


New Members' Guidebook

Your first days at Parliament



Congratulations on your election as a Member of Parliament and welcome to the House of Commons.

The House of Commons Service is here to help you. We will welcome you to Westminster and help get you set up as quickly and easily as possible.



First contact

We will call you in the days following your election:

- We will offer to arrange travel and accommodation for your journey and your first two weeks here – rooms in nearby hotels have been reserved. These costs will be covered by your expenses with the Independent Parliamentary Standards Authority (IPSA). Please note, however, that overnight accommodation or travel costs to Westminster are not available to Members whose constituencies are in the London area.
- If you need assistance accessing the Parliamentary Estate, please let us know when we call so we can provide this support for you.
- If you would prefer to make the arrangements, you will need to cover the costs yourself and keep the receipts so you can claim them back from IPSA. Note that claims for hotel accommodation are limited to £175 per night in London.
- If you drive to Westminster, please make a note of your mileage and keep the payment receipt for the London Congestion Charge – both can also be claimed back from IPSA. We will give you information on the car parking arrangements when we call.

We will also talk you through what will happen when you arrive. Here is what to bring with you on your first day:

Don't forget your:	Required for:
Passport or photo driving licence	Security to make it easy for us to verify your identity and to create your Travel Office account
P45	IPSA to ensure you are set up with the correct tax code
Bank account details	IPSA to arrange payment of your salary and expenses
National Insurance number	IPSA to deduct tax and National Insurance Contributions

If you would prefer to contact us directly, you can do so by calling (020 7219) x5008 between 9am and 6pm from the day after the election.

Please keep the number of guests that will be accompanying you to a minimum, as the Reception Area will be very busy at peak times. There are rooms allocated to guests to wait in whilst the Member is at the Reception area. Anyone you bring with you will need to go through airport style security. Please do not bring staff members with you, as we will not be able to issue them with a pass at the time of your arrival. If you need someone to accompany you as part of a reasonable adjustment, please let us know when we call.

First day in Westminster

New Members' Reception Area

You will receive everything you need to get started in the New Members' Reception Area.

Once you arrive at Westminster, please make your way to the main entrance of Portcullis House. You will need to have your ID with you, although you will not be required to go through security.

At the New Members' Reception Area, you will:

- **Get your official House of Commons security pass.**
Everyone who works at Parliament is required to wear a visible photo-identity pass whilst on the Parliamentary Estate at all times.
- **Meet IPSA and set up your salary and expenses details.**
IPSA (info@theipsa.org.uk) will send an email to your parliamentary email account. The email contains a link to a form where you should enter your personal details. Please complete this form promptly to ensure that your salary and expenses are paid without delay.
- **Collect your tablet and/or laptop and be given your parliamentary email address and telephone number.**
Please note that all devices supplied to you are on loan to you from the Parliamentary Digital Service.
- **Discuss personal and office security concerns.**
- **Be shown locker arrangements and shared-desk facilities** (which you will use until the whips have allocated your permanent office).
- **Go on a tour of essential offices and services.**

At the New Members' Reception Area, you will also meet your buddy, an employee of the House of Commons Service with a broad knowledge of the different services available to you. Your buddy will be available during working hours for as long as you may need their assistance.

Buddies are there to provide information and answer questions you have about our services, from parliamentary procedure to office cleaning. They will also make you aware of the different induction events that are taking place. In the longer term, they can provide information about the support that is available to you in appointing staff and setting up your Westminster and constituency offices.

Temporary desk space

Your party whip is responsible for your permanent office allocation. Arrangements to allocate accommodation can typically take a few weeks, so hot-desking facilities (with printers, PCs and Wi-Fi) and temporary lockers will be available for you to use. You may also work in the Members' Library.

Digital Support staff will be available to assist you in your temporary accommodation. You can also access their help through the Digital Support Online icon on your parliamentary-supplied laptop, or by calling the Digital Service Support Desk on **(020 7219) x2001**.

As a courtesy to other new Members, a clear desk policy is in operation in these areas.

Please do not order large amounts of stationery until you have been allocated a permanent office or have located a constituency office. If you would like official House stationery, small quantities are available from the Accommodation Services Team on **(020 7219) x3080**.

Your first few days

The first Parliamentary event you need to attend will be when the House meets to elect a Speaker. Initial induction and training will be held during your first week at Westminster, dates and times will be agreed with the parties and confirmed ready for your arrival. Your buddy will have all the information you need.

You will also have the opportunity to take the oath or affirmation during that first week before the State Opening of Parliament. Family and friends can sit in the Public Gallery when you swear in – your buddy will be able to provide more information on how to arrange this.



In the following days and weeks

Once you are set up and have attended your induction training, there are a few more key actions you will need to take over the following days and weeks (your buddy will be available to help set these up):

- The Customer Services Hub in Portcullis House is your one stop shop for House services. You can speak to the reception staff for help on any House service, or for specific help to Procedural, Library and Digital staff. The Pass Office also has a desk in the Hub where passes can be issued. The Hub is also open to your staff once they are appointed.
- Make sure you and your staff attend the Super Hub, our exhibition space showcasing House services available to you and your staff. This will be in the Attlee Suite in Portcullis House once the New Members' Reception Area closes.
- Meet with the Parliamentary Commissioner for Standards' office (**x3277/0311**) to register your interests.
- Meet with the Members' HR Advice Service (**x2080**) to review recruitment and organisation of your office, and to discuss any HR issues (including how and when to hire staff).
- Once your Westminster office has been allocated by your party whip, speak to Accommodation Services (**x1319**) to plan the details.
- Think about your maiden speech. The House of Commons Library will send you an introductory email in your first week providing you with advice and background information to help you prepare.
- Read the Behaviour Code for Parliament. This gives clear guidelines on how you should be treated, and how you should treat others.
- Meet with your IPSA account manager to receive training on the online system, discuss setting up your office and claiming expenses.

Some useful information for working in Parliament

- To find more information about travelling to Parliament please visit the Transport for London (TFL) website (tfl.gov.uk). If you have any specific queries, please contact TFL's Members Correspondence team (memberscorrespondence@tfl.gov.uk).
- If you have any questions at all, please ask your buddy. The parliamentary Intranet is also a great source of online resources and is the default homepage on parliamentary machines.
- Library staff are happy to meet you to discuss the support available, give you a tour or provide a brief overview of how to access Library research and online resources. Call them on **x3666**.
- The Procedural Hub is a one-stop shop where Members and their staff can receive confidential expert advice, table and submit parliamentary business, and find out about Members' Professional Development (MPD). The Procedural Hub is located in the Customer Services Hub in Portcullis House. You can also call the Procedural Hub on **x7333**.
- The phone system at the House of Commons is Skype for Business. We no longer use traditional landline telephones.
- You will be provided with a Skype for Business headset, to enable you to make and receive telephone calls. Further information and support on Skype for Business will be available to you via the Parliamentary Digital Service.
- To call an internal number on the Parliamentary Estate, you only need to dial the final four numbers or click on the call button in Skype.
- If you are calling a parliamentary number from outside the Estate, you will need to include the full telephone number, which will always begin with 020 7219.

- Useful phone numbers are:
 - The Digital Support Desk **x2001**
 - The Maintenance Helpdesk **x4747**
 - The Switchboard **x3000**
 - IPSA **020 7811 6400**
- In the event of an emergency on the Parliamentary Estate, call **x3333**. Away from the Estate call **999**.
- To report an incident or threat, please speak to your local police or the Parliamentary Liaison and Investigation Unit (PLAIT) based at Westminster (**x4955** – not 24 hours).
- If you would like to speak to someone regarding personal security advice or guidance on social media security, please call the Parliamentary Security Department on **x2244**.

If you have any compliments, complaints and comments, please contact feedback@parliament.uk, parliament.uk/feedback





**We wish you every success
as a Member of Parliament.
Please don't hesitate to
ask if you need any more
information.**

