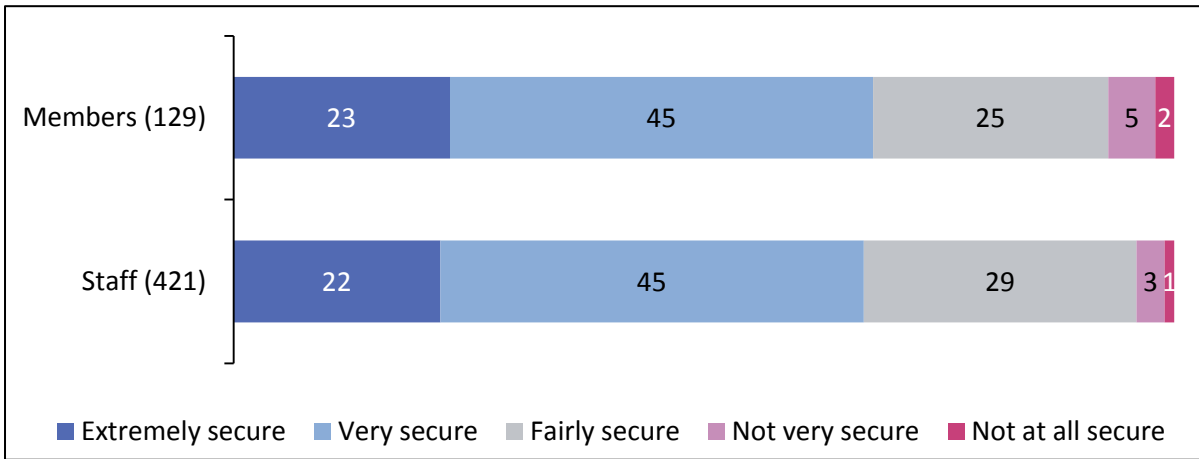
7. Security

Feeling of security

As shown in Figure 7.1, Members and their staff exhibit very similar levels of feelings of security on the Parliamentary Estate. Two thirds of each audience feel extremely or very secure. However, six (5%) Members and 11 (3%) staff say they feel ‘not very’ secure while 3 (2%) and 4 (1%) respectively feel ‘not at all secure’.

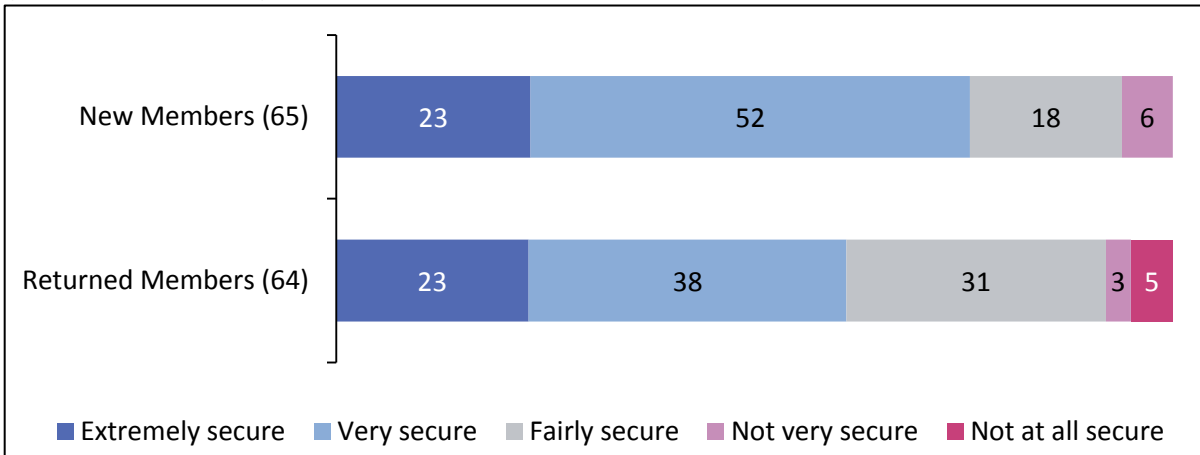
28% of Member’s staff who responded (all but one constituency-based) reported that they do not use the Parliamentary Estate and are excluded from the results.

Figure 7.1 Q31. In the context of the current security climate, how secure do you feel on the Parliamentary Estate? (Figures in charts are percentages)
(Base: All with a view)



Although there is no significant difference between new and returned Members in terms of their feelings of security, new Members appear to feel slightly more secure on the Parliamentary Estate than those who were re-elected, with around half of new Members reporting they feel ‘very secure’ compared with 38% of returned Members.

Figure 7.2 Q31. In the context of the current security climate, how secure do you feel on the Parliamentary Estate? (Figures in charts are percentages)
(Base: All with a view)



In 2009, perceived security was considered relatively low, and the issue of security on the Parliamentary Estate was followed up in qualitative interviews with Members and their staff.

It appears that progress has been made in this area; compared with last year, both Members and their staff are more likely to feel secure on the Parliamentary Estate. For Members in particular there has been a rise of almost ten percentage points in the proportion feeling either extremely or very secure.

Figure 7.3 Comparison of levels of satisfaction with House Services in 2010 with 2009.
(Base: All **Members** with a view)

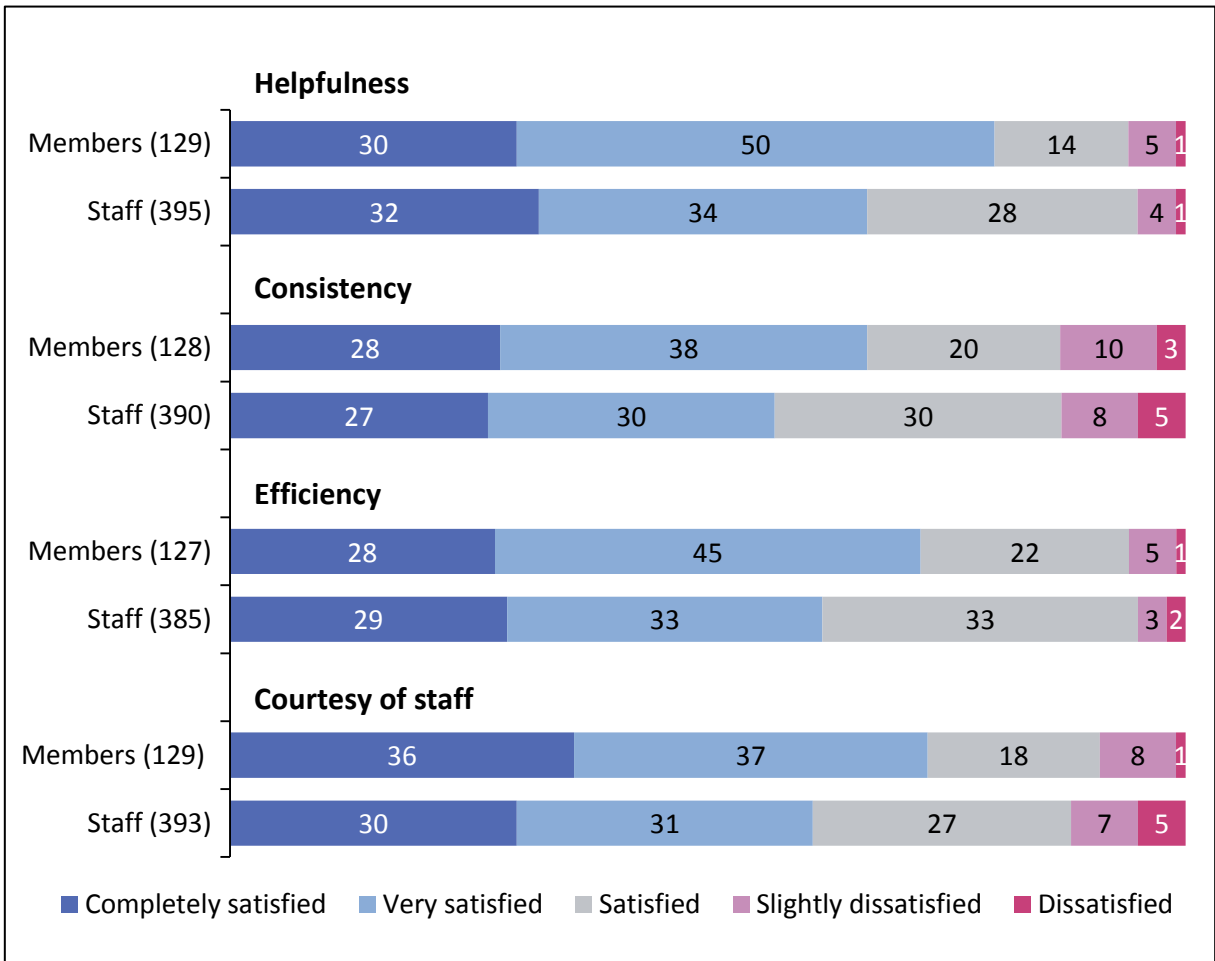
	2010 %	2009 %	Percentage point difference (2010-2009)
<i>Members</i>			
<i>Extremely or very secure</i>	68	59	9
<i>Not very / not at all secure</i>	7	8	-1
<i>Members' staff</i>			
<i>Extremely or very secure</i>	67	62	5
<i>Not very / not at all secure</i>	4	5	-1

Security staff

While the majority of both Members and their staff are satisfied with the service they receive from security staff – with around 90% saying they are at least ‘satisfied’ with all aspects of the service – proportionally fewer Members’ staff are completely or very satisfied with the helpfulness, consistency, efficiency and courtesy of the House of Commons security staff.

Only a small minority are dissatisfied in some way.

Figure 7.4 Q32. How satisfied are you with the House of Commons security staff (including the police, security officers and Serjeant at Arms)? (Figures in charts are percentages)
(Base: All with a view)



A small number of both Members and their staff reported having encountered inconsistent service from security staff. Some staff were considered to be discourteous.

Arrangements for security clearance of visitors were also mentioned as problematic, particularly when there are large groups of school children who can clog up the system.

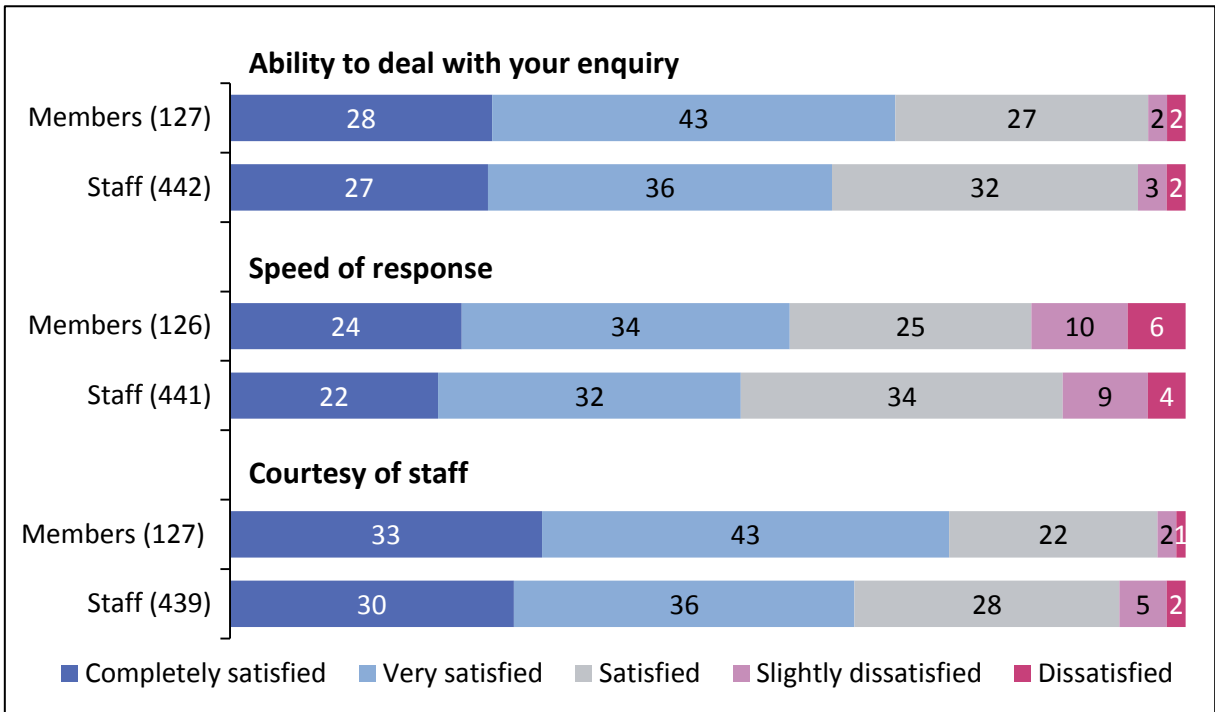
Pass Office

Satisfaction with the Pass Office’s ability to deal with enquiries and courtesy of staff is high among Members, with more than 90% of Members satisfied with this area. Around a third are completely, and another two fifths very, satisfied. Members’ staff are as satisfied overall, but with less enthusiasm than Members, with a significantly lower proportion completely or very satisfied.

While the majority of Members and their staff are satisfied with the Pass Office’s speed of response, there is more dissatisfaction in this area than with other aspects of the service – around one in seven Members and their staff are dissatisfied with speed of response.

Figure 7.6 Q33. The Pass Office processes security applications and issues Parliamentary photo-identity passes. How satisfied are you with the following aspects of its performance? (Figures in charts are percentages)

(Base: All with a view)



41% of Members’ staff based in the constituency who responded to the survey do not use the Pass Office, but the views of those who do compare reasonably closely with those located at Westminster.

Many comment that the pass application process is overly lengthy – particularly for constituency based staff – although there is recognition that the process has improved over time.

While the number of comments about the courtesy of security staff appears to have declined since last year, there still appears to be an issue with inconsistency of approach.

8. Facilities

Catering and retail services

Members and their staff are generally satisfied with the catering and retail facilities provided at Westminster, although there are significant pockets of dissatisfaction with certain services. Recent price rises / the removal of some subsidies appears to have driven a decline in satisfaction with some catering services amongst both Members and their staff.

Figure 8.1 Q42. For each of the services listed, how satisfied are you, (taking into account service quality and price). (Figures in charts are percentages)
(Base: All with a view)

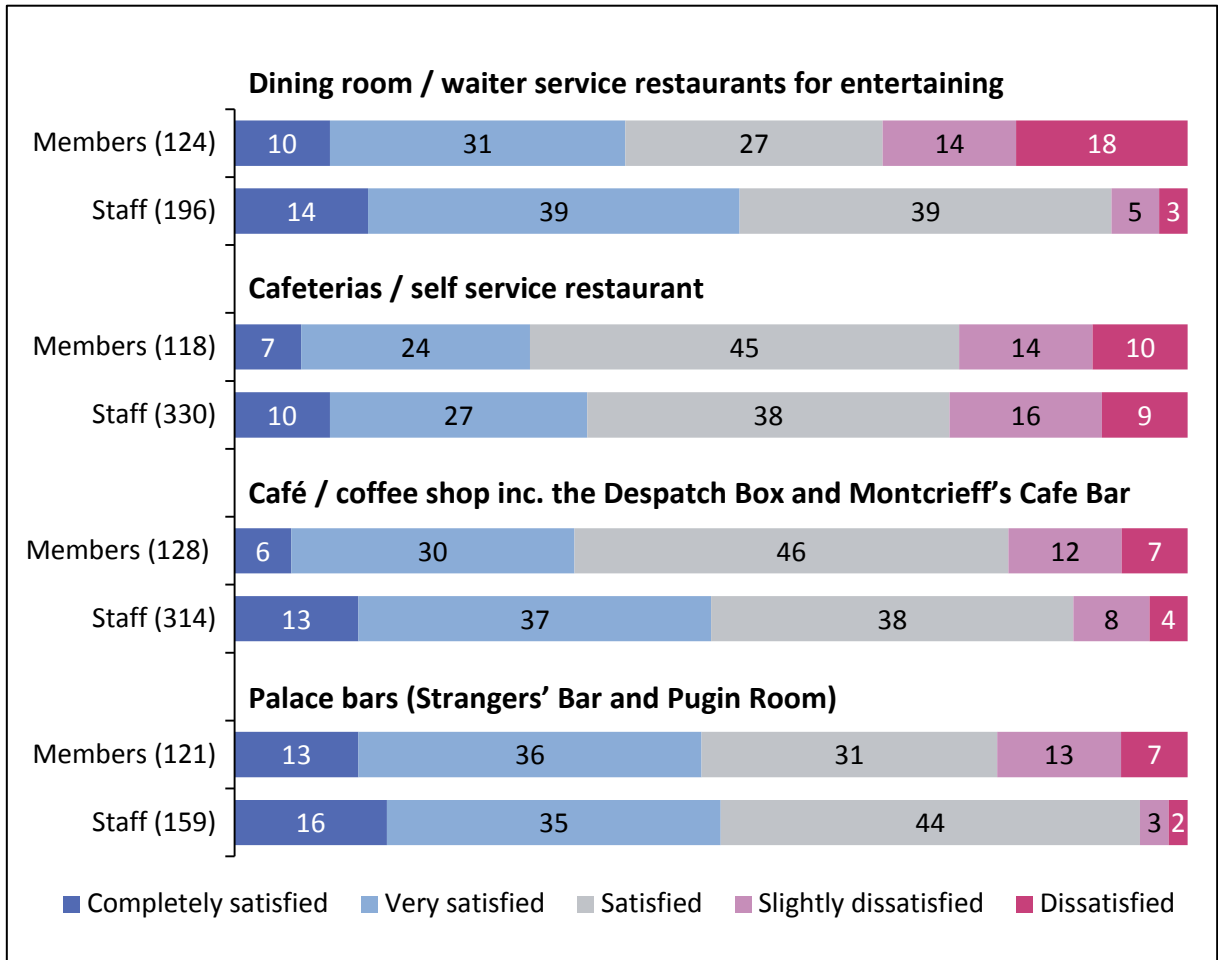
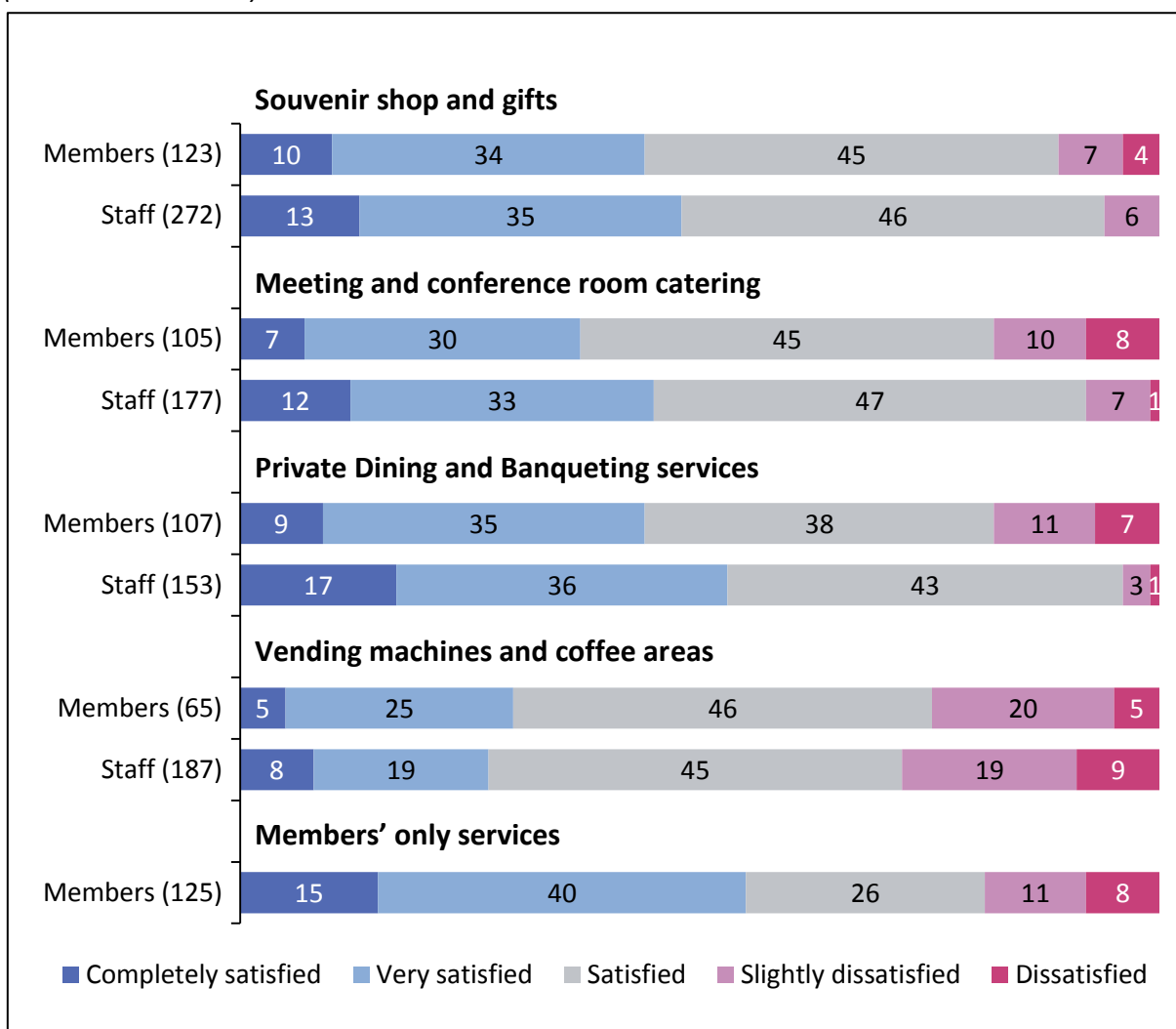


Figure 8.2 Q42. For each of the services listed, how satisfied are you (taking into account service quality and price)? (Figures in charts are percentages)
(Base: All with a view)



Members are happiest with the Members' only services, including the Tea Room, the Smoking Room and Members' Dining Room (55% are completely or very satisfied) and the Palace Bars (49%). Their staff are happiest with the dining room and waiter service restaurants for entertaining and the Private Dining Room and Banqueting services (53% are completely or very satisfied with each).

The highest level of dissatisfaction occurs among Members for the dining room/waiter service restaurants for entertaining (32% are either slightly dissatisfied or dissatisfied). But, as indicated above, staff are significantly less dissatisfied with this facility (8%) and significantly more completely/very satisfied than Members (53% compared with 41%).

There is also a significantly lower level of satisfaction (completely/very satisfied) among Members than their staff for the cafe/coffee shop.

Otherwise, the cafeterias/self service restaurants, vending machines and coffee areas attract highest levels of dissatisfaction among both members and their staff (a quarter of each).

It should be noted that large proportions of Members' staff responding do not use some catering services, due to being mainly constituency-based:

- 54% do not use Private Dining and Banqueting services
- 52% do not use the Palace Bars
- 47% do not use meeting and conference room catering
- 42% do not use the dining room or waiter service restaurants for entertaining
- 42% do not use vending machine and coffee areas.

Interestingly, 47% of Members who responded do not use vending machines and coffee areas either.

There were more comments about catering services than other areas of the survey, and clearly this is an issue which is important to both Members and their staff. Most prominent were comments about the recent price rises. This issue is known to the House of Commons Service and separate work is being undertaken to address concerns..

Other comments about the catering facilities largely echo feedback received last year, including:

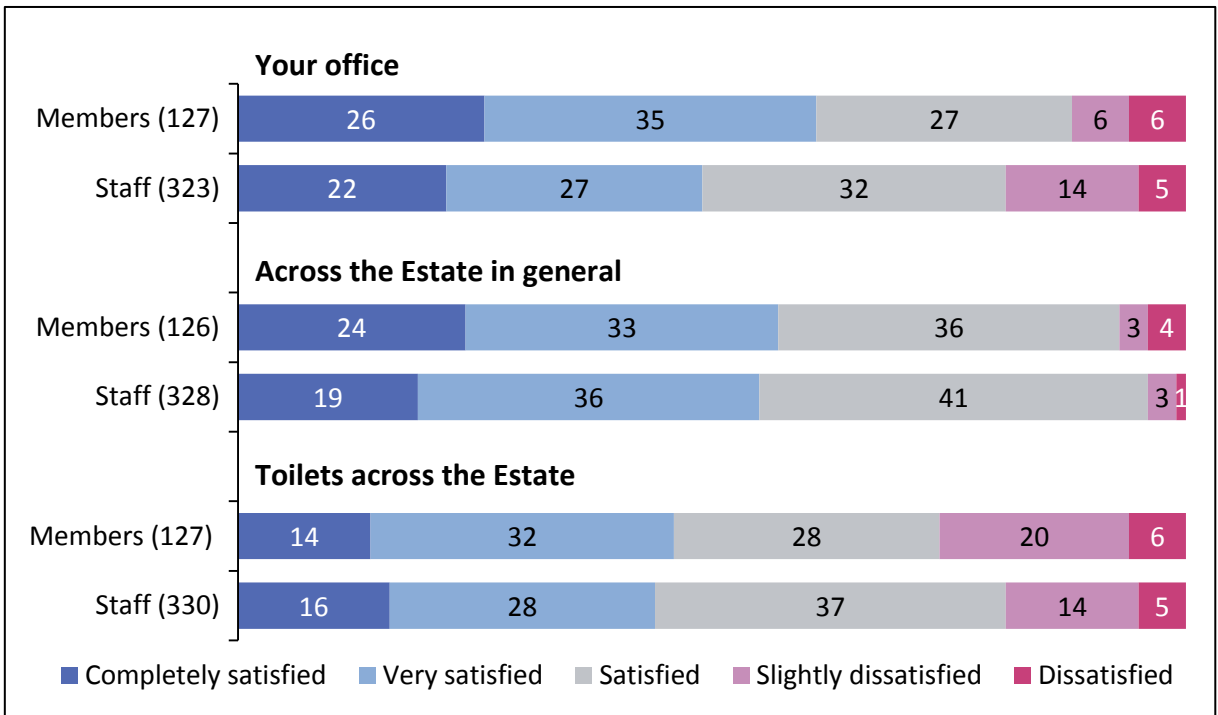
- Calls for greater choice and potentially private sector franchises to operate on the Parliamentary Estate
- Comments about the quality of products in particular establishments
- Calls for a greater variety of vegetarian options

Cleanliness

As last year, the cleanliness of toilets is one of the least satisfactory of issues covered in the survey, although even here three quarters of Members and four fifths of their staff are satisfied with the standard of cleanliness in toilets across the Parliamentary Estate.

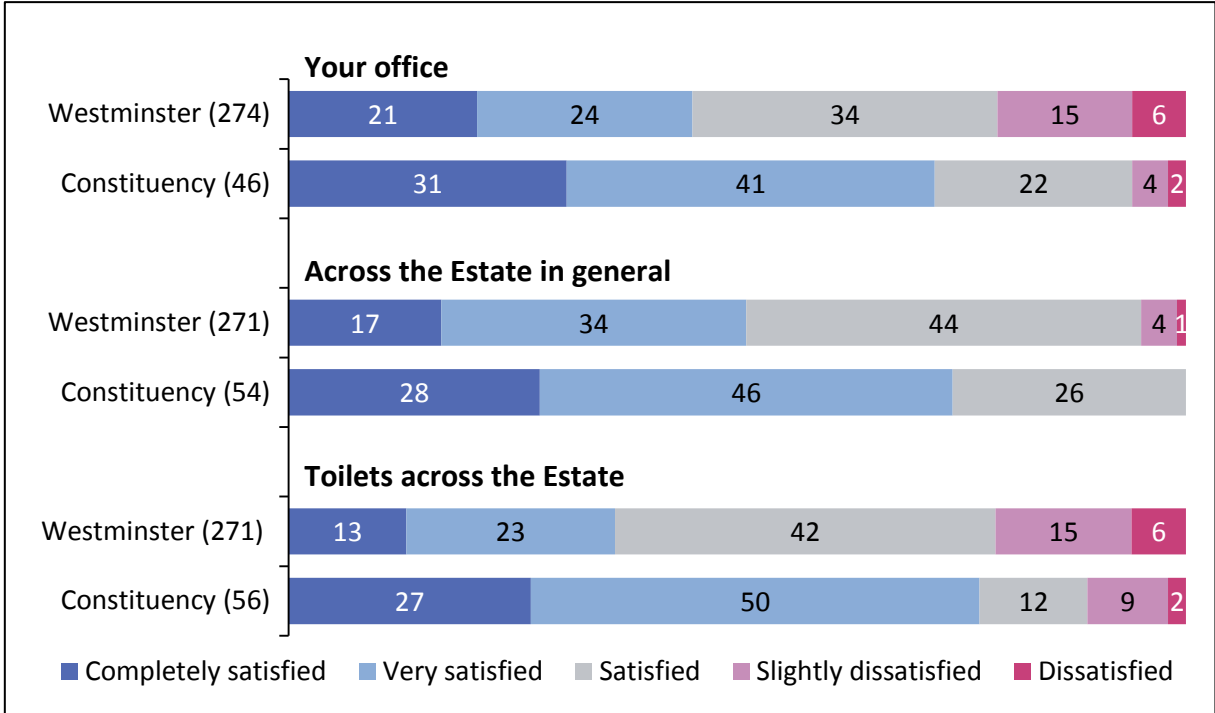
In fact staff are significantly less (completely or very) satisfied with the general standard of cleanliness in their office than Members.

*Figure 8.3 Q41. How satisfied are you with the general standard of cleanliness?
(Figures in chart are percentages)
(Base: All with a view)*



Again, it should be noted that under a fifth of Members’ constituency-based staff responding to the survey express a view on cleanliness on the Estate. However, those who do give a satisfaction rating are significantly more satisfied than staff based only or mostly at Westminster (see Figure 9.3). Indeed, the proportion of constituency-based staff who are completely or very satisfied with toilets across the Estate is more than double that of Westminster-based staff.

Figure 8.4 Q41. How satisfied are you with the general standard of cleanliness?
 (Figures in chart are percentages)
 (Base: All **Members’ staff** with a view)



Overall there has been little change in satisfaction with cleanliness over the last year, with figures from 2009 very similar to those this year.

In general cleaning of offices was not seen as a problem by those based at Westminster, several praised the cleaning and one noticed improvements after complaining about the frequency with which their office was cleaned. A few criticisms were made in respect to the removal of rubbish after cleaning, with a few mentioning that rubbish bags to be collected are sometimes visible to visitors mid-morning.

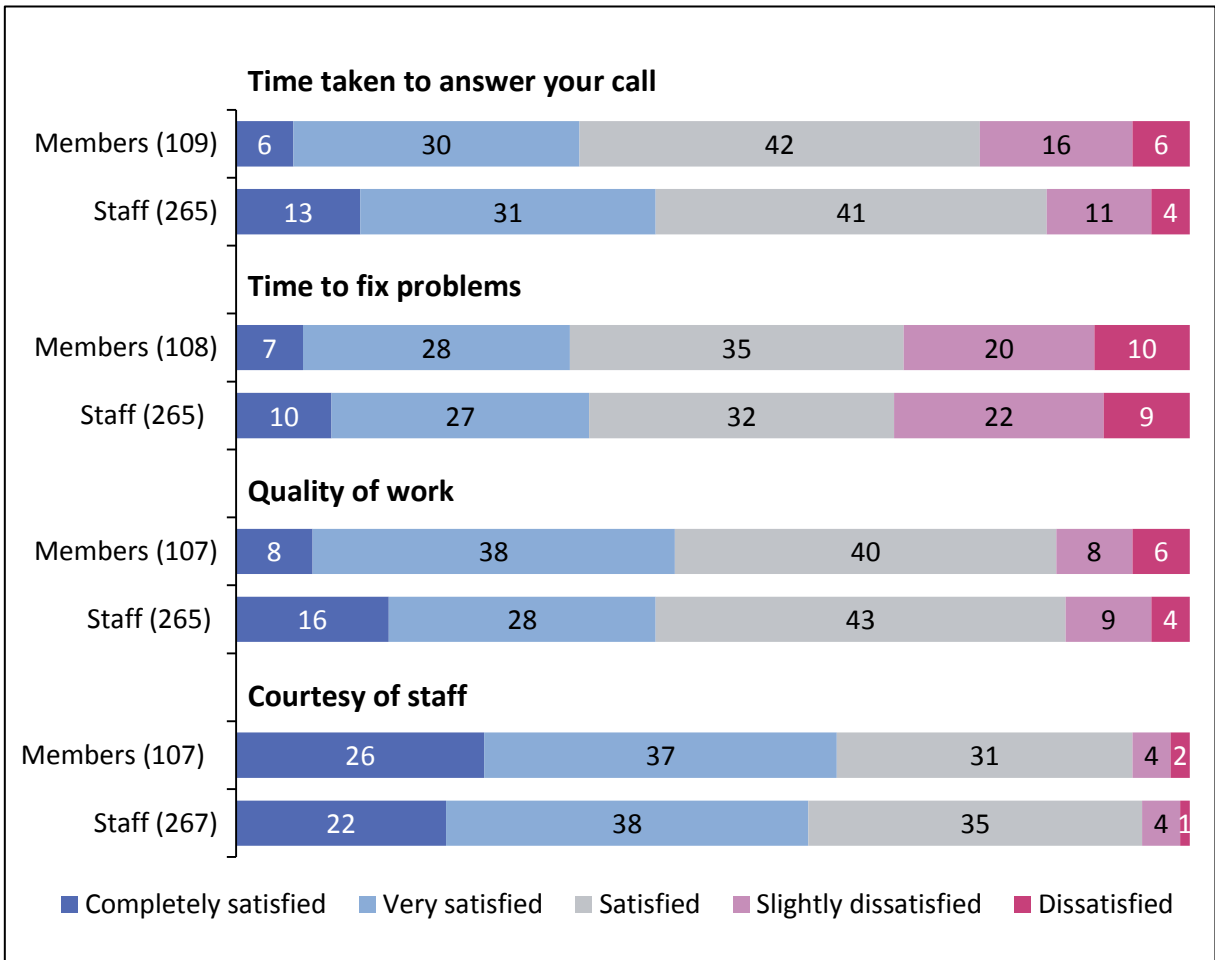
Toilets

Some Members and staff were unhappy about the state of the toilets. Although a minority of those who were unhappy believe that inspections should take place more frequently, there is a general feeling that some toilets need to be refurbished.

Maintenance

Satisfaction with maintenance services provided by the Parliamentary Estate is mixed. As last year, staff are largely perceived as courteous, with more than 90% of Members and their staff satisfied, and few dissatisfied. But less than half are completely or very satisfied with time taken to answer calls, time to fix problems or quality of work. 30% are slightly or very dissatisfied with time to fix problems, so this is clearly a priority area for improvement.

*Figure 8.5 Q37. How satisfied you are you with the services provided by Parliamentary Estate?
(Figures in chart are percentages)
(Base: All with a view)*



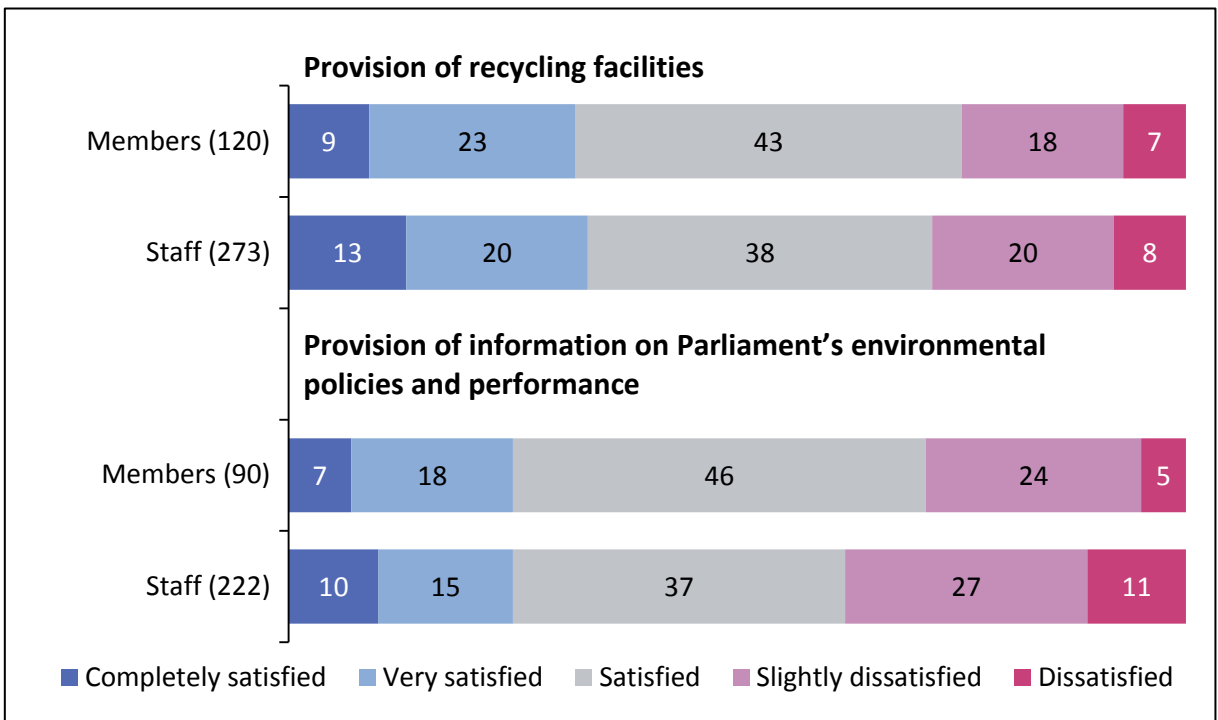
As with last year, many raised specific issues but the main two areas of concern come from response times (including missed appointments), and office temperatures (although there is some recognition that, due to the age and architectural importance of the buildings, there is a limit to what can be done about this).

Recycling

As demonstrated in Figure 8.6, levels of satisfaction with the provision of recycling facilities and information about environmental policies are mediocre. Only a quarter to a third of Members and their staff are completely or very satisfied, and there is a substantial element of dissatisfaction expressed.

Nearly three in ten Members, and almost four in ten staff, are dissatisfied with provision of information. This seems a quick fix issue worthy of immediate resolution.

*Figure 8.6 Q38. How satisfied are you with the environmental services and facilities on the Parliamentary Estate? (Figures in chart are percentages)
(Base: All with a view)*



When asked what the House should do to reduce the environmental impact of the Parliamentary Estate and its occupants, in general, and in line with previous findings, the key themes relate to relatively low level measures such as increasing recycling and turning off lights, rather than more complex initiatives such as energy management systems or micro-generation.

Awareness of the policy on environment is relatively low - both Members and their staff called for further recycling points and opportunities to recycle more types of materials (glass, plastics, printer cartridges).

Other suggestions from a minority of Members and staff included reducing food miles, solar panels, and introducing timed or motion-sensitive lights where possible. Some acknowledged that, in order to become a world leader in environmental performance, significant investment would be required.

Mail delivery service

Members and their staff are very happy with the mail delivery service. Almost three quarters are completely or very satisfied and less than 20 in total are dissatisfied in any way.

*Figure 8.7 Q40. How satisfied you are you with the Mail Delivery Service on the Parliamentary Estate?
(Figures in chart are percentages)
(Base: All with a view)*



There were several positive comments about the politeness and helpfulness of mail delivery staff. Where suggestions are made for improvements, these tend to revolve around specific experiences, such as a member of mail delivery staff not knocking on the door before entering, or not following instructions for mail to be left in a particular place. There are also a few reported incidences of mail being delivered to the incorrect office.

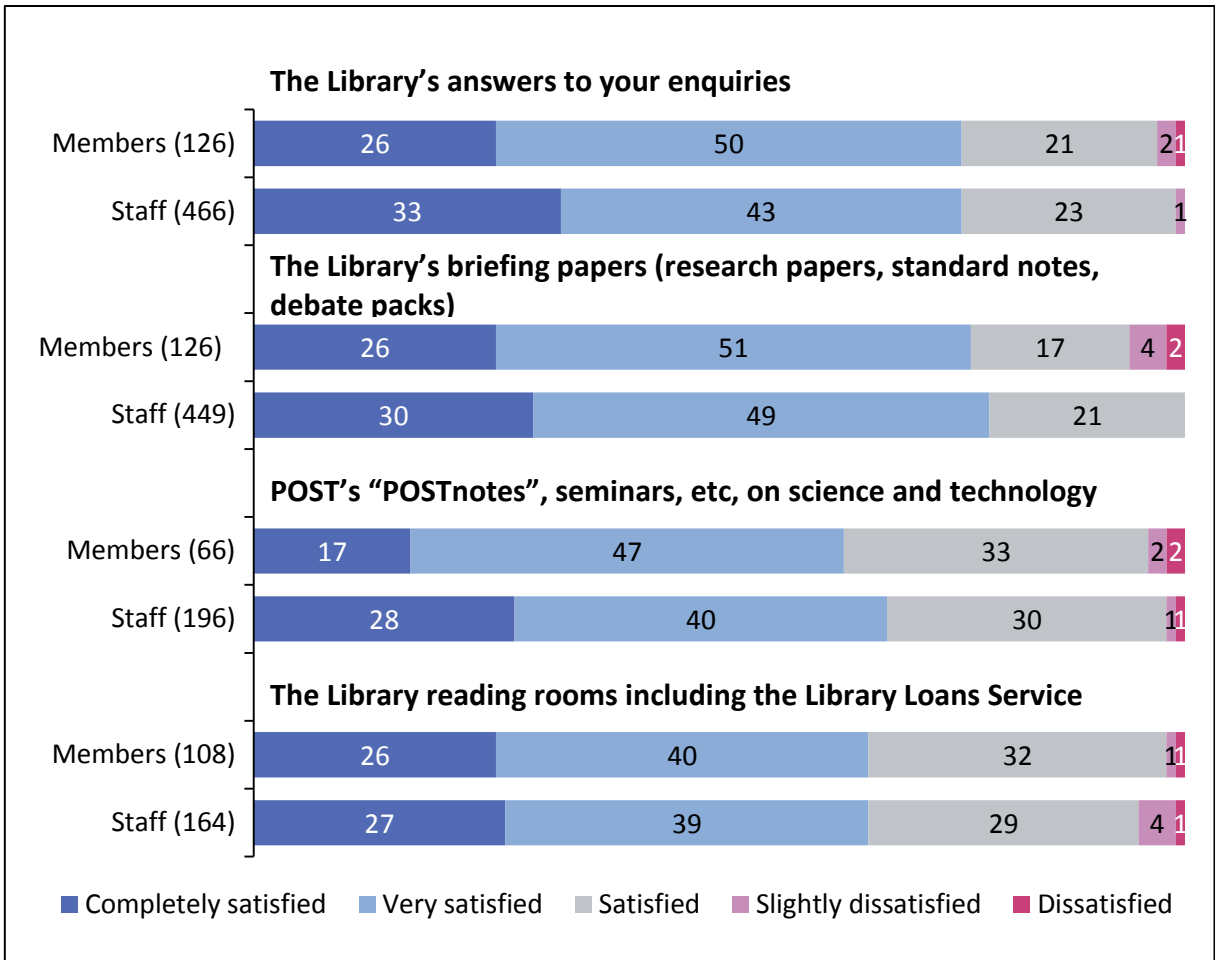
9. Information services

Core services

The Library provides support to Members and their staff through responses to enquiries, the production of briefing papers, access to printed and online material as well as providing training to Members and their staff.

Historically, satisfaction with the Library service has been very high and last year occupied top place among services in the balanced scorecard among Members and their staff. In terms of importance, its rank position is lower this year, moving down from third to fourth place for Members (accommodation has climbed to third, probably as a result of the recent General Election), but staying in second for staff. As figure 9.1 below indicates, satisfaction remains very high.

Figure 9.1 Q25. How satisfied are you with the following services offered by the Library and Parliamentary Office of Science and technology? (Figures in chart are percentages)
(Base: All with a view)



Over three-quarters of Members and their staff with a view are completely or very satisfied with the Library’s answers to their enquiries and/or briefing papers. 64% and above are completely or very satisfied with POST’s POSTnotes, seminars, etc. and/or the Library reading rooms. Less than ten respondents are in any way dissatisfied with any aspect of the Library’s service covered in this research.

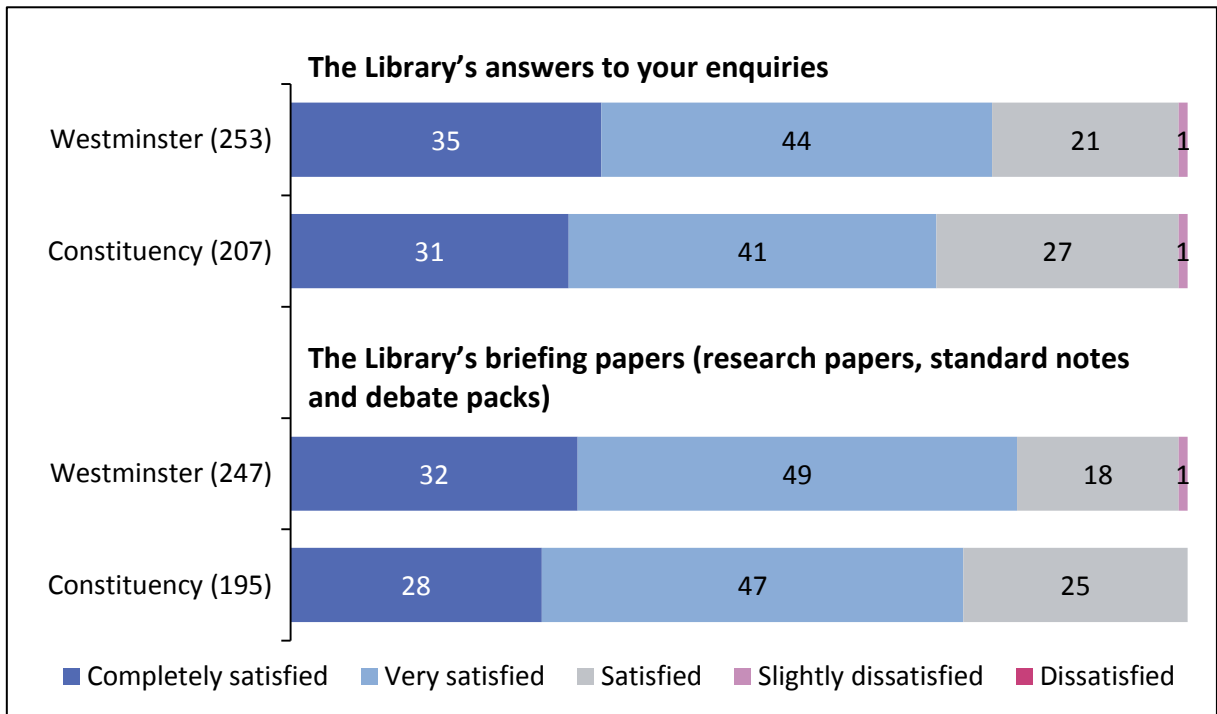
It is worth noting that 38% of Members say they don’t use POST’s POSTnotes, seminars, etc and 18% don’t use the Library reading rooms, including the Library Loans service.

There are no significant differences between new and returned Members in terms of their satisfaction with Library services, with the overwhelming majority satisfied with the answers to enquiries and Library produced briefing papers.

Among Members’ staff, most of those who don’t use these two services (POST and the physical Library) are constituency-based, with only 69 and 33 respectively of constituency-based staff offering a view one each of these services. Even among staff based in Westminster, half of those responding to the survey say they do not use POST’s POSTnotes, seminars, etc and/or the Library reading rooms.

Otherwise, regardless of location, similar proportions of staff are completely or very satisfied with the Library’s answers to queries, or the Library’s briefing papers and only one or two are dissatisfied in any way.

Figure 9.2 Q25. How satisfied are you with the following services offered by the Library and Parliamentary Office of Science and technology? (Figures in chart are percentages)
(Base: All **Members’ staff** with a view)



It is clear that the Library is regarded as an exemplary service, with many Members and staff commenting very favourably about the service.

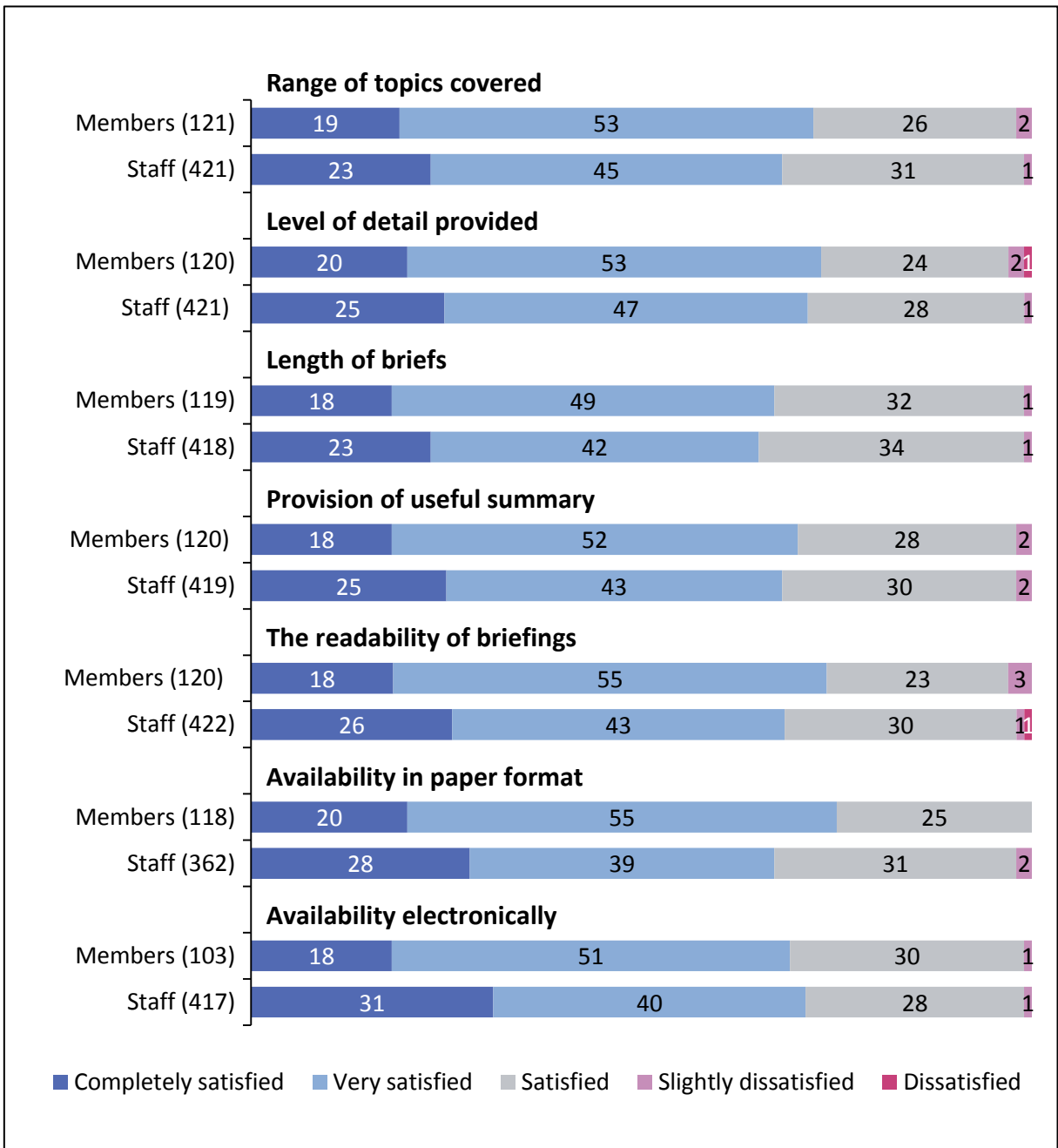
Where there are suggested improvements, amongst Members these tend to be that there is scope to enhance debate packs with further analysis and commentary. Members' staff were more likely to request regional training sessions for constituency based staff who find it difficult to attend courses in London or online training modules.

Mention is also made of the search facility provided on the intranet site, which is considered by many to be in need of improvement. However it is acknowledged by some that the Library has limited control over this facility.

Pre-prepared briefings

This year questioning was introduced about the pre-prepared briefings provided by the Library, on all aspects of which virtually all are satisfied, and between 65% and 75% of Members and their staff are completely or very satisfied. However, proportionally more staff than Members are completely satisfied (a quarter compared with a fifth respectively).

*Figure 9.3 Q27 Thinking in particular about the pre-prepared briefings the Library provides (Research Papers, Standard Notes and Debate Packs), how satisfied are you with the following aspects of the service? (Figures in charts are percentages)
(Base: All with a view)*

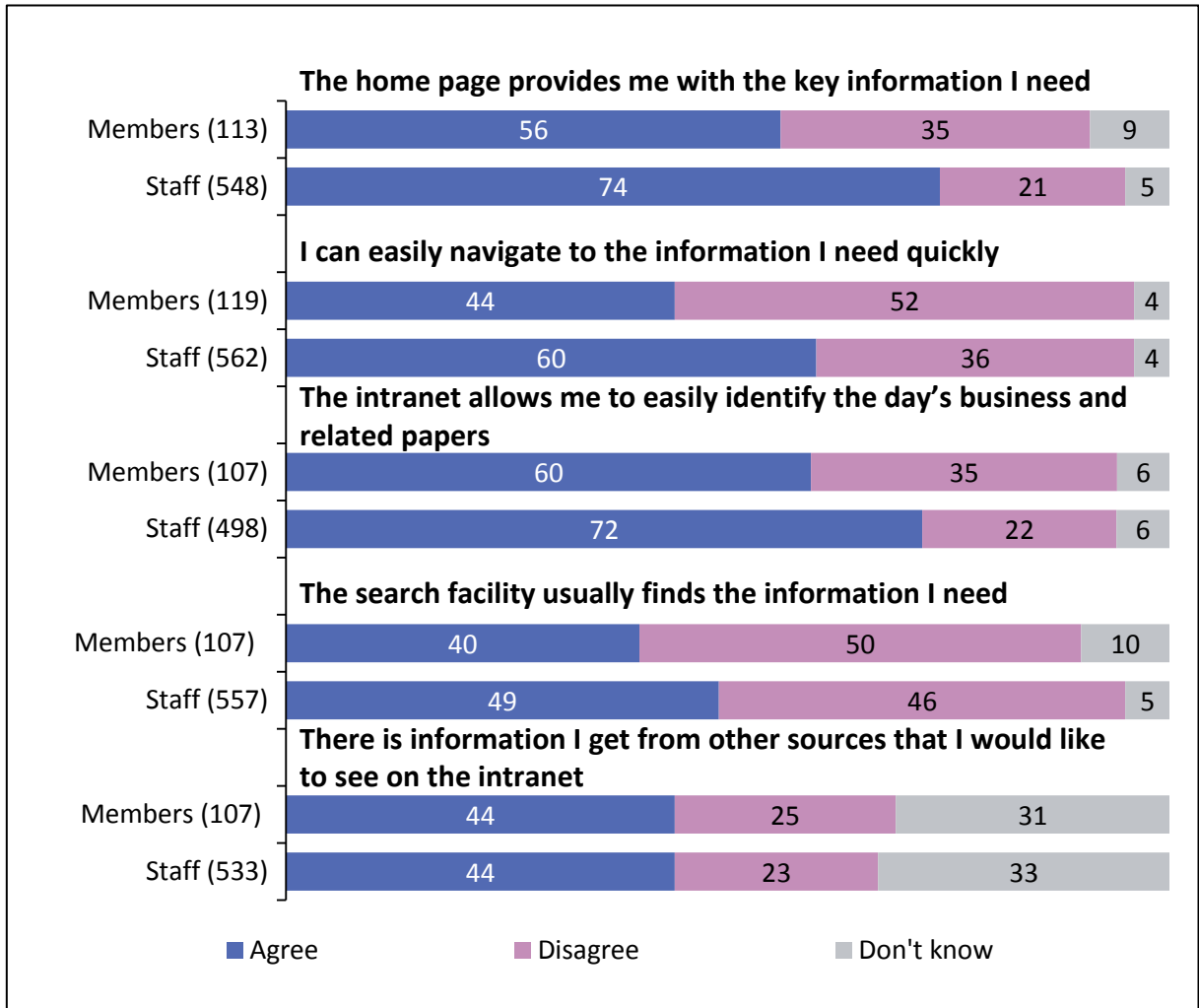


Parliamentary intranet

Of those who answered the question, 75% of Members and 89% of their staff agreed they use the Parliamentary intranet (separate from the public website) on most working days. A third (34%) of Members and 52% of staff agree they use the intranet as a regular source of news.

Respondents were asked their agreement with features of the intranet, as shown in figure 9.4.

Figure 9.4 Q28. Which of the following statements do you agree or disagree with regards to the Parliamentary intranet? (Figures in charts are percentages)
(Base: All who use)



Generally respondents agree more than they disagree. The exceptions are among Members, both for the ability to navigate easily to the information they need quickly and whether the search facility usually finds the information they need.

Agreement is significantly lower among Members than their staff that:

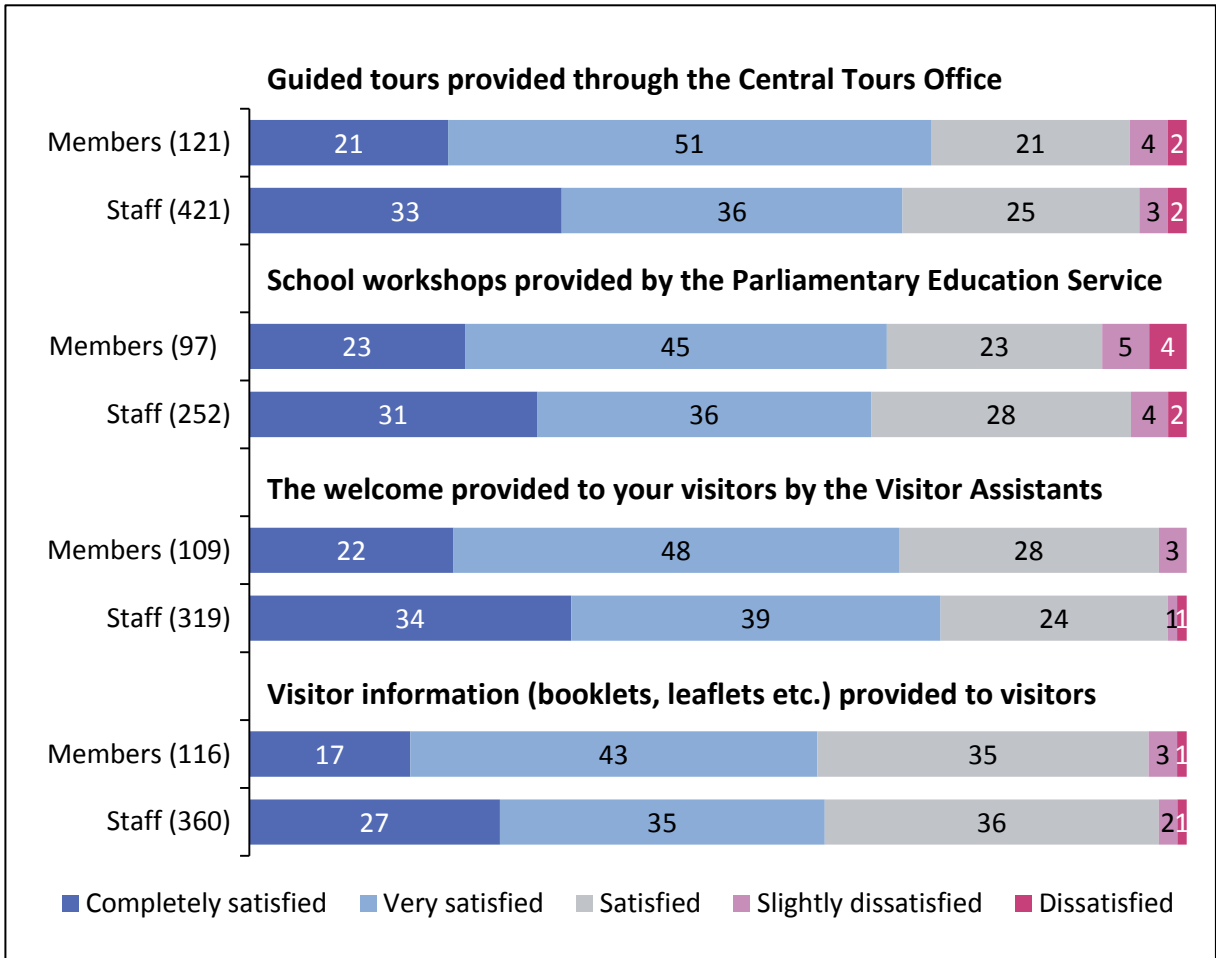
- The home page provides me with the key information I need
- I can easily navigate to the information I need quickly
- The intranet allows me to easily identify the day’s business and related papers

Further comments by Members and Members’ staff generally related to the search facility on the intranet as mentioned above, most notably that search results include all documents, where a function to limit these to specific document types (for example Parliamentary Questions or Standard Notes) would be useful.

Visitor services

Levels of satisfaction with the services provided for the public and visitors to Westminster are high. Staff appear more ‘delighted’ with services - around a third are completely satisfied compared with up to a quarter of Members. There are no significant differences between the views of Members and their staff in terms of their overall satisfaction.

Figure 9.5 Q29. How satisfied are you with the following services provided for the public and visitors to Westminster? (Figures in chart are percentages)
(Base: All with a view)



A large proportion of Members' staff have no experience of each of these services (28% to 56% of those who responded and are aware across the four service aspects). As might be expected, the majority of those with no experience are based in constituencies.

Among constituency-based staff who responded and are aware:

- 45% have no experience of guided tours
- 70% have no experience of school workshops
- 61% have no experience of the welcome provided by Visitors Assistants
- 55% have no experience of visitor information booklets.

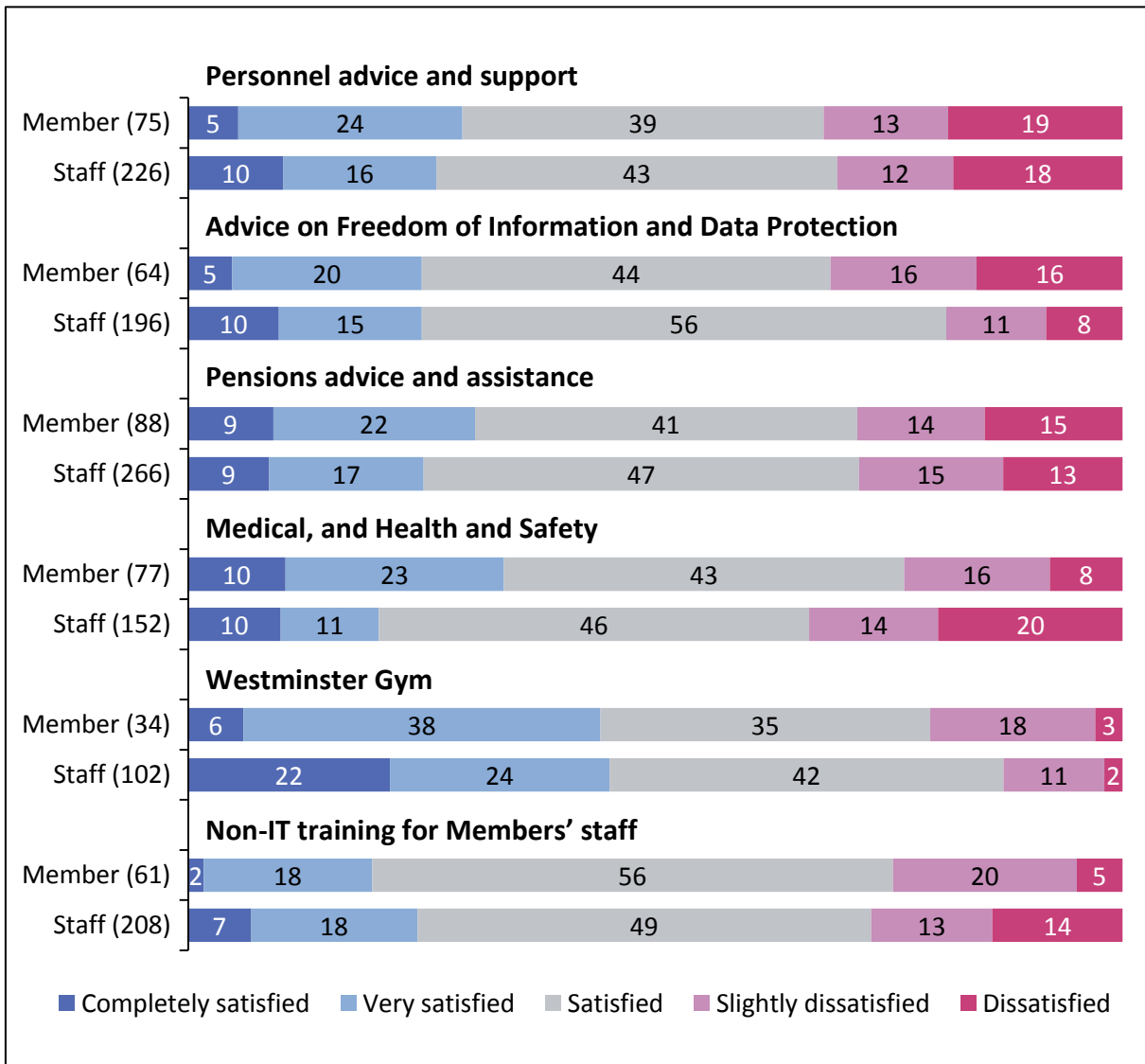
Open-ended comments confirmed that guided tours are considered to be good, with the main issues raised concerning the booking of tours. Security arrangements, particularly at Portcullis House, were mentioned as a potential area for further work, with respect to gaining access for large groups without impeding the normal flow of people.

10. Personnel and related services

Most Members and their staff are satisfied with personnel and related services, although levels of ‘delight’ are lower than in other areas – under a third are very or completely satisfied with any of the service areas apart from the Westminster Gym.

Members tend to be more satisfied than their staff with support on medical issues and those relating to health and safety². Members’ staff are generally more satisfied than Members with advice on Freedom of Information and Data Protection, and the Westminster Gym.

Figure 10.1: Q48: How satisfied are you with the following services? (Figures in charts are percentages)
Base: All with a view



While the majority are satisfied, at least one in five Members, and one in ten staff, express dissatisfaction with each element of the service provided. Dissatisfaction amongst Members is

² Members’ staff have limited access to the medical/safety services.

highest with personnel advice and support, advice on Freedom of Information and Data Protection, and pensions' advice and assistance: around a third are dissatisfied with each of these services.

The open-ended comments made by Members and their staff about Department of Resources services, suggests that a lack of clarity between the Department of Resources' remit and IPSA's remit is a cause of concern.

Where comments relate specifically to the topic areas under consideration, Members' refer to a variety of issues including the need for more training, or assistance with HR issues and FOI requests.

A number of Members' staff make reference to training courses, suggesting that more training could be provided outside of London, and when Parliament is in recess, so they may attend more easily.

A few also commented on the length and quality of training courses. Some staff believe that the House is not, but should, be providing Human Resources assistance to Members' staff, even though they are employed directly by their Member.

Personnel Advice Service (PAS)

When Members were asked whether they were aware that they could gain advice, guidance and support on matters relating to the employment of staff (including employment law, staff recruitment, performance management and confidential advice on individual cases) from PAS, a relatively high 43% said that they were not³.

However, 73% said that they would contact PAS if they needed such assistance, and some of those who said they would not use the service went on to say that they would use it now that they have become aware of it. Of those Members who said they would not use PAS for assistance, there was some feeling that Members should be free to employ personnel on their own terms, and one Member questioned the quality and independence of the advice.

³ Please note that, since April 2010, IPSA have assumed responsibility for the contractual relationships between Members and the staff they employ – this is no longer part of the remit of the House of Commons Service.

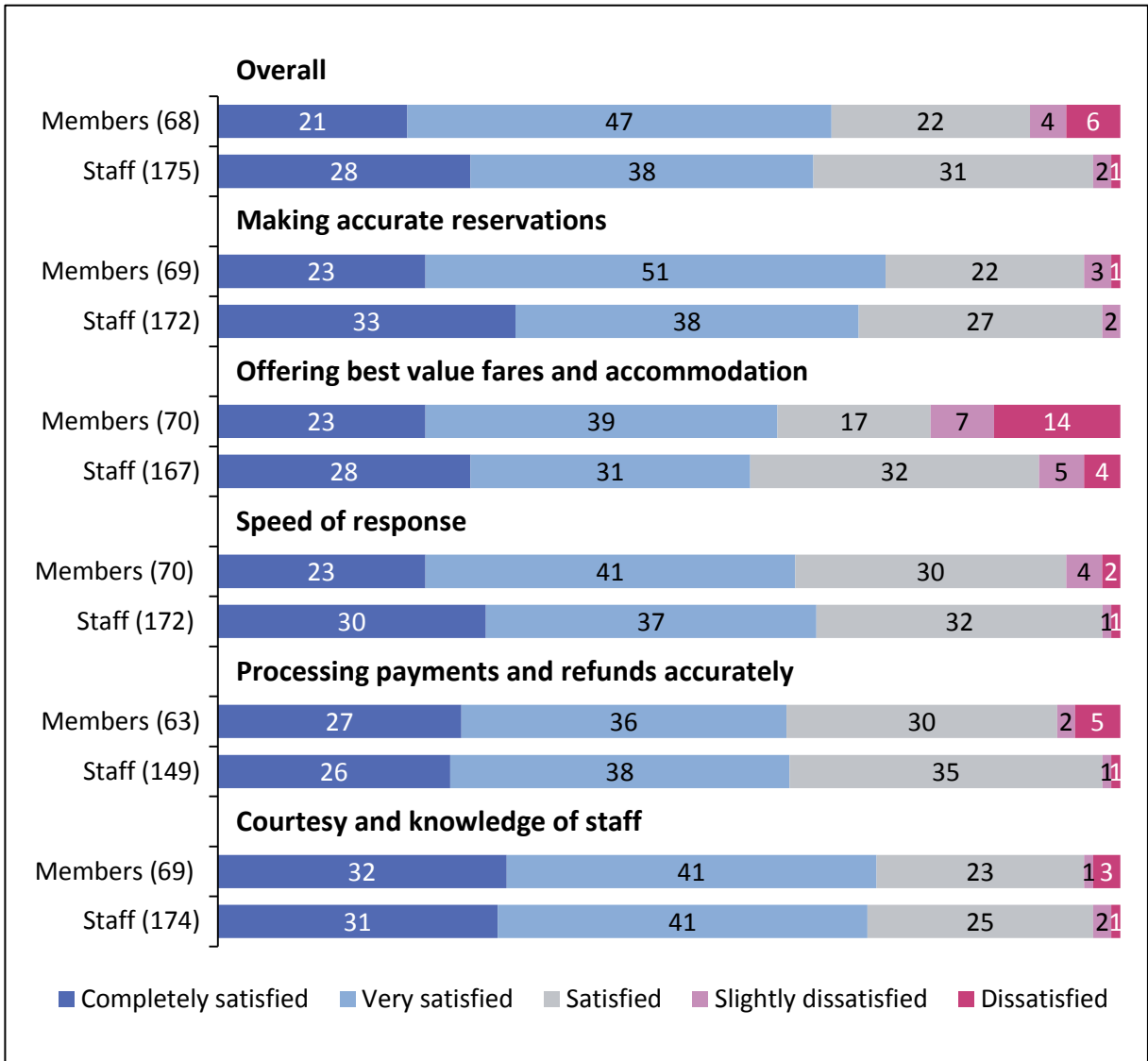
Travel Office

Among those who answered the question, 40% of Members and 54% of their staff say they don't use the Parliamentary Travel Office regularly enough to rate satisfaction overall. Among Westminster-based staff this proportion is 49% and among constituency-based staff it rises to 58%.

Those with a view are happy with the aspects of booking travel between Westminster and constituency offices and associated services, particularly Travel Office staff who were singled out in open-ended comments.

Offering best value fares and accommodation attracts highest level of dissatisfaction. At 21%, the proportion of Members who are slightly dissatisfied or dissatisfied is more than twice the level among their staff (9%).

*Figure 10.2 Q43. How satisfied you are with the Parliamentary Travel Office for booking travel between Westminster and constituency offices and associated services? (Figures in chart are percentages)
(Base: All with a view)*



Nursery

Only one Member and one of Members' staff who responded to the survey use the nursery. One is slightly dissatisfied and the other dissatisfied with it. They questioned the nursery on value for money grounds.

43 potential users (18 Members and 25 staff) were asked which of a list of factors would discourage them from using the facility compared with others on offer. These are:

- Cost (11 Members; 20 staff)
- Opening hours (8, 6)
- Location (3, 8)
- Availability of childcare vouchers or salary sacrifice scheme (4, 6)
- Quality of provision and services (3, 6)

11. Information and communication technology (PICT)

As seen in the Balanced Scorecard questions, both Members and their staff consider information and communication technology services (supplied by Parliamentary Information and Communications Technology services - PICT) to be one of the most important House Services. Amongst both groups, PICT is seen as the most important service by the largest proportion – 35% of Members, and 56% of their staff, rank PICT as the top priority for them to work effectively.

Most Members and their staff are satisfied with the services provided by PICT. The courtesy and professionalism of staff is particularly highly rated, and mentioned in many open-ended comments. The telephone switchboard and the quality of work done by staff attending to ICT problems in person attract good levels of satisfaction, with few expressing dissatisfaction in these areas.

There are other specific parts of PICT's services which attract reasonably high levels of dissatisfaction, particularly wireless and remote access to the network (where connection speeds and reliability are noted as areas for improvement) and arrangements for the purchase of additional equipment (where limits on the number of machines available, and the perceived bureaucracy involved in obtaining more equipment are commonly referred to). Looking to the future, with the increased prevalence of Members and their staff using multiple devices (including their desktop PCs, Parliamentary and personal PDAs, and tablet computers), further assistance with setting up and synchronising devices is likely to be needed.

PICT services were selected for further investigation in the qualitative stage, and findings from these interviews are found in the following pages.

Positive feedback for PICT

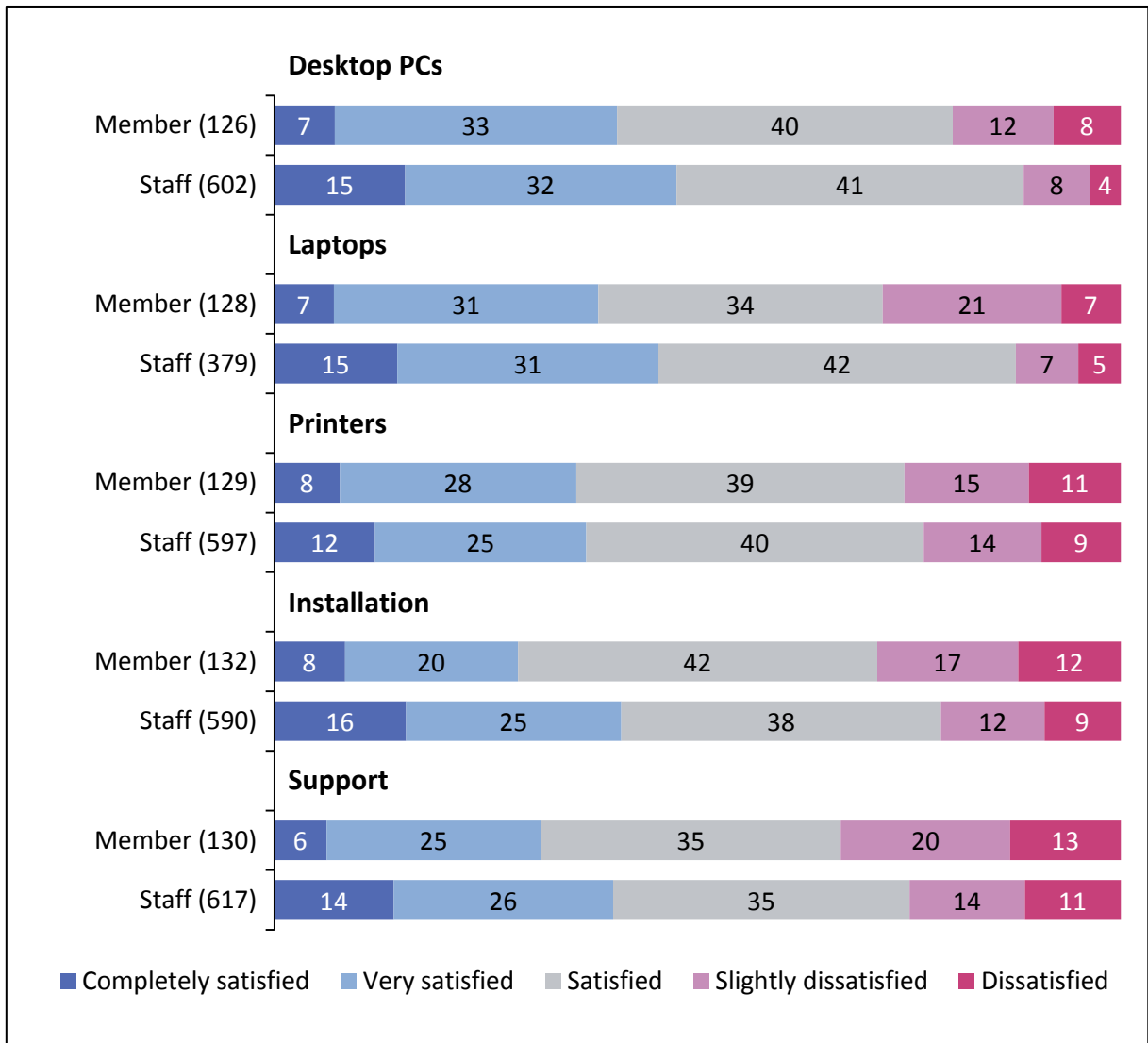
It should be noted that, although there were numerous comments relating to specific problems encountered with ICT services, some respondents took the time to praise PICT for its work. PICT staff are particularly well regarded, and it is acknowledged that the task of providing ICT support to Members and their staff presents a unique and complex challenge.

New Members were asked in qualitative discussions about the handling of their ICT provision immediately following the General Election. While based on a small sample of interviews, there appear to have been no issues, and new Members are complimentary of the quick and efficient service they receive.

Equipment, installation and support

The majority of Members and their staff are satisfied, without necessarily being ‘delighted’, with the equipment provided by PICT. At least three in ten Members are either very or completely satisfied with the equipment, installation and support provided by PICT. Amongst Members’ staff, at least two fifths are very or completely satisfied with PICT provided equipment. Members’ staff tend to be more satisfied than Members, significantly so in the case of desktop PCs, laptops, installation and support.

Figure 11.1 Q18. How satisfied are you with the following services provided by PICT? (Figures in charts are percentages)
(Base: All with a view)



While services and equipment are generally found to be satisfactory, there are pockets of dissatisfaction with PICT equipment which have changed little over time.

Printers

For both Members and their staff the cost of ink and toner cartridges that are required for the printers provided by PICT is a concern. This appears to have developed over the last year, and is the subject of numerous open-ended comments. It was suggested by some that the House of Commons

Service may be able to purchase large volumes of printer cartridges at more competitive rates to reduce the overall cost.

The functionality of new printers was also questioned, particularly staff but also by a few Members.

Desktops PCs and laptops

The main issue with desktop PCs and laptops amongst Members appears to be the number available rather than the quality of the machines themselves, with several Members commenting that they would like to increase the number of laptops they are able to purchase.

Another recurrent theme is the price of desktop PCs and laptops, with comments that equipment could be bought more cheaply on the high street. This relates to computers but also to PDAs.

A handful of Members' staff also mentioned that they would prefer to have a greater allowance in terms of the size of their email folders.

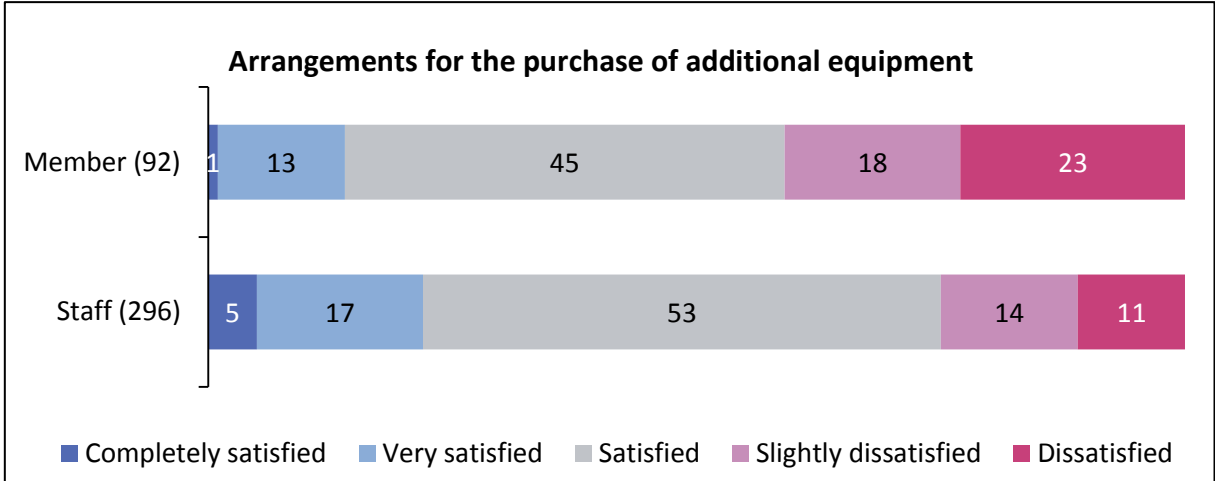
Installation

Installation on the Parliamentary Estate does not appear to be an issue; however there are some comments about the level of support provided in remote constituency offices.

Purchase of additional equipment

There is significant dissatisfaction amongst Members with the arrangements to purchase additional ICT equipment, with almost a quarter of Members saying they are dissatisfied with this area. Members’ staff also express dissatisfaction with these arrangements, with a quarter saying they are at least slightly dissatisfied.

Figure 11.2 Q19. How satisfied are you with the following services in terms of both quality and reliability? (Figures in charts are percentages)
(Base: All with a view)



The reported need to claim back costs is considered to be a bureaucratic inconvenience in this process, however it is the cost of equipment, and restrictions on how much can be acquired, which are most likely to cause issues.

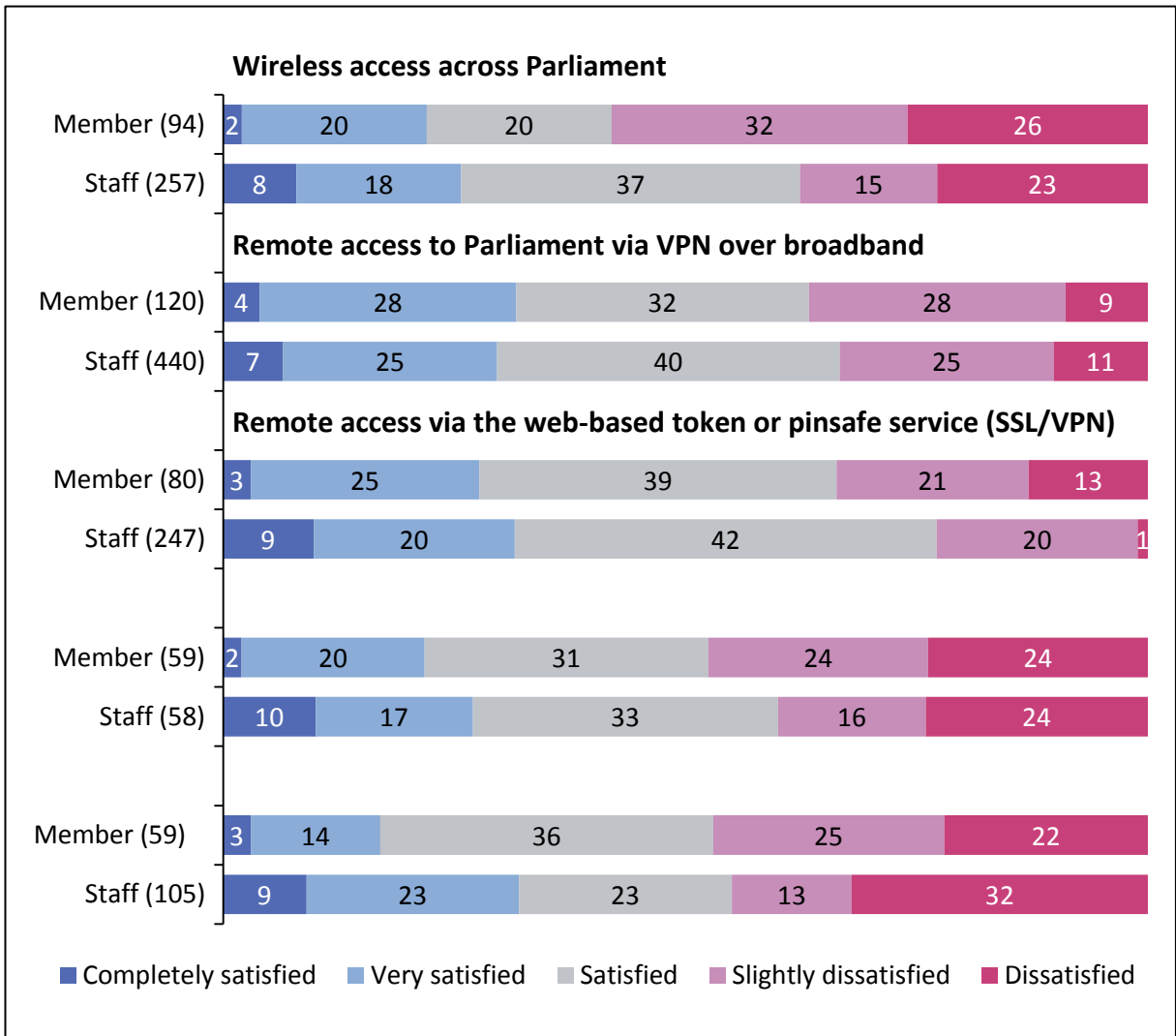
Some 35% of Members report purchasing ICT services from providers other than PICT. Casework management software, astrasync, websites (production and maintenance), and PDA equipment and contracts are most frequently mentioned, with Members reporting spending between around £100 and £3,000 on ICT services.

Remote access

PICT provides a number of mechanisms for wireless and remote access both on the Parliamentary Estate and in constituency offices. There are clear signs that some users experience problems, with relatively high levels of dissatisfaction with all aspects of these services.

At least half of Members are dissatisfied with wireless access across the Estate and connection to Parliament via a PDA, with Members’ staff showing similar but slightly lower levels of dissatisfaction. Remote access is also an issue, with at least a fifth of staff and a third of Members giving dissatisfied ratings.

Figure 11.3 Q19. How satisfied are you with the following services in terms of both quality and reliability? (Figures in charts are percentages)
(Base: All expressing a view)



Open-ended comments indicated that the two main issues with wireless access across the Estate are the lack of availability in Norman Shaw North, and reported issues with users needing to re-enter their log-in details each time their connection is lost.

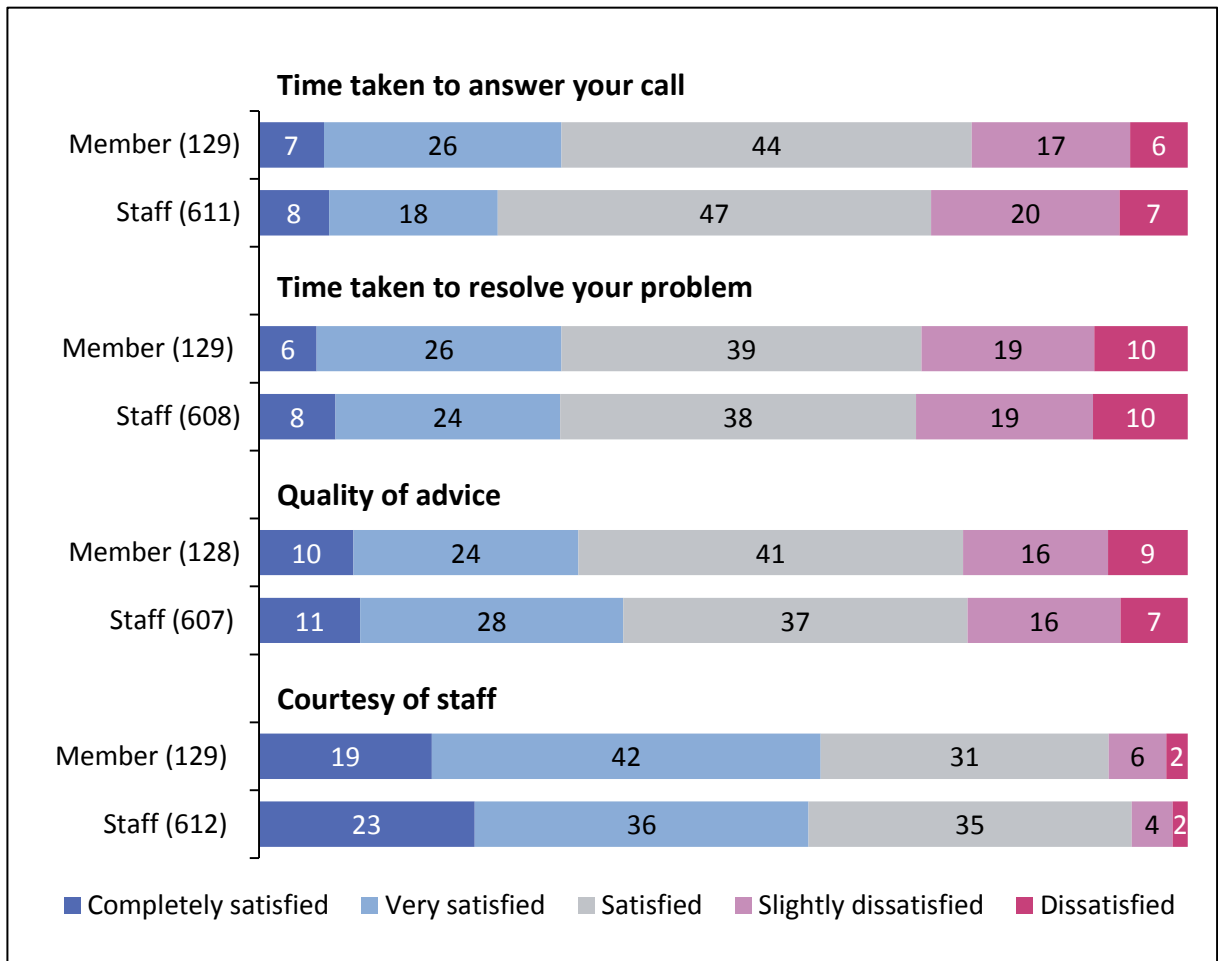
In terms of remote access, reliability and speed issues were most frequently raised.

PICT service desk

As seen in other areas of PICT’s service, staff are considered a strength, with more than 90% of Members and their staff satisfied with the courtesy of PICT service desk staff. That said, more than 70% of Members and staff are satisfied with all aspects of the PICT service desk, particularly for the quality of advice where two thirds of Members, and four in ten of their staff are either very or completely satisfied.

Downtime is consistently noted as a major barrier to operational efficiency, and it is in this area that dissatisfaction is highest, with 29% of both Members and their staff expressing dissatisfaction with the time taken to resolve problems.

Figure 11.4 Q20. How satisfied are you with the PICT Service Desk (extn 2001)? (Figures in charts are percentages)
(Base: All with a view)



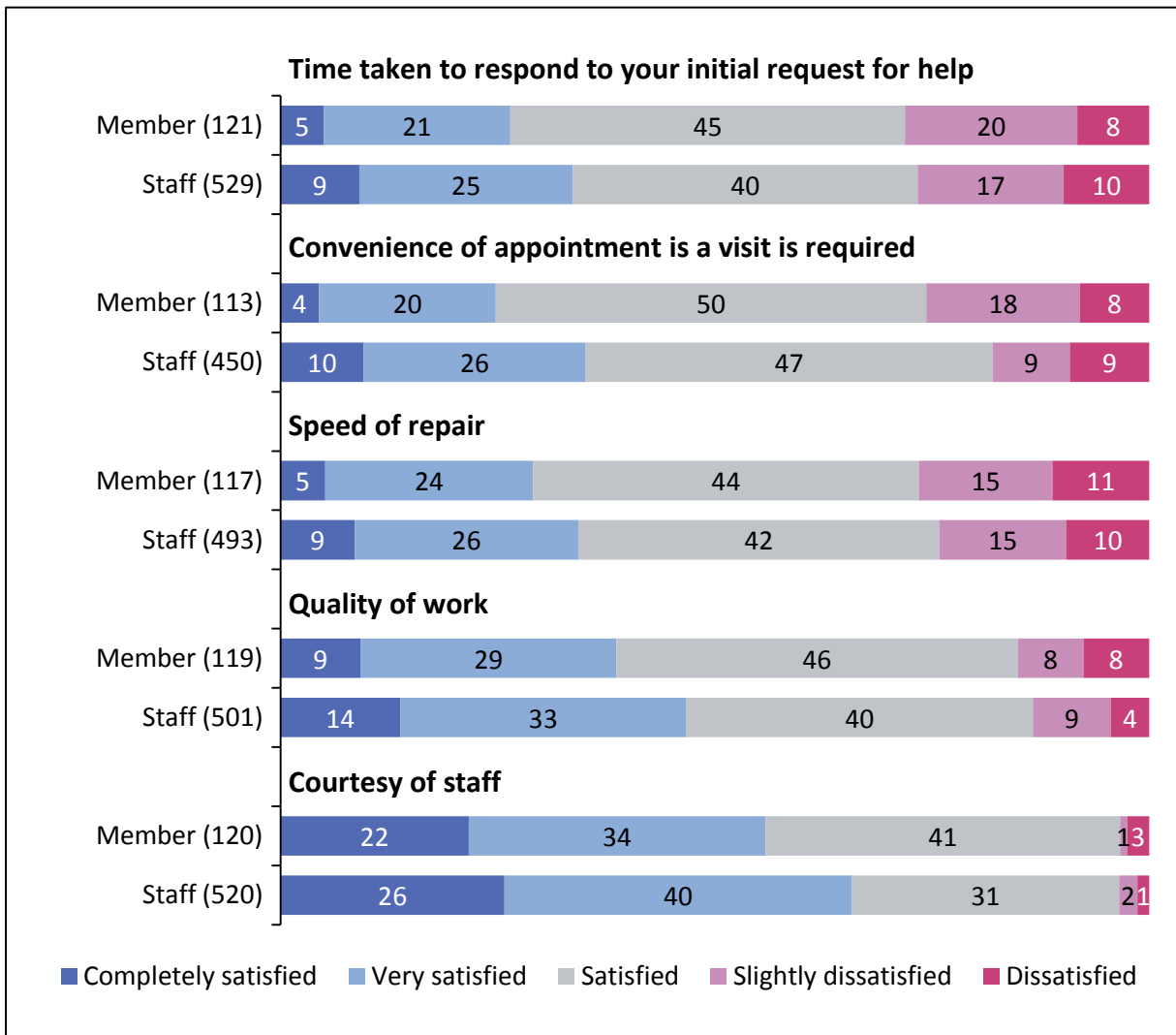
There were numerous examples of praise for the PICT staff for their professional and courteous approach from both Members and their staff.

Assistance in person

As with the PICT Service Desk, the courtesy of the staff who attend to IT problems in person is particularly appreciated by Members and their staff, with nineteen out of twenty satisfied in this area; more than half of Members and their staff are either very or completely satisfied with the courtesy of staff. Quality of work is also seen as a strength, with 84% of Members, and 87% of their staff satisfied.

The main issues arise with speed of service, in terms of both initial response and overall speed of repair; in both areas, around a quarter of Members and their staff express dissatisfaction. As a general trend, Members' staff are slightly more satisfied with the assistance they receive from PICT in person than Members.

*Figure 11.5 Q21. Not all IT problems can be resolved over the telephone. How satisfied are you with the service you receive from PICT or contracted staff who attend to your IT equipment? (Figures in charts are percentages)
(Base: All with a view)*



Providing support to constituencies across the country, including some in quite remote locations, is a challenge, and many Members and their staff appreciate this. It is preferable for most if problems can be resolved over the telephone, and the facility to access constituency staff computers remotely

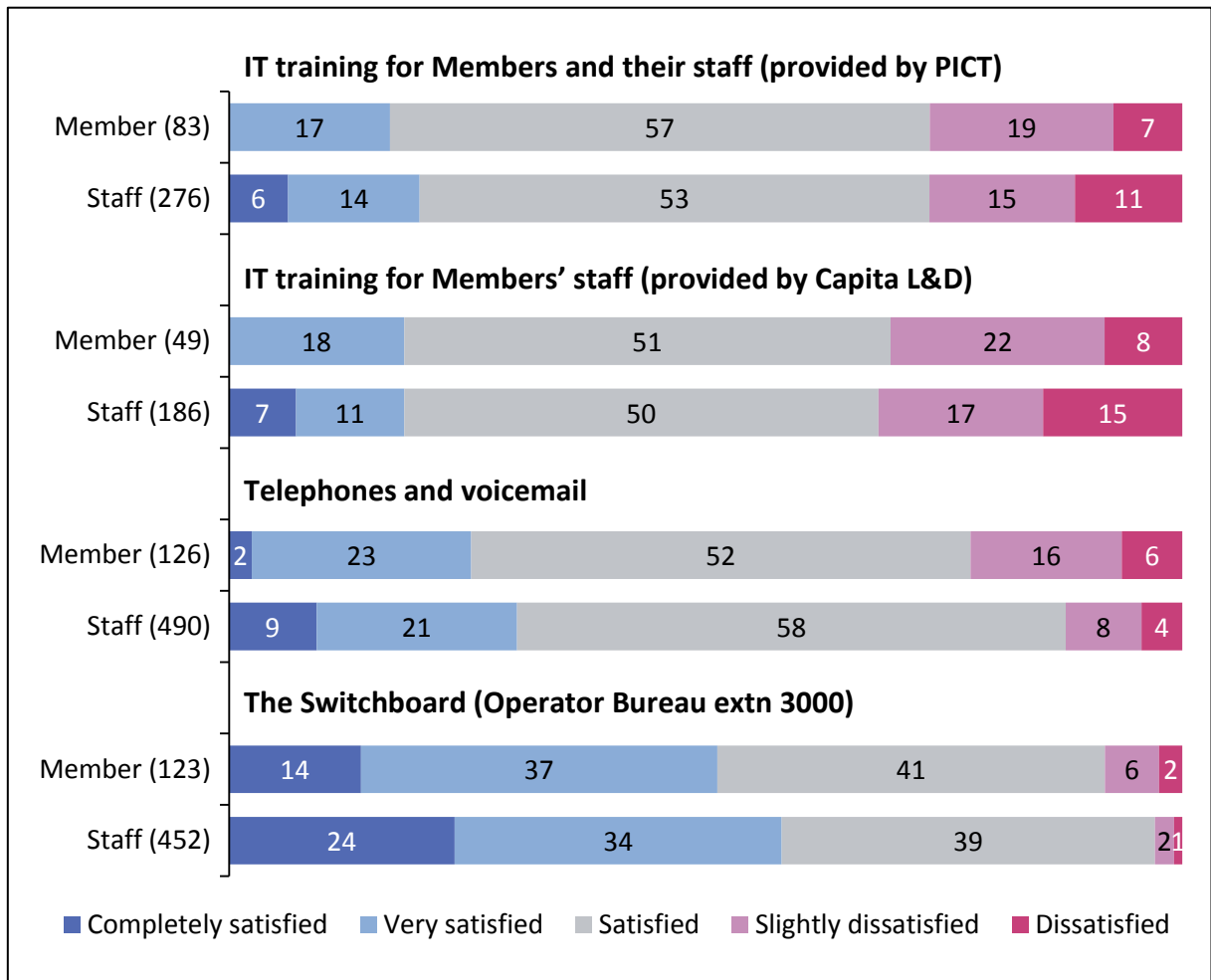
is mentioned appreciatively in qualitative discussions. Whilst in an ideal world Members and staff might like PICT to be able to provide ‘on site’ support, it was thought to be impractical and for the majority of IT problems unnecessary.

For Members, the ability to bring faulty equipment in to the Parliamentary Estate for servicing is greatly appreciated, but where the equipment in question is larger than a laptop, or for those unable to make the journey to Westminster, there can be an issue with the time required to make an appointment.

IT training and telephone services

Satisfaction with the Switchboard service remains high from last year, more than 90% of Members and their staff are satisfied. In general Members and their staff are satisfied with telephones and voicemail, although a fifth of Members, and one in ten staff express dissatisfaction. Training remains an issue, with the proportion of both Members and staff giving dissatisfied ratings increasing since last year. No Member is completely satisfied with IT training, either PICT or Capita provided.

Figure 11.6 Q19. How satisfied are you with the following services in terms of both quality and reliability? (Figures in charts are percentages)
(Base: All with a view)



Switchboard

Open-ended comments about the Switchboard were few, but positive with staff being described as pleasant and prompt.

Voicemail and telephones

Issues with the voicemail and telephones appear to centre around two issues: the functionality of the equipment for some, and inability to use it effectively for others. For voicemail, the speed with which messages come through can be an issue.

With telephones, there may be a need for staff training to fully utilise the functions available, such as how to transfer calls and set up a divert system.

Training

For most, training was not viewed as a great need, though welcomed, as it was thought that the majority, staff in particular, are IT literate.

Some would like PICT to provide training that would enhance their current skills and help them with new software and technologies. This was perceived as being particularly applicable when a new version of a software package is released, or for the applications used to create and maintain websites and social media content.

The main issue with training appears to be the availability of training in the regions, as it is generally felt that most training courses happen in London.

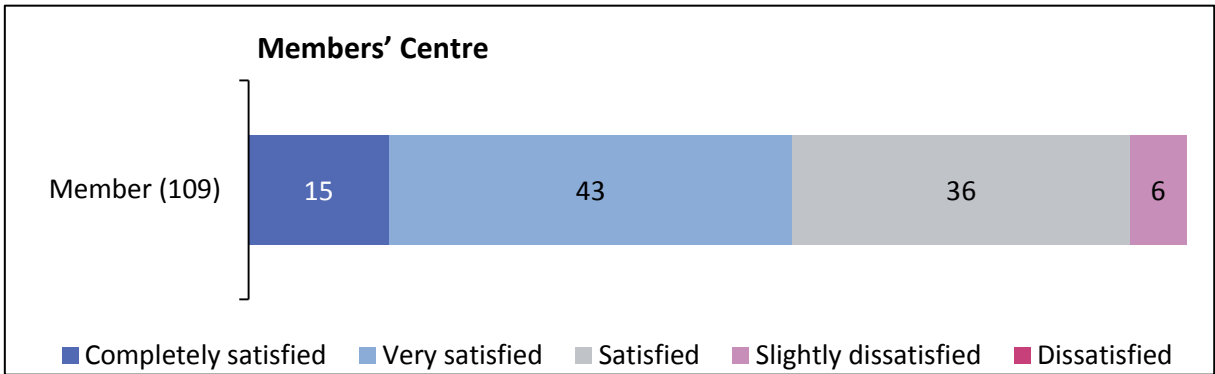
Future needs

Members and their staff were asked in qualitative discussions to predict their future ICT needs. The prevailing opinion is that, as new technologies are increasingly introduced, there would be a greater need for support with setting up and synchronising both Parliamentary and personal devices, including 'smart phones' and 'tablets'.

12. Members' Centre

Satisfaction with the Members' Centre is high, with only seven Members expressing any dissatisfaction, and more than half saying they were either very or completely satisfied with the facility.

Figure 12.1 Q44: How satisfied are you with the Members' Centre? (Figures in charts are percentages)
(Base: All answering)



Two of the four Members who chose to make further comments about the Member's Centre, called for more computers to be provided; another for an induction session on how to use the Member's Centre more effectively; and the other praised the friendliness and helpfulness of the staff.

13. Management of the House Service

The dissolution and re-formation of Parliament

Returning Members were asked their views on the services provided by the House of Commons Service during the dissolution of Parliament in 2010, and the few weeks following the General Election.

While some had no issues with the arrangements there were reports of difficulties with ICT systems during the period. There were some calls for network access to be maintained during dissolution.

Temporary accommodation following the General Election

One area that Members and staff mentioned on their questionnaires was the arrangements for assigning office space following the General Election. While office allocation is a matter for the Whips rather than House of Commons Service, this area was included in the subsequent qualitative discussions to investigate whether there is anything the House of Commons Service can do to make this period more productive for Members and their staff.

Open-ended comments in the survey itself referenced office transfer as something that they would like to see expedited in future. It was questioned whether it was possible to do more preparatory work in advance of an election.

Issues raised about temporary accommodation included difficulties around sharing offices with others, for example privacy when dealing with constituents' private issues, and a lack of space for staff.

Others, however, found benefits in sharing accommodation in the short-term, seeing it as useful to be with other Members and share knowledge with them. One Member thought it a 'brilliant idea' to place some members of the PICT team at the end of the corridors where they were able to offer support to the whole group quickly and conveniently.

Some found the scarcity of stationery problematic, suggesting that additional supplies should be provided in the early days of a Parliament before offices are allocated and occupied.

Expectation to have the same office

Members were asked if they would wish to remain in their office after the next General Election, or have the opportunity to move, even if this meant potentially contributing to disruption.

While some find their present offices unsuitable and would opt to move, many would prefer to stay in their office if re-elected, either because they are settled in their current accommodation or because they find moving troublesome. For some, the question depended on one's role, thinking for example that a Select Committee Chair or Minister may require more space than other Members.

Future provision for Members' staff

In order to plan for the future office requirements across the Parliamentary Estate, qualitative discussions with Members included a section on whether Members are increasingly taking on more staff, and choosing to situate them at Westminster rather than in constituency offices.

Views on the subject were mixed; although the value of interns and part-time staff were both mentioned.

Communication

Everyone was asked if they think this House Administration does enough to communicate with them. Three-quarters (76% of Members and 75% of their staff) said yes.

Figure 13.1 Q52. Do you think this House Administration does enough to communicate with you/your staff?

Base: All with a view

	Yes (%)	No (%)
Members about themselves (122)	76	24
Staff about themselves (535)	75	25
Members about their staff (111)	69	31

22 Members made suggestions on how to improve communication, including simply requiring more (or less), as well as more specific issues around emails and catering. Further consultation on issues affecting Members and their staff was called for by many, potentially involving one single point of contact for Members and staff.

A few Members used this opportunity to voice their dissatisfaction with the House of Commons Service, particularly relating once more to recent changes in catering services and the opening of the House of Commons Nursery.

The majority of Members' staff are content with the level of communications they receive, with opinions divided among the others as to whether more or less communication is needed. As seen in previous years, but to a lesser extent, staff based in constituency offices are more likely to think that communications could be improved, usually through greater or more personal communication.

Complaints

If they wished to offer positive feedback or make a complaint about House Services, proportionally more Members than staff would be confident about knowing how to do this (37% versus 28% respectively). However it is a minority of both Members and staff who claim to know how to complain.

Among Members, 16% (20) had made a complaint recently. Eight (40%) agreed it was resolved to their satisfaction.

Among Members' staff, 9% (51) had made a complaint recently. 22 (43%) agreed it was resolved to their satisfaction.

Although Members and staff may not know how to engage with the House of Commons Services, they are confident that they could find out easily if the needed to.

Strategic direction

Members were reminded that the House of Commons Commission has adopted a new five year strategy for the House of Commons Service focusing on four core strategic aims:

- To work at every level to earn RESPECT for the House of Commons
- To make the House of Commons more EFFECTIVE
- To make the House Administration more EFFICIENT
- To ensure that Members, staff and the public are WELL-INFORMED

Just 13% of those who responded claimed they were aware of that strategy prior to the survey.

It is clear from open-ended comments that some Members object to the need for a strategy, believing that the House of Commons Service should focus on delivering services to assist Members in their work (and are under the impression that the House of Commons Service currently goes beyond this brief).

For others, there is a lack of clarity around the functions and roles of various elements of the House governance. This was not considered by some to be of great importance as they were sure the information would be available if required, while others noted that they did not require a detailed understanding, provided that they received good services. A small number believed that Members should be better informed about the governance as this the best way to ensure an open and transparent modernisation process.

Appendix A – sample breakdown

Table A1.1 Sample breakdown for Members

	Percentage		Percentage
Gender: (124)		Working environment: (145)	
Male	68%	Select Committee Chair	8%
Female	26%	Select Committee Member	34%
		Front Bencher	20%
		Back Bencher	70%
Political Party: (147)		Experience (188)	
Conservative	56%	New Members	44%
Labour	35%	Returned Members	56%
Liberal Democrat	7%		
Other	>1%		

Table A1.2 Members' staff

	Percentage		Percentage
Gender: (537)		Working environment: (667)	
Male	33%	Only in the constituency	39%
Female	66%	Mostly in the constituency	12%
		Mostly in Westminster	12%
		Only in Westminster	36%
Political Party: (671)		Experience: (662)	
Conservative	42%	Less than a year	26%
Labour	41%	1 to 2 years	14%
Liberal Democrat	11%	2 to 5 years	28%
Plaid Cymru	1%	6 to 10 years	15%
Scottish National	1%	More than 10 years	16%
Other	1%		



HOUSE OF COMMONS

Appendix B – Members’ questionnaire

Welcome to the 2010 House of Commons Survey of Services.

We invite you to take this opportunity to tell the House of Commons Administration what you think of the services they offer to Members and their staff.

Your honest feedback is extremely valuable, not only to enable them to gain an understanding of how they are performing but also to allow them to channel resources more efficiently.

Please complete this questionnaire by placing a tick in the boxes or writing your answer in the spaces provided. Please complete all sections of the survey unless otherwise indicated.

The questionnaires will be examined by FDS – the company managing the survey – and no information will be made available to the House of Commons in a form that allows any individual’s responses to be identified.

Throughout the survey you may wish to add further comments, for example if certain areas of service are below your expectations. We are keen to hear your further feedback and have provided space for this at the end of the questionnaire.

If you have any questions about the survey please call FDS on 020 7272 7766 and ask for Drew Still, FDS Project Manager.

When you have finished filling in the questionnaire, please post it to:

Drew Still
FDS International
Floor 6, Hill House
Highgate Hill
London
N19 5NA

We would like to thank you in advance for taking part in this survey.

1) Please write in the year you were first elected to Parliament:

2) Which political party are you a member of?

Conservative

Scottish National

Democratic Unionist

Sinn Fein

Labour

Social Democratic and Labour Party

Liberal Democrat

OTHER: Speaker, Independent; Green; Alliance

Plaid Cymru

Prefer not to say

3) Which of the following best describes your current role? (You may use more than one box)

Front bencher

Back bencher

Select Committee Chair

Select Committee Member

GENERAL ELECTION 2010

NEW MEMBERS ONLY

4) How satisfied are you with the overall welcome and induction programme provided by the House of Commons Administration at the time of the May 2010 General Election, and within that, the various aspects on offer?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Didn't use	Don't know
Overall welcome and induction programme	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Specific aspects							
New Members' pack received at election count	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New Members' Reception Area (NMRA) in Portcullis House (facilities, signage etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Experience of the NMRA welcome / orientation process (pay, pass, post, security etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT and communications provision	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of your temporary accommodation / office facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding Commons procedure, Chamber conduct, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALL MEMBERS

5) Is there anything that the House Service should or should not do at the next General Election to meet the needs of New Members and their staff in terms of welcome facilities, induction process and training?

NEW MEMBERS ONLY

6) Please indicate your level of awareness of the induction and training programmes available to you, and your level of satisfaction with any events you may have attended.

	Aware and attended	Aware but not yet attended	Not aware			
Members Induction Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
If you have attended any events please indicate your level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RETURNING MEMBERS ONLY

7) Looking at the services the House Administration provided in the Dissolution period and first few weeks after the General Election, as a Returning Member is there anything that could have been better / that would have helped you more?

SERVICE SATISFACTION SUMMARY

ALL MEMBERS

8) In the first column, please indicate which three services you feel are the first, second and third most important priorities for you in order to work effectively. Please do this by writing '1' next to the most important area, '2' next to the second, and '3' next to the third.

9) Please indicate your satisfaction with all of the service areas in the list below, even if you did not rank them as being most important.

1 st , 2 nd and 3 rd most important issues	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Procedural services & advice (e.g. Table Office, Legislation Service, Committee Office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hansard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security (e.g. Police, Doorkeepers, Pass Office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and research services provided by the Library and POST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT & Communications services provided by the House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your accommodation at Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catering, banqueting & retail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALL MEMBERS

10) Taking all these services together, how satisfied are you with the services provided by the House?

Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CHAMBER AND COMMITTEE SERVICES

11) How satisfied are you with the following Members' services, provided in the Chamber and /or Westminster Hall?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use
Clerks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serjeant at Arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorkeepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12) How satisfied are you with the services provided by the Public Bill Office?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Tabling amendments to Bills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on the legislative process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Briefing for evidence sessions of Public Bill committees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SELECT COMMITTEE MEMBERS ONLY – OTHERS PLEASE SKIP TO Q14

13) How satisfied are you with the support provided by the Select Committee staff?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Quality of written briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VOTE OFFICE AND TABLE OFFICE

ALL MEMBERS

14) How satisfied are you with the overall service you have received from the Vote Office?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Vote Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15) And how satisfied are you with the overall service you have received from the Table Office?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Table Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IT SERVICES

16) How satisfied are you with the following services provided by PICT (the Parliamentary Information and Communication Technology department)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Desktop PCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17) How satisfied are you with the following services in terms of both quality and reliability?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Wireless access across Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament via VPN over broadband	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament via the web based token or pinsafe service (SSL/VPN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using a Parliamentary PDA (e.g. Blackberry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using your own PDA (e.g. Blackberry or iphone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangements for the purchase of additional equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Training for Members and their staff (provided by PICT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Training for Members' staff (provided by Capita L&D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephones and voicemail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Switchboard (Operator Bureau extn 3000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18) How satisfied with the PICT Service Desk (extn 2001)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Time taken to answer your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to resolve your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19) Not all IT problems can be resolved over the telephone. How satisfied are you with the service you receive from PICT or contracted staff who attend to your IT equipment?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Time taken to respond to my initial request for help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of appointment if a visit is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

20) Do you pay for ICT services (hardware, software and support) from providers other than PICT?

Yes No

21) If yes, how much do you spend, and on which services?

22) Are there any services you would like PICT to provide or improve?

INFORMATION SERVICES

23) How satisfied are you with the following services offered by the Library and POST (Parliamentary Office of Science and Technology)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
The Library's answers to your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Library's briefing papers (research papers, standard notes and debate packs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
POST's "POSTnotes", seminars, etc. on science and technology issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Library reading rooms including the Library Loans Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24) How could Library and POST's services be improved to meet your needs better?

25) Thinking in particular about the pre-prepared briefings the Library provides (research papers, standard notes and debate packs), how satisfied are you with the following aspects of the service?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
Range of topics covered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of detail provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of briefings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of useful summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The readability of briefings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability in paper format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability electronically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26) Which of the following statements do you agree or disagree with as regards the Parliamentary Intranet (separate from the public website)?

	Agree	Disagree	Don't know	Don't use for this
I use the intranet most working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The home page provides me with the key information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use the intranet as a regular source of news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily navigate to the information I need quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The intranet allows me to easily identify the day's business and related papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The search facility usually finds the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is information I get from other sources that I would like to see on the intranet (if you agree, please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

27) How satisfied are you with the following services provided for the public and visitors to Westminster?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	No experience	I am not aware of this service
Guided tours provided through the Central Tours Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School workshops provided by the Parliamentary Education Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The welcome provided to your visitors by the Visitor Assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor information (booklets, leaflets, etc.) provided to visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28) Thinking specifically about the Hansard staff and the reports of proceedings they produce, how satisfied are you with their services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to final reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for reviewing speeches before publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECURITY

29) In the context of the current security climate, how secure do you feel on the Parliamentary Estate?

Extremely secure Very secure Fairly secure Not very secure Not at all secure N/A – don't use the Parliamentary Estate Don't know

30) How satisfied are you with the House of Commons security staff (including the police, security officers and Serjeant at Arms)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

31) The Pass Office processes security applications and issues Parliamentary photo-identity passes. How satisfied are you with the following aspects of its performance?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Ability to deal with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ACCOMMODATION

32) Please state the number of equipped work desks in your office (and if separately located, your staff office) on the Parliamentary Estate.

34) Please state the number of staff on the Parliamentary Estate you share with another Member.

	Number of offices you occupy at this location	Number of equipped work desks in each office		
		Member only offices	Staff only offices	Member / Staff co-located offices
Palace of Westminster	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Norman Shaw North	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Norman Shaw South	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
1 Parliament Street	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Portcullis House	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Other Parliamentary Estate location	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Not applicable	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- None
- One
- Two
- Three
- Four
- Five
- More than five (please write in)

33) Please state the number of full-time and part-time staff employed exclusively by you on the Parliamentary Estate.

	Full-time	Part-time
Paid	<input type="text"/>	<input type="text"/>
Unpaid	<input type="text"/>	<input type="text"/>

MAINTENANCE

35) How satisfied are you with the maintenance services provided by the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Time taken to answer your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time to fix problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

36) How satisfied are you with the environmental services and facilities on the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
Provision of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information on Parliament's environmental policies and performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

37) What more do you think the House should do to reduce the environmental impact of the Parliamentary Estate and its occupants (e.g. energy, waste, food miles, etc.)?

38) How satisfied are you with the Mail Delivery Service on the Parliamentary Estate?

Completely satisfied	Very satisfied	satisfied	Slightly dissatisfied	Dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLEANING

39) How satisfied are you with the general standard of cleanliness?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't have an office on the Parliamentary Estate	Don't know
Your office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Across the Estate in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Toilets across the Estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

CATERING AND RETAIL SERVICES

40) For each of the services listed, how satisfied are you (taking into account service quality and price)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Not aware of this service
Dining room / waiter service restaurants for entertaining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members' only services including Members' Tea Room, Members' Smoking Room and Members' Dining Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cafeteria / self service restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café / coffee shop including the Despatch Box and Moncrieff's Café Bar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Palace Bars (Strangers' Bar and Pugin Room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Souvenir shops and kiosks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting and conference room catering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Dining and Banqueting services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vending machines and coffee areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAVEL OFFICE

41) How satisfied are you with the Parliamentary Travel Office for booking travel between Westminster and constituency offices and associated services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use regularly enough to comment	Don't know
Making accurate reservations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offering best value fares and accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Processing payments and refunds accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy and knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MEMBERS' CENTRE

42) How satisfied are you with the Members' Centre?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Not aware of this service
Members' Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NURSERY

ALL MEMBERS

43) Do you use the House of Commons Nursery?

- Yes Please go to question 44
- No but potentially Please go to question 45
- No – not likely to use now or in the future Please go to question 46

CURRENT NURSERY USERS

44) How satisfied are you with the House of Commons Nursery?

- Completely satisfied
- Very satisfied
- Satisfied
- Slightly dissatisfied
- Dissatisfied
- Don't know

POTENTIAL NURSERY USERS

45) If you are not currently making use of the nursery but may require childcare provision in the future, what factors would discourage you from using this facility compared with others on offer to you?

- Cost
- Location
- Opening hours
- Quality of provision and services
- Availability of childcare vouchers or salary sacrifice scheme
- Other (please specify)

PERSONNEL AND RELATED SERVICES

ALL MEMBERS

46) How satisfied are you with the following services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Personnel advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on Freedom of Information and Data protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pensions advice and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical, and health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westminster Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-IT training courses for Members' staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47) Are you aware that the Personnel Advice Service (PAS) provides professional advice, guidance and support for Members on matters related to the employment of staff, including employment law, staff recruitment (short listing and interviewing), performance management and confidential advice on individual cases?

Yes No

48) If you require assistance in any of these areas, would you be likely to contact PAS?

Yes No

49) If you do not use the PAS, is there any way in which the service could be improved or adapted to meet your needs?

COMMUNICATION

50) Do you think this House Administration does enough to communicate with you?

Yes No

51) What, if anything, do we need to do to improve communication with you?

52) Do you think this House Administration does enough to communicate with your staff?

Yes No

53) What, if anything, do we need to do to improve communication with your staff based at Westminster?

54) What, if anything, do we need to do to improve communication with your staff based in constituencies?

COMPLAINTS AND FEEDBACK

55) If you wished to offer positive feedback or make a complaint about House services would you be confident about knowing how to do this?

Yes No

56) If you have made a complaint recently, was it resolved to your satisfaction?

Yes No Not made a complaint

STRATEGIC DIRECTION

The House of Commons Commission has adopted a new five year strategy for the House of Commons Service focussing on four core strategic aims:

- To work at every level to earn **RESPECT** for the House of Commons
- To make the House of Commons more **EFFECTIVE**
- To make the House Administration more **EFFICIENT**
- To ensure that Members, staff and the public are well-**INFORMED**

57) Are you aware of the new Strategy for the House of Commons Service?

Yes No

58) If you have read the Strategy please add any comments here.

NEW PARLIAMENT: Strategy for the House of Commons Service 2010-15 can be viewed via the Commons Online Members' Centre at the following web address:

http://www.parliament.uk/documents/commons-commission/Commons_Management_Board/New_Parliament_strategy_201015.pdf

RETURNING MEMBERS ONLY

59) Looking at how well we are achieving our strategic aims, compared to a year ago do you think...?

	More	About the same	Less
The House of Commons is RESPECTED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The House of Commons is EFFECTIVE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The House of Commons is EFFICIENT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members, staff and the public are well INFORMED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR OVERALL FEEDBACK

ALL MEMBERS

60) If you would like to comment further on any aspect of the House Services, please do so below. Where your comments refer to issues covered in previous questions, please indicate the question number.

61) Are there any services that are not currently offered that would be of use to you in your work?

DEMOGRAPHICS

So that we may group responses into subsets, we would like to collect some brief personal details. We would like to stress that all responses will be anonymous and all information given below will be held in strictest confidence.

62) Are you...?

Male Female Prefer not to say

63) Do you consider yourself to have a disability of any kind which may affect the way in which you access the House Services?

Yes No Prefer not to say

64) We will be conducting some qualitative discussions on this survey at a later stage. If this is something you would not be willing to be approached about please mark this box.

THANK YOU for taking the time to provide your feedback.



HOUSE OF COMMONS

Appendix C – Members’ staff questionnaire

Welcome to the 2010 House of Commons Survey of Services.

We invite you to take this opportunity to tell the House of Commons Administration what you think of the services they offer to Members and their staff.

Your honest feedback is extremely valuable, not only to enable them to gain an understanding of how they are performing but also to allow them to channel resources more efficiently.

Please complete this questionnaire by placing a tick in the boxes or writing your answer in the spaces provided. Please complete all sections of the survey unless otherwise indicated.

The questionnaires will be examined by FDS – the company managing the survey – and no information will be made available to the House of Commons in a form that allows any individual’s responses to be identified.

Throughout the survey you may wish to add further comments, for example if certain areas of service are below your expectations. We are keen to hear your further feedback and have provided space for this at the end of the questionnaire.

If you have any questions about the survey please call FDS on 020 7272 7766 and ask for Drew Still, FDS Project Manager.

When you have finished filling in the questionnaire, please post it to:

Drew Still
FDS International
Floor 6, Hill House
Highgate Hill
London
N19 5NA

We would like to thank you in advance for taking part in this survey.

1) Which political party does your Member belong to?

Conservative

Scottish National

Democratic Unionist

Sinn Fein

Labour

Social Democratic and Labour Party

Liberal Democrat

OTHER: Speaker, Independent; Green; Alliance

Plaid Cymru

Prefer not to say

2) Do you work...?

only in Westminster

only in the constituency

mostly in Westminster

mostly in the constituency

PLEASE NOTE: IF YOU DO NOT WORK ON OR REGULARLY VISIT THE PARLIAMENTARY ESTATE, PLEASE FEEL FREE TO SKIP ANY QUESTIONS THAT DO NOT APPLY TO YOU.

3) For how long have you worked for a Member (including your current role and any previous roles)?

Less than a year	<input type="checkbox"/>
1 - 2 years	<input type="checkbox"/>
Approximately 2 - 5 years	<input type="checkbox"/>
Approximately 6- 10years	<input type="checkbox"/>
More than 10years	<input type="checkbox"/>

MEMBERS' STAFF WITH UP TO 2 YEARS EXPERIENCE

4) Please indicate your level of awareness of the induction and training programmes available to you, and your level of satisfaction with any events you may have attended.

	Aware and attended	Aware but not yet attended	Not aware			
Members' Staff Induction Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
If you have attended any events please indicate your level of satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SERVICE SATISFACTION SUMMARY

ALL MEMBERS' STAFF

5) In the first column, please indicate which three services you feel are the first, second and third most important priorities for you in order to work effectively. Please do this by writing '1' next to the most important area, '2' next to the second, and '3' next to the third.

6) Please indicate your satisfaction with all of the service areas in the list below, even if you did not rank them as being most important.

	1 st , 2 nd and 3 rd most important issues	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Procedural services & advice (e.g. Table Office, Legislation Service, Committee Office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hansard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security (e.g. Police, Doorkeepers, Pass Office)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and research services provided by the Library and POST	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT & Communications services provided by the House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your accommodation at Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catering, banqueting & retail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALL MEMBERS' STAFF

7) Taking all these services together, how satisfied are you with the services provided by the House?

Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VOTE OFFICE AND TABLE OFFICE

8) How satisfied are you with the overall service you have received from the Vote Office?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Vote Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) And how satisfied are you with the overall service you have received from the Table Office?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Table Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IT SERVICES

10) How satisfied are you with the following services provided by PICT (the Parliamentary Information and Communication Technology department)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Desktop PCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11) How satisfied are you with the following services in terms of both quality and reliability?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Wireless access across Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament via VPN over broadband	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament via the web based token or pinsafe service (SSL/VPN)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using a Parliamentary PDA (e.g. Blackberry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using your own PDA (e.g. Blackberry or iphone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arrangements for the purchase of additional equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Training for Members and their staff (provided by PICT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Training for Members' staff (provided by Capita L&D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephones and voicemail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Switchboard (Operator Bureau extn 3000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12) How satisfied with the PICT Service Desk (extn 2001)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Time taken to answer your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to resolve your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13) Not all IT problems can be resolved over the telephone. How satisfied are you with the service you receive from PICT or contracted staff who attend to your IT equipment?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Time taken to respond to my initial request for help	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of appointment if a visit is required	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14) Are there any services you would like PICT to provide or improve?

INFORMATION SERVICES

15) How satisfied are you with the following services offered by the Library and POST (Parliamentary Office of Science and Technology)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
The Library's answers to your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Library's briefing papers (research papers, standard notes and debate packs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
POST's "POSTnotes", seminars, etc. on science and technology issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Library reading rooms including the Library Loans Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

16) How could Library and POST's services be improved to meet your needs better?

17) Thinking in particular about the pre-prepared briefings the Library provides (research papers, standard notes and debate packs), how satisfied are you with the following aspects of the service?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Range of topics covered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Level of detail provided	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of briefings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of useful summary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The readability of briefings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability in paper format	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability electronically	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

18) Which of the following statements do you agree or disagree with as regards the Parliamentary Intranet (separate from the public website)?

	Agree	Disagree	Don't know	Don't use for this
I use the intranet most working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The home page provides me with the key information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use the intranet as a regular source of news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily navigate to the information I need quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The intranet allows me to easily identify the day's business and related papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The search facility usually finds the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is information I get from other sources that I would like to see on the intranet (if you agree, please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19) How satisfied are you with the following services provided for the public and visitors to Westminster?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	No experience	I am not aware of this service
Guided tours provided through the Central Tours Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School workshops provided by the Parliamentary Education Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The welcome provided to your visitors by the Visitor Assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor information (booklets, leaflets, etc.) provided to visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECURITY

ALL WHO WORK ON OR VISIT THE PARLIAMENTARY ESTATE

20) In the context of the current security climate, how secure do you feel on the Parliamentary Estate?

Extremely secure	<input type="checkbox"/>	Very secure	<input type="checkbox"/>	Fairly secure	<input type="checkbox"/>	Not very secure	<input type="checkbox"/>	Not at all secure	<input type="checkbox"/>	N/A – don't use the Parliamentary Estate	<input type="checkbox"/>	Don't know	<input type="checkbox"/>
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21) How satisfied are you with the House of Commons security staff (including the police, security officers and Serjeant at Arms)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ALL MEMBERS' STAFF

22) The Pass Office processes security applications and issues Parliamentary photo-identity passes. How satisfied are you with the following aspects of its performance?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Ability to deal with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MAINTENANCE

ALL WHO WORK ON OR VISIT THE PARLIAMENTARY ESTATE

23) How satisfied are you with the maintenance services provided by the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Time taken to answer your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time to fix problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24) How satisfied are you with the environmental services and facilities on the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
Provision of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information on Parliament's environmental policies and performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25) What more do you think the House should do to reduce the environmental impact of the Parliamentary Estate and its occupants (e.g. energy, waste, food miles, etc.)?

26) How satisfied are you with the Mail Delivery Service on the Parliamentary Estate?

Completely satisfied	Very satisfied	satisfied	Slightly dissatisfied	Dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CLEANING

27) How satisfied are you with the general standard of cleanliness?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't have an office on the Parliamentary Estate	Don't know
Your office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Across the Estate in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>
Toilets across the Estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>

CATERING AND RETAIL SERVICES

ALL WHO WORK ON OR VISIT THE PARLIAMENTARY ESTATE

28) For each of the services listed, how satisfied are you (taking into account service quality and price)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Not aware of this service
Dining room / waiter service restaurants for entertaining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cafeteria / self service restaurant	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café / coffee shop including the Despatch Box and Moncrieff's Café Bar	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Palace Bars (Strangers' Bar and Pugin Room)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Souvenir shops and kiosks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting and conference room catering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Dining and Banqueting services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vending machines and coffee areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

TRAVEL OFFICE

ALL MEMBERS' STAFF

29) How satisfied are you with the Parliamentary Travel Office for booking travel between Westminster and constituency offices and associated services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use regularly enough to comment	Don't know
Making accurate reservations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Offering best value fares and accommodation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Processing payments and refunds accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy and knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NURSERY

ALL WHO WORK ON OR VISIT THE PARLIAMENTARY ESTATE

30) Do you use the House of Commons Nursery?

- Yes Please go to question 31
- No but potentially Please go to question 32
- No – not likely to use now or in the future Please go to question 33

CURRENT NURSERY USERS

31) How satisfied are you with the House of Commons Nursery?

- Completely satisfied
- Very satisfied
- Satisfied
- Slightly dissatisfied
- Dissatisfied
- Don't know

POTENTIAL NURSERY USERS

32) If you are not currently making use of the nursery but may require childcare provision in the future, what factors would discourage you from using this facility compared with others on offer to you?

- Cost
- Location
- Opening hours
- Quality of provision and services
- Availability of childcare vouchers or salary sacrifice scheme
- Other (please specify)

PERSONNEL AND RELATED SERVICES

ALL MEMBERS' STAFF

33) How satisfied are you with the following services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this service
Personnel advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on Freedom of Information and Data protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pensions advice and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical, and health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westminster Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-IT training courses for Members' staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION

34) Do you think this House Administration does enough to communicate with you?

Yes No

35) What, if anything, do we need to do to improve communication with you?

COMPLAINTS AND FEEDBACK

36) If you wished to offer positive feedback or make a complaint about House services would you be confident about knowing how to do this?

Yes No

37) If you have made a complaint recently, was it resolved to your satisfaction?

Yes No Not made a complaint

YOUR OVERALL FEEDBACK

38) If you would like to comment further on any aspect of the House Services, please do so below. Where your comments refer to issues covered in previous questions, please indicate the question number.

39) Are there any services that are not currently offered that would be of use to you in your work?

DEMOGRAPHICS

So that we may group responses into subsets, we would like to collect some brief personal details. We would like to stress that all responses will be anonymous and all information given below will be held in strictest confidence.

40) Are you...?

Male Female Prefer not to say

41) Do you consider yourself to have a disability of any kind which may affect the way in which you access the House Services?

Yes No Prefer not to say

42) We will be conducting some qualitative discussions on this survey at a later stage. If this is something you would not be willing to be approached about please mark this box.

THANK YOU for taking the time to provide your feedback.

Appendix D – qualitative topic guide

House of Commons Survey of Services 2010/11

Topic Guide

NOTE: discussions will follow a natural course based on this guide and the experience and input from respondents. It may be that not all areas are covered with all respondents or that some additional areas are covered (due for example to earlier comments making a line of questioning irrelevant, or a respondent recounting experience not directly related to the topic guide but considered useful for the overall study objectives). Questioning will be adjusted for Members and Members' staff.

Housekeeping / introduction

House of Commons Service wants to provide an effective and efficient service to meet the needs of Members and their staff. They are seeking full and open feedback from you in order to continually improve and provide a high quality service.

The quantitative survey has provided useful feedback and highlighted areas where we would like to gain a more detailed understanding from you during this session.

FDS International is an independent research consultancy asked by HOC Service to undertake the research – we work within the MRS codes of conduct.

There are no right or wrong answers and **feedback is confidential**. HOC Service will not know that you have taken part in the research (unless you choose to tell them) and none of the discussion will be accredited to you.

Discussion due to take about 40 minutes (1 hour focus group).

Permission to record.

New Members

We're keen to understand the support provided following the election and how HOC Service can learn from their experiences.

- Did they attend any post-election training provided by the House?

IF NOT

- Why not?
 - o Awareness, content, timing, impressions of usefulness...
 - o What could have been done differently to encourage take up/provide more targeted support?
 - o Would it have been better to be encouraged to have a 1-2-1 with an experienced member of staff instead?

NOTE for Survey Team: If any Member or Members' Staff expresses an interest in further training please ask them to contact the Library on extension 3666– a range of courses and 1:1 briefing sessions can be arranged.

IF DID RECEIVE TRAINING

- How could the training be improved?

ALL

- Would they have preferred having a buddy/mentor to provide one-to-one training/answers/support?
 - o What would be the advantages? How would this work?
- Is there any demand for a 12 month refresher – are they better placed now to know what they don't know?
 - o Do they *really* think Members/Members staff would attend?
 - o What should be left to the 12 month refresher?
 - o How should this work?
- How would they feel if the Whips provided training/ more training?
- How about their staff – what training is needed– should this be offered at the start or later on when bedded into the role?
- There is discussion about case work in the open text comments in the questionnaires received, what would they (other Members) like to have seen with respect to this?
 - o Is this the job of HOC Service to provide?
- The rating for understanding Commons procedure and Chamber conduct were low, what is it that they would like to have known – what is it that they didn't understand?
 - o How should they be made aware of this?

Temporary accommodation

One area that Members and staff mentioned on their questionnaires was the arrangements for assigning office space following the election. While office allocation is a matter for the Whips rather than HOC Service, they are keen to understand if there is anything they can do to make this period more productive for Members and their staff.

- What, if any, problems were encountered during this period?
- Can anything be done to make the temporary accommodation better?
- What do they need? Want? Expect?
- What could be done to improve temporary accommodation for their staff?
 - o Better hot desking? What does this mean to them?
- Is there anything else that should be looked at to support Members during this period?

Looking forward to the next general election (scheduled for 2015) would you want the opportunity to move offices, which would delay new Members moving into their own office – or do you expect to occupy the same office for the duration of your parliamentary career?

Technology support

HOC Service is also keen to understand the needs of Members and staff in terms of technology support.

- What is the general level of service they expect/want/need?
 - o Try to unpack the GAP between expectation and experience
- Do they have the equipment they need?
 - o What else do they want in their Westminster offices?
 - o How much of their own equipment did they bring with them?
- What support do they want for their constituency staff?
 - o Some people mentioned increased 'on site' support for constituency offices, would this be appropriate and if so, how should it be resourced?
 - o Again look for the GAP between expectations and experience
- What do they see as their future needs of PICT? Future trends?
 - o New hardware/software/infrastructure support?
 - o To achieve what goal?
 - o What should PICT provide and what do they want to source themselves?
- Printers – are they meeting expectations – have they any suggestions about reducing the costs of consumables e.g. printer cartridges?
 - o Would they be happy with black and white?
- What could PICT and wider HOC Service do to support more efficient working by Members and their staff?

ICT TRAINING

- What training is required?
 - o How does this compare with what is currently offered?
- What could be done to improve training for Members' staff?
- What could be done to improve the induction of Members' staff?

NEW MEMBERS

- New Members were given a new lap top on arrival – did they like that or was the timing wrong?

Cleaning

Feedback from the questionnaires shows that while the standard of cleaning has improved, there are still some problem areas around the Estate. We would like to understand a bit more about the specific issues experienced.

- Can they give some examples of poor standards of cleaning?
 - o Specifics – which toilets/where/how often?

- Is this cleaning or maintenance/repair?

The HOC Commission

- If you wanted to engage with the HOC Service – do you know what routes are available (e.g. Administration Committee etc.)?
- Do you know how to complain if you have a need to?
 - What is the preferred mechanism for complaints?
- Do you understand what the governance of the House is?
 - How can this be made clearer to Members and their staff?

Future service provision

HOC Service want better to understand the future demands for services and accommodation – there is anecdotal evidence that Members are basing more of their staff at Westminster.

- Is this true?
- Or is it that Members are just using more free interns?
- Are Members likely to want more staff based at Westminster in future?
 - Why do you think this is?
- How do you think HOC Service should react to this trend given limited resources?

Thank and close.