



House Administration Strategy

2023-27

Our Values

Trusted

- We trust each other to do a good job
- We are impartial
- We build confidence in Parliament through our integrity

Inclusive

- We value everyone equally
- We respect each other
- We all have a voice

Courageous

- We try new things
- We own our actions and decisions
- We learn from our mistakes

Collaborative

- We share our knowledge and experience
- We work towards a shared vision
- We know we work better in partnership



What this strategy is for

This is the strategy for the administration of the House of Commons 2023-2027. It was agreed by the House of Commons Commission on 16 May 2022.

The aims of the strategy are to:

Establish the direction of travel and unity of purpose for the House Administration

Respond to, and prepare for, challenges and risks

Enable colleagues to make decisions and prioritise

Provide a framework for working with strategic partners

We share many strategic aims with the House of Lords. We will continue to work in partnership with the Lords Administration, the Parliamentary Digital Service and the R&R Client Team to deliver the excellent services that make the UK Parliament happen.

Our Purpose

We support parliamentary democracy by delivering excellent services to the UK Parliament

Why we are all here

We have two key priorities that are the essence of why we are here. They are what makes our work as the House of Commons Administration unique. We all contribute to these priorities:

- ❖ Chamber and committees
- ❖ Member services

Support the work of the Chamber and committees

We facilitate the legislative process, scrutiny, debate and representation in the House of Commons. These key parliamentary functions are, and will continue to be, our top priority.

We will:

provide effective, accessible and impartial services, including advice, information and analysis;

proactively adapt to the needs and expectations of the House, responding to external changes and pressures;

ensure that the facilities that enable the House and committees to sit are fit for purpose and resilient.

Provide excellent services to Members

We work in partnership with Members to ensure they have the advice, services and facilities they need to fulfil their parliamentary duties, supporting them in the execution of their responsibilities however they choose to work.

We will:

anticipate Members' diverse needs, proactively developing our services and ensuring that Members and their staff know what services are available;

provide ongoing professional advice on workplace best practice including Members' responsibilities as employers, and provide guidance and support on Members' responsibilities as data controllers;

provide services to Members' staff that better enable them to support Members, recognising that Members' staff are part of the parliamentary community;

work with IPSA and the Metropolitan Police Service to deliver joined-up services and determine which services we are each best-placed to provide.

Underpinning everything

We have three essential priorities that reflect our enduring obligations to each other, the House of Lords, our stakeholders and the public. These priorities underpin everything we do:

- ❖ Our people
- ❖ Value for money
- ❖ Engaging the public

Support our people to thrive

We attract, retain, reward and develop talented people, promoting professional and respectful working relationships and acting as one unified organisation.

We will:

be an employer of choice, ensuring that we have the skills and capabilities we need to meet the challenges we face as an organisation, enabling our people to thrive and adapt;

be an inclusive and diverse organisation, creating a positive and supportive culture where people feel safe to be themselves at work and staff wellbeing is enhanced;

engage colleagues, listening and acting on feedback and co-creating solutions;

be one team, breaking down silos, delivering together and treating all colleagues fairly.

Achieve value for money

We ensure that our services are delivered in the most efficient and effective way, always recognising that we are spending public money.

We will:

become a more commercially-astute and entrepreneurial organisation, improving our management of contracts and the supply chain, seeking economies of scale, and making better use of technology;

deliver projects and programmes on time and to budget;

fully account for the costs of our activities when making decisions;

challenge ourselves to get better outcomes from the available resources and align spending with our strategic priorities, including through the use of zero-based budgeting reviews.

Engage and inform the public

We make the UK Parliament accessible to the public, other parliaments and assemblies, and our external partners, in the service of parliamentary business and Members.

We will:

support the Speaker to place the UK Parliament at the heart of national life;

be open and transparent, providing timely, accurate and impartial information about the Commons Chamber and committees and the work of the House Administration;

explain to the public, including disengaged audiences, how they can participate in the work of the UK Parliament;

share the UK Parliament's unique history and heritage.

Confronting challenges

The UK Parliament faces many challenges and risks; many of these are unique to an organisation at the heart of the UK's political system working in one of the world's most iconic buildings. To ensure that our infrastructure and services are fit for purpose, and to address our most serious risks, we will prioritise four areas:

- ❖ Our working environment
- ❖ Safety and security
- ❖ Digital services
- ❖ Data and information

Sustain and improve our working environment

We ensure that the parliamentary estate is fit for purpose and can continue to evolve, to support parliamentary business.

We will:

create and maintain an accessible and well-run business environment for all those who work on the parliamentary estate;

preserve the Palace of Westminster and our other historic buildings and collections for future generations;

establish a more integrated and cohesive approach between R&R works and other works on the estate, prioritising works to improve mechanical, electrical and other essential systems;

take a holistic and sustainable approach to investment in our estate and estate services.

Keep the parliamentary community safe

We ensure the safety and security of all those who work for and visit the UK Parliament.

We will:

deliver fit-for-purpose capabilities;

implement a proportionate response to risk which takes account of the UK Parliament's vulnerabilities and risk appetite;

embed strong safety and security cultures;

reduce the risk to Members' security away from the parliamentary estate.

Provide reliable digital services

We provide digital services that allow the UK Parliament to function and enable Members and staff to work at their best.

We will:

ensure that our digital services are flexible, secure and resilient in the face of evolving threats;

keep pace with advances in digital technology to support parliamentary functions and modern work practices, engaging and empowering Members and staff to make the best use of digital;

make digital more sustainable and scalable by removing existing obstacles and updating our operating models;

enable the UK Parliament to make best use of its data and information securely.

Treat our data and information as a vital asset

We manage, share, protect and maximise the potential benefit from our data and information to transform how we work.

We will:

build a complete picture of the information we hold, ensuring the quality of the underlying data;

secure and protect sensitive data and information, including that shared externally with our supply chain and delivery partners, to prevent its loss or compromise, prioritising work to focus on areas of known concern and high risk;

develop the capabilities and skills we need to access, analyse, share and exploit data and information effectively, maximising the opportunities provided by new technology;

develop a culture of data and information stewardship, building trust and confidence amongst users, stakeholders and the public in our handling of data and information.