



What we do

Support and **strengthen** the work of the House of Lords

Provide excellent services to facilitate the work of the House and its Members

Promote public understanding of and engagement with the House

Make Parliament safer, more secure, and sustainable

Our values

Inclusivity

Professionalism

Respect

Impartiality

Our priorities

Deliver excellent services

Respond effectively to changes in the work of the House, and promote understanding of that work

Use public money wisely

Embrace diversity and improve our culture

Achieve a positive and respectful workplace culture and effectively address bullying and harassment.

Become more inclusive and diverse

Adapt and innovate

Actively engage in the planning and delivery of R&R and decant

Embed high quality digital tools and working practices

Work together

Develop open professional dialogue with members

Become a more unified and collaborative Lords' Administration

Work in partnership with the House of Commons and bicameral services to accomplish our shared objectives