

Corporate Communications Framework for use when communicating with members

Purpose	Information type (examples)	Channel(s)	Frequency	Owner	Approval needed
1. To communicate to Lords members only urgent House business or administration arrangements	Business critical information: recall of House, introduction of new Code of Conduct, arrangements for State Opening	Printed Lords Notice delivered by TSO Intranet news on the Online Members Page with link to the notice	As required	Clerk Assistant	Centrally in the Clerk of the Parliaments' Office
2. To communicate to members and staff urgent and/or "need to know" information about Parliamentary ICT or the Parliamentary Estate	Security, operational or "crisis" information	Global email to all Parliamentary Network Users Annunciator Emergency Website	As required; likely to be infrequent	CoP, BR, PICT or OCE in HoC	Centrally in the Clerk of the Parliaments' office
3. To provide members with timely information about the House, parliamentary estate or administration	General information: Work of the Domestic Committees, procedural reminders, administration arrangements and news, promotions of services and facilities,	Intranet Newsletter (Red Benches) distributed in print and posted on the intranet. Noticeboard within the	Frequent Bi-monthly (with the intention for it to be more frequent) As required	Clerk Assistant – all offices responsible for providing contributions	Centrally in the Clerk of the Parliaments' office Departmentally

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	invitations to events, providing feedback and opportunities for involvement	vicinity of the service for information relevant to that service Open days, social or “launch” events	As required		Departmentally with prior notification going to CoP, DoF & BR for calendar management
4. To provide members with reference sources in a portable form	Procedural, specialist, services and facilities guidance	Companion, Handbook, Library guides and office leaflets in print and on the intranet (in the future accessible by mobile devices)	Annually (with regular intranet updates)	Departmental	Centrally in the Clerk of the Parliaments’ office
5. To offer opportunities for members to develop a deeper understanding of procedure and practice	Procedural information	Programme of briefings	Regularly	Clerk Assistant	Centrally in the Clerk of the Parliaments’ office