



# Survey of Services Summary by FDS International

Prepared for  
House of Commons  
7592/na/ds/sjc

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### 1. General

- Study went well again – basic method was the same as 2007; Members' staff were only invited to take part by email this year and the questionnaire was simplified. Questions relating to a Balanced Scorecard were added this year – 2009 becomes the baseline for future tracking.
- Response rates were lower than in 2007 - 160 Members and 757 staff took part (representing 25% of Members, and 28% of Members' staff).
- Importantly the sample was broadly representative of the make-up of the House (in terms of party, role, age and length of service) and in line with make up of 2007 sample.
- There is also a high degree of consistency with the 2007 responses.
- Note – during the fieldwork period, press coverage of Members' expenses began, and it is believed that this has had an impact on the response rates achieved and influenced some specific responses provided to the survey.
- It should also be noted that PICT had to deal with the Conficker Computer Virus during March/April which had a significant impact on the remote access service.

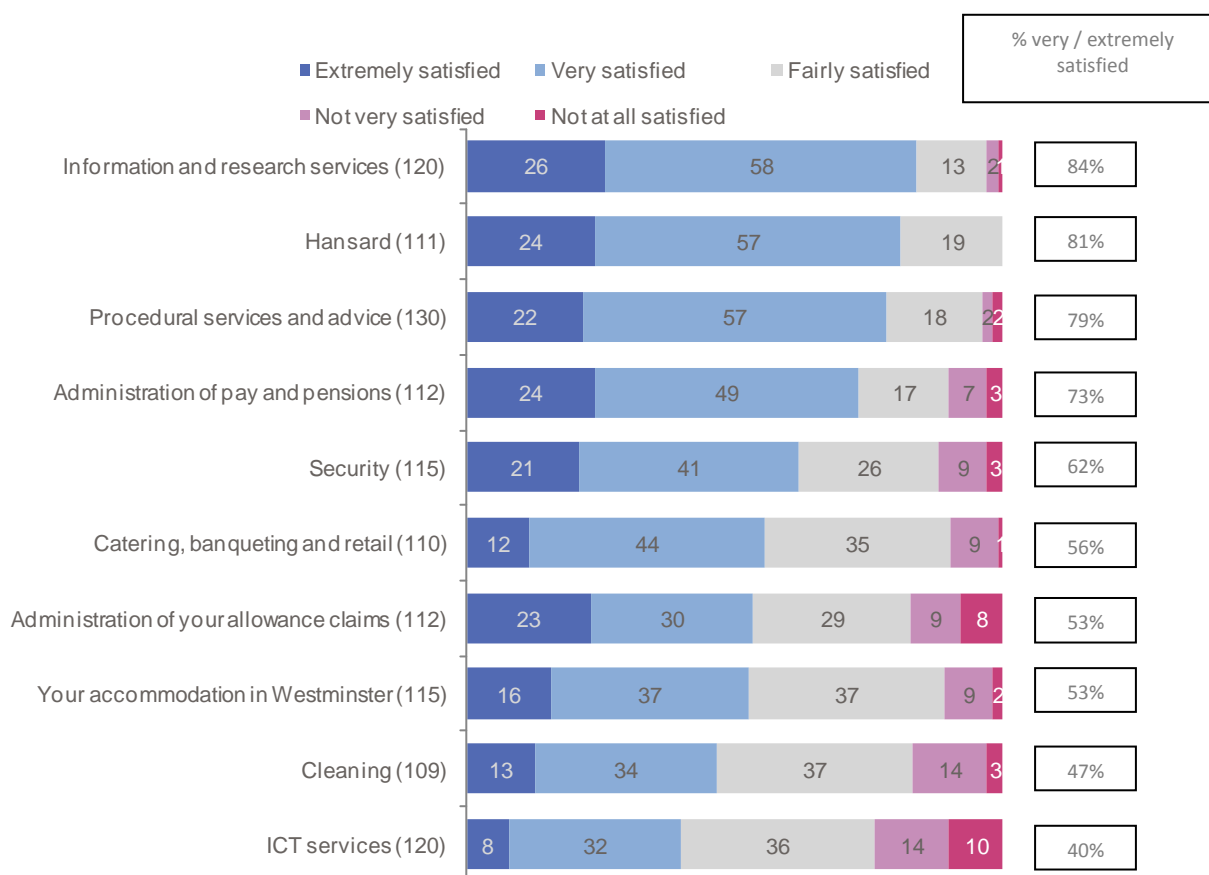
### 2. Overall

- As in 2007, Members and their staff are generally satisfied with the services offered by the House. 60% of Members and 55% of their staff are satisfied (defined as extremely or very satisfied) with the services provided and only 4% of Members and 2% of their staff are dissatisfied overall. In general, there is very little difference between the staff based in Westminster and those in the constituencies.
- 32% of Members and 20% of their staff think that the House services have become more effective in the last 12 months – only a small minority think they have become less effective (10% of Members and 5% of their staff) – the majority think there has been no change.
- Most Members and their staff feel that the House of Commons Service is devoting appropriate resource levels to each of the four corporate core tasks.
  - Over one third think the House should pay **more** attention to providing the advice and services that enable individual Members and their staff to perform their Parliamentary duties effectively. Only 1% of staff and no Members think the House should devote less resource to this.
  - Over one third (38%) of Members and a third of staff think the House should devote **more** attention to promote public knowledge and understanding of the work and role of Parliament through the provision of information and access. Only 13% of Members and 7% of staff think less resource should be devoted to this.

### 3. Main findings

#### Chart: Member's satisfaction with service areas

(Number of responses to each question indicated in brackets)



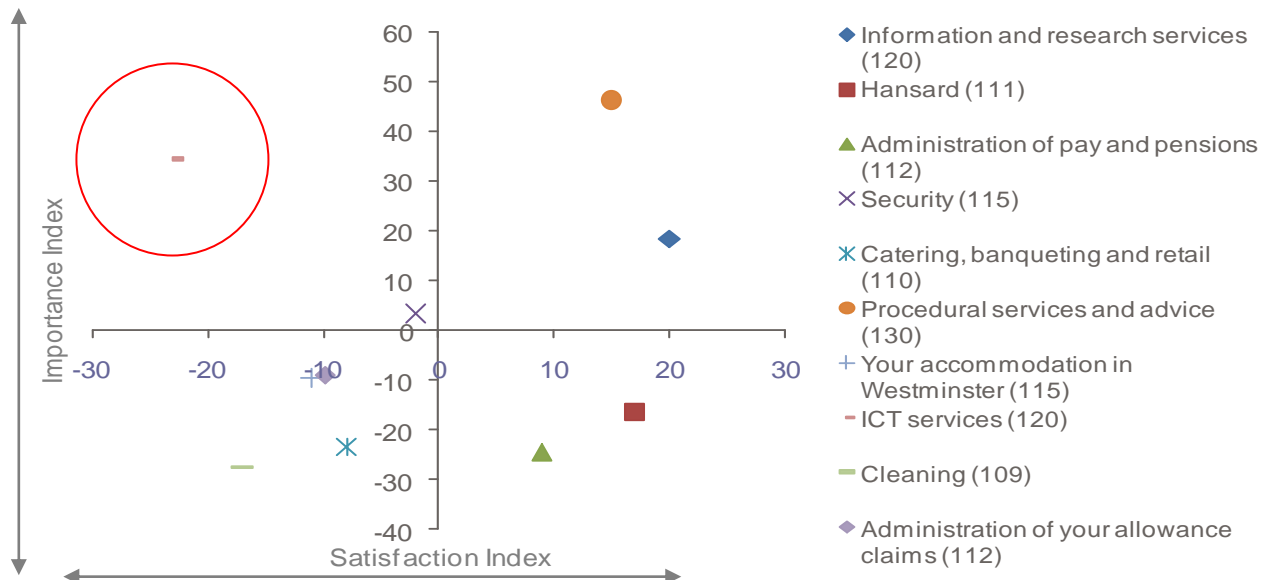
- Satisfaction with **Information services** is once again very high.
- As in 2007, the **Official Report** performs very well with no dissatisfied Members or staff.
- The **Chamber Services** perform very well once again – with doorkeepers being particularly well regarded.
- **Procedural and Committee Services** perform very well too – Members' staff are more likely than Members to say they are dissatisfied with the service in this area but the majority are very or extremely satisfied with all elements. As in 2007 the courtesy of the Table Office staff is an issue for some (12% of staff are dissatisfied with this).
- **Department of Resources** – general administration including payroll, pension advice and travel office receive high levels of satisfaction from both Members and their staff.
- **Serjeant at Arms** – generally people feel secure on the Estate – no one feels “not at all secure” and only 8% of Members and 5% of staff feel “not very secure”. Results from 2007 were very similar. Once again, a proportion of Members and their staff are dissatisfied with

the consistency of security staff (13% and 14% respectively). There has been an increase in satisfaction with **Visitors' Assistants**.

- **Catering and food outlets** perform as in 2007 – vending machines and queues particularly for Members' staff are once again areas for criticism for some.
- There has been an increase in dissatisfaction with the **administration of parliamentary allowances** since 2007 – potentially impacted by recent events.
- Over half are very or extremely satisfied with their **accommodation on the estate**.
- **Minimising the impact on the environment** is a key area of dissatisfaction – this is a new area for this year's survey – over a third are dissatisfied with energy efficiency and the provision of information regarding the environment.
- In terms of **cleanliness**, the main issues raised by respondents once again relate to the toilets - there has however been an improvement in both Members and staff satisfaction with cleaning since 2007.
- Responses regarding **PICT** have remained steady since 2007. Overall, the PICT staff are considered a strength, attracting high levels of customer satisfaction even when issues remain unresolved.
- ICT services are perceived as the **second most important service** provided to Members in allowing them to work effectively, behind only Procedural and Committee services.

**Chart: Satisfaction vs Importance for Members**

(Number of responses to each question indicated in brackets)



- Particular areas of dissatisfaction include **Remote access** – note: the issue regarding the Conficker Virus which may have affected this result.

- **Hardware** is an area of concern – 28% of Members are dissatisfied with the PCs, lap tops and printers provided by PICT, but only 14% of staff are dissatisfied. Dissatisfaction appears to revolve around the quality of the equipment, how up to date it is and how quickly problems with the equipment are resolved.

#### 4. Other issues

- **IT and non-IT training** appears to be an issue for those staff based in the constituencies – mainly as a result of the difficulty of travelling to London to take part in training.
- **The Members' Centre** has performed well with 63% of Members and 53% of staff saying they are very or extremely satisfied and only 6% of Members and 3% of staff saying they are dissatisfied. Enquires, information and bookings received the highest levels of satisfaction with no dissatisfied Members and only 2% of staff.
- **Communication** - the majority (80%) of Members think the House does enough to communicate with staff, though one in five is a significant minority who think the House needs to improve in this area. There appear to be a number of areas which may help with communications to staff including providing access to more detailed communications via the web and recognising constituency staff needs within communications activity.