

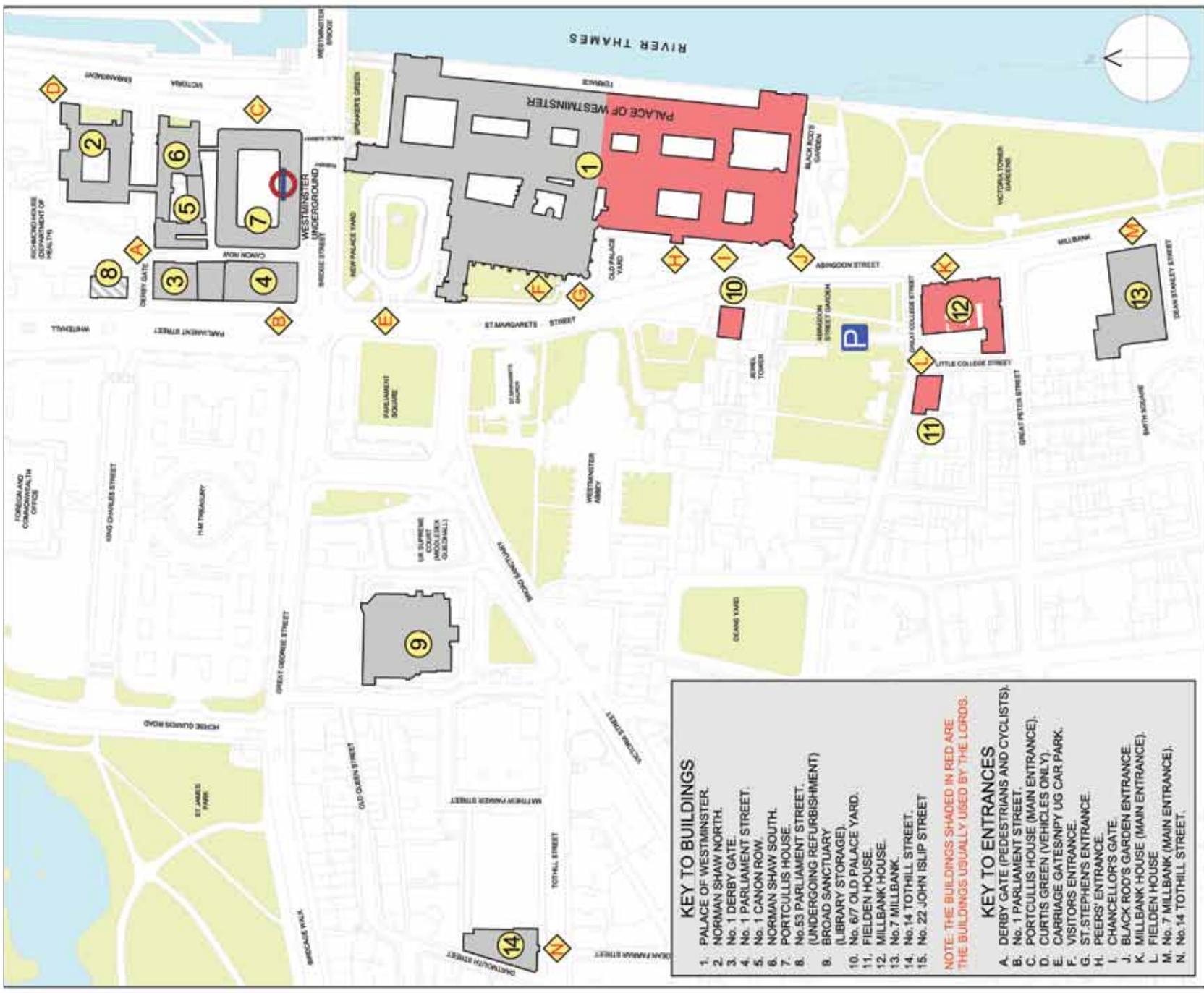


HOUSE OF LORDS

Handbook on facilities and services for Members and their staff

March 2013





INSET - No. 22 JOHN ISLIP STREET

Map 1

The Parliamentary
Estate

The Parliamentary Estate	2
• Maps	3
• Telephone numbers	3
• Entrances	4
• Car parking	6
• Bicycle/motorcycle parking	6
• Employment of Members' staff	6
• Photo-identity passes	7
• Access for Members' staff	8
• Security	10
• Lost property	12
• General enquiries	12
• Fire and other emergencies	13
• Urgent notices	14
• Safety, Health and Wellbeing	15
• Medical Resources	15
• Medical services available to Members	16
• Facilities available for Members' spouses and civil partners	17
• Retired Members and Members on Leave of Absence	18
• Retired Bishops	19
• Hereditary Peers excluded from the House	19
• Members of the European Parliament	19
• Guests	20
• Visitors' tours	21
• Admission to Lords debates for guests and family	22
• State Opening of Parliament, robes	23
• Admission to Commons debates	24
• Elizabeth Tower tours	24
• Rules on filming within the House of Lords	25
• Smoking policy	26

Accommodation and Facilities 28

• Rules governing the use of facilities	29
• Members' offices	29
• Desks within the Palace	30
• Telephones and messaging services	30
• Fax machines and photocopiers	33
• Stationery and consumables	33
• Committee and meeting rooms	34
• Other rooms for Members	36
• Prayer Room	36
• Travel Office	37
• Lockers	38
• Cash machines	38
• Photo booth	38
• Chapel of St Mary Undercroft	39
• Westminster Gym	39
• Hairdressing	39

Catering Facilities 40

• Catering and Retail Services	41
• Rules on the use of catering outlets	42
• Members-only facilities	42
• Guest facilities	42
• Rules for Members' staff	42
• Contact details and locations	43
• Private parties and functions	44
• Payment	46
• Dress	47
• Mobile telephones	47
• River Room	47
• House of Lords catering facilities	48
• House of Lords function suites	50
• House of Commons catering facilities	51

ICT Services 54

• ICT Services	55
• ICT equipment and software	56
• Mobile Computing	57
• Parliamentary accounts and email	58
• Wireless access to the Parliamentary Network	58
• Remote access	59
• ICT Coaching	60

Library and other information services 62

• Library	63
• Parliamentary papers: the Printed Paper Office	66
• Information resources available online	69
• Information Office	71
• Parliament's Education Service	73
• Parliamentary Outreach	74
• Parliamentary Archives	74
• Freedom of Information and Data Protection	76
• Annunciators	76
• Parliamentary Office of Science and Technology (POST)	78
• Members and Peers Staff Association (MAPSA)	79

Post 80

• Useful contact details	81
• Addresses and mail	81
• Sending mail	83
• Post Offices	85
• Commercial activities	86

Financial support 88

• Financial support for Members	89
• Insurance	91

Business of the House 92

• Where to find procedural information	93
• Sitting times	93
• Documents	94
• Tabling questions and motions	95
• Signing up to speak in a debate	97
• Legislation: bills and amendments	98
• Interests (financial, personal)	99
• Select committees	101
• Hansard, the Official Report	104
• Broadcasting of proceedings	106

Domestic Committees and Administration 108

• Administrative structure of the House	109
• House Committee	110
• The Domestic Committees	111
• Other administrative committees	112
• Audit Committee	114
• Management Board	114
• Administrative Offices	115
• Feedback from Members	122
• Whips' Offices	124

Appendix 1: Rules governing the use of facilities in the House of Lords 126

Appendix 2: Quick reference guide for Members' staff 132

Index 134

Introduction

Introduction

This is the eighth edition of the Handbook on facilities and services. This edition is aimed not just at Members, but also their staff, and provides a brief guide to all the facilities and services which may be useful when at the House of Lords or working on parliamentary business. While we hope that each section is self-explanatory about the rights and responsibilities of Members and their staff, Appendix 2 provides a quick reference list of sections of the Handbook which Members' staff might find helpful.

The emphasis in this book is on practical information. Guidance on procedure of the House can be found in the *Companion to the Standing Orders*, and information on who does what in the House of Lords can be found in the *Grey Book*.

Treatment of staff

The role of the House of Lords Administration is to provide the facilities and services necessary for Members to conduct their parliamentary work effectively, and parliamentary staff are expected to treat Members of the House, and their staff, with courtesy and respect. In turn, I hope that Members and their staff will always show the same consideration to all staff on the Parliamentary Estate. Employment regulations and the House's own equal opportunities and diversity policy require management to take seriously any complaints from House staff of bullying, harassment – including sexual harassment – or other inappropriate behaviour by anyone at the workplace. Where appropriate, I will refer any case involving a Member of the House to the relevant Chief Whip or the Convenor.

Members of the House are responsible for the behaviour of their own staff within the Parliamentary Estate and in their dealings with other Members, Members' staff, and parliamentary staff, and are expected to ensure that the above guidelines are observed.

Feedback

We are grateful for the feedback we have received since publishing the last edition of the Handbook and continue to welcome feedback for future editions. Any suggestions should be sent by letter to the Clerk of the Parliaments' Office, or by email to

xxxxxxxxx@xxxxxxxxxx.xx

David Beamish
Clerk of the Parliaments

March 2013

The Parliamentary Estate

Maps

- Map 1: The Parliamentary Estate: inside front.
- Map 2: Ground floor of the Palace: page 145.
- Map 3: Principal floor of the Palace: page 147.
- Map 4: First floor of the Palace: page 149.
- Map 5: Principal floor of the Palace (Lords end): inside back.

Telephone numbers

The telephone numbers given in this handbook are extension numbers within the Parliamentary telephone network. To dial them from telephones within that network, just dial the extension number. To dial them from outside the network, preface the extension with the code '020 7219'.

To get an outside line from a telephone within the Parliamentary estate, preface the number with '9'. For more information about the phone system, see page 30.

Entrances

Peers' Entrance is the principal entrance for Members. It may also be used by Members' families, and Members may receive up to six guests there. Members are responsible for meeting their guests at Peers' Entrance.

Members' staff may enter through any entrance except Peers' Entrance (unless accompanied by a Member).

Entrance	Sitting days	Non-sitting days (Monday-Friday)
Black Rod's Garden Entrance Pedestrian Gate	Mon-Fri: 0700 – 2300hrs for passholders Visitor search point closes at 2100hrs	Mon-Fri: 0700 – 2300hrs for passholders Visitor search point closes at 2100hrs
Carriage Gates Pedestrian Gate	24 hrs Access by automatic passreader	24 hrs Access by automatic passreader
Chancellor's Gate	Mon-Thurs: 24 hrs Fri: closes at 2245hrs	Mon-Thurs: 24 hrs Fri: closes at 2245hrs
Cromwell Green Entrance	Mon-Thurs: 0800 – 2245hrs Fri: 0800 – 1800hrs (2000hrs when functions are booked)	Mon-Thurs: 0800 – 2245hrs Fri: 0800 – 1800hrs (2000hrs when functions are booked)
Fielden House	24 hrs – when main door is closed, access by automatic passreader from Little College Street	24 hrs – when main door is closed, access by automatic passreader from Little College Street
Millbank House	24 hrs – when main door is closed, access by automatic passreader from Great Peter Street	24 hrs – when main door is closed, access by automatic passreader from Great Peter Street

Entrance	Sitting days	Non-sitting days (Monday-Friday)
7 Old Palace Yard	24 hrs – access by automatic passreader	24 hrs – access by automatic passreader
Peers' Car Park	Mon-Thurs: 0700 – 2245hrs or 30 minutes after rise of the House of Lords Fri: 0700 – 1800hrs	0800 – 1800hrs
Peers' Entrance	Mon-Thurs: 0830 – 2245hrs or 30 minutes after rise of the House of Lords Fri: 0830 – 1800hrs	Mon-Thurs: 0830 – 2245hrs Fri: 0830 – 1800hrs
St Stephen's Entrance	Mon-Thurs: 0800 – 2245hrs or 1hr after rise of the last House Fri: 0800 – 1800hrs	Mon-Thurs: 0800 – 2245hrs or 1hr after rise of the last House Fri: 0800 – 1800hrs
Subway to Westminster underground station	Mon-Thurs: 0700 – 2300 or 30 minutes after rise of the last House. ¹ Fri: 0700 – 1900	0700 – 1900hrs
Vehicle lane for Black Rod's Garden Entrance and Peers' Car Park	Mon-Thurs: 0700 – 2245hrs or 30 minutes after rise of the House of Lords Fri: 0700 – 2000hrs (exit gate open until 2100hrs)	Mon-Thurs: 0700 – 2245hrs Fri: 0700-2000hrs (exit gate open until 2100hrs)

Outside these hours, the entrances will be closed.

¹ But no later than 0030hrs to coincide with London Underground Station closure time

Car parking

Contact Office: Black Rod's Office *tel:* 3100

Members' car parking is available in Peers' Car Park, immediately in front of the House. Limited parking is also available in Royal Court and State Officers' Court. Members wishing to bring their cars to the Palace should apply to the Pass Office for a parking permit, which should be displayed whenever the car is within the precincts. For security reasons the permit should be removed as the vehicle leaves the premises. Only one car permit will be issued per Member but it may have more than one vehicle registration number.

Some parking spaces may also be available for Members in Abingdon Street Car Park (contact Black Rod's Office).

Bicycle/motorcycle parking

Bicycles and motorcycles may be parked in State Officers' Court and Chancellor's Court (see map 3, B2). Provision is made for recharging electric motorcycles in Chancellor's Court.

Employment of Members' staff

Members may employ staff to assist them in their parliamentary duties, but any such employment is solely a matter for the Member and their employee. The House of Lords Administration does not provide assistance with contracts, pay or insurance for Members' staff. Members must ensure that their employees register their interests in the Register of Interests of Lords Members' Staff (see page 101).

If Members wish their staff to have access to the Parliamentary Estate, they may apply for a security pass (see page 7). Any staff based on the Parliamentary Estate should undertake annual fire safety awareness training (see page 14). If Members wish to provide a desk for their member of staff, they should contact their party accommodation whip, or the Convenor of the Crossbench Peers.

Members are responsible for the behaviour of their staff within the Parliamentary Estate and in their dealings with other Members, Members' staff, and parliamentary staff (see page 1).

Photo-identity passes

Contact Office: Pass Office, Black Rod's Garden Entrance tel: 4760
(map 2, A2)

Members

Members must obtain a photo-identity pass. These passes can be obtained quickly by appointment with the Pass Office at Black Rod's Garden Entrance (4760).

Spouses and civil partners

Spouses and civil partners may obtain passes from the Pass Office if they are accompanied personally by the Member or if they have a letter of authority written by the Member together with proof of identity.

Members' staff: pass application and verification process

The rules on security passes are set out in Appendix I to this Handbook. Members may apply for up to three passes for their secretaries and research assistants (provided that they genuinely and personally provide Parliamentary secretarial or research assistance to the sponsoring Member). In addition Members may apply for passes for their carers and, with Black Rod's approval, for a pass for a driver employed specifically to drive them. Such staff are required to undergo a security vetting process and a screening process to ensure that they have the right to work in the United Kingdom.

A single application form is available from the Pass Office at Black Rod's Garden Entrance (4760) or Black Rod's Office (3100). The information provided will be processed in parallel by the Members' Staff Verification Office and the Pass Office.

Members' staff are also required to register their interests with regard to employment and gifts or benefits for inclusion in the Members' Staff Register (see

page 101). A pass will not be issued until this form has been completed and the information received.

Members will be notified when the issue of the photo-identity pass has been authorised. The photo-identity pass can be obtained by appointment with the Pass Office at Black Rod's Garden Entrance. Staff will be required to provide proof of identity and a valid utility or similar bill for their current residence before the pass is issued.

Security pass rules

Passholders must use their passes at the readers at all entrances to the Parliamentary Estate (except Peers' Entrance); and at certain doors and lifts inside the Palace and Portcullis House.

Passholders must always wear their passes while they are on the Parliamentary Estate. They should remove them when they leave the Estate.

When a pass expires a renewal form may be obtained from the Pass Office at Black Rod's Garden Entrance or from Black Rod's Office. The loss of a pass must be reported immediately to the Yeoman Usher in Black Rod's Office (3099). If a person employed by a Member ceases to work for that Member, the photo-identity pass must be surrendered immediately and handed in to the Pass Office at Black Rod's Garden Entrance or Black Rod's Office.

Black Rod or the Yeoman Usher may remove a pass at any time for security-related or other reasons or at the request of the sponsor. In certain circumstances a pass may also be removed for misconduct which brings the House into disrepute.

Access for Members' Staff

In general, Members' staff may access any part of the Parliamentary Estate, except the Chambers of both Houses and the division lobbies during divisions. However, Members' staff may not access the following parts of the Lords unless accompanied by a Member:

- Peers' Entrance and Peers' Staircase, except when escorting Members' guests (up to a maximum of six);
- the Royal Gallery and Robing Room (except if escorting Members' guests on a tour);
- the seating Below Bar in the Chamber (but they may sit in the South West Gallery with the permission of the Doorkeepers);
- the Terrace;
- certain catering outlets (see page 48); and
- the Libraries unless with prior authorisation (see page 63).

In addition, when the House is sitting, Members' staff may not pass through Prince's Chamber, except when accompanied by a Member.

Members' staff may bring up to two guests into the House.

Royal Gallery

If asked to meet a Member in the Royal Gallery, Members' staff should wait outside Prince's Chamber for the Member to arrive and not at a table in the Royal Gallery. On conclusion of the meeting they should immediately leave the Royal Gallery.

Escorting guests

Members' staff may act as a guide for a Member's party of up to six guests when the House is not sitting. Under no circumstances should guests be left unattended anywhere on the Parliamentary Estate. If Members' staff fail to supervise guests properly it could lead to their pass being withdrawn and their permanent exclusion from the Parliamentary Estate.

Security

Contact Offices: Emergencies *tel:* 3333

Security Control (Police) *tel:* 5311 or 5312

Head of Security (Police) *tel:* 5431

Parliamentary Security Director *tel:* 0591

Black Rod's Office *tel:* 3100

Black Rod is responsible for day-to-day security in the House of Lords and should in the first instance be notified of and consulted about any security matter.

Security is the responsibility of all holders of photo-identity passes. Whilst Parliament must remain accessible to the public, there is an absolute imperative to identify intruders and prevent them from seeking to disrupt Parliamentary business or endangering the health and safety of all those working on or visiting the Parliamentary Estate. Members and all staff must wear their photo-identity pass at all times.

Security alert states

Users of the Parliamentary Estate are reminded of the current security alert state via the Annunciator every Wednesday. Urgent changes to the alert state will be publicised on the Annunciator. The Annunciators will also be used to advise Members and staff of any specific advice concerning access difficulties arising from external protest activity or any other security issue.

All Members and their staff are asked to remain alert, report any suspicious or unusual incidents to Security Control (5311) and assist the security staff at all times.

The Police advise that Members should exercise vigilance regarding their personal security. Police guidance is available in a blue booklet issued by the Metropolitan Police, copies of which can be obtained from the Head of Security.

Private papers and property

Members and their staff should ensure that desks, filing cabinets and cupboards are kept locked when not in use, and that keys are not left in easily accessible places. Private and confidential papers and articles of value left in rooms should be locked away. Concerns about office security should be addressed to Black Rod's Office in the first instance.

Valuable computer and office hardware should, wherever possible, be secured and properly marked. Computer data and disks should be kept in a safe place. The PICT helpdesk (2001) can provide advice about encrypting data and other aspects of information security.

Restricted Access marking or Reserved marking

Both Houses of Parliament have adopted a Parliamentary Protective Marking Scheme which requires House staff to apply a marking to documents containing sensitive information that requires special handling. Members, and Members' staff who handle correspondence for Members, may therefore come into contact with documents marked "Restricted Access" or "Reserved". If you do handle any of these documents, you should ensure that it is not left on view or accessible to others, and you must dispose of the document securely when it is no longer needed. Further details about the Scheme can be found on the intranet ([Employment > Information Security](#))

Any queries about the Scheme should be directed to the Information Compliance Manager (8481).

Information security and reporting information loss

Members should take care when handling Parliamentary information held on paper or on electronic devices, particularly when it is being transported and taken off the Parliamentary Estate. Members should report the loss of Parliamentary information, whether held electronically or on paper, to the Information Compliance Team (0100/8481). An online form on the information security pages of the intranet can also be completed to report the loss. It is particularly important that the loss of sensitive Parliamentary information, such as committee papers carrying a "Reserved" marking, is reported.

Lost property

Contact Office: Attendants' Office (Peers' Lobby Mail Room) *tel:* 3366
(map 5, C3)

Property lost or found should be reported to the Attendants' Office, Peers' Lobby. Anything not claimed may be disposed of after six months.

General enquiries

The Library information desks in the Palace Library and Millbank House Library not only provide guidance on Library services, but also act as general reference and information points. Members who are unsure which office to contact about a particular service can contact the Library information desks and staff will either deal with the request or redirect the enquiry to the appropriate office. For the Library opening times, and access rights for Members' staff, please see page 63.

The telephone switchboard (3000) can also transfer calls to particular offices or members of staff.

A Duty Clerk is always on call during recesses and at weekends.

In recesses, during the week, the Duty Clerk can be contacted between 10am and 5pm by phone (3036) or by email (xxxxxxxxxx@xxxxxxxxxx.xx).

At other times during the recess, and at weekends, urgent queries can be passed to the Duty Clerk via the Switchboard (3000).

Fire and other emergencies

Contact Offices: Emergencies *tel:* 3333
Security Control *tel:* 5311, 5312
Department of Facilities *tel:* 3213

There are 'break-glass' fire alarm points throughout the Palace of Westminster. If you discover a fire you should use one of these points and ring 3333. Do not dial 999.

Warning signals are sounded when a fire alarm has been raised. You should follow the instructions transmitted over the voice alarm system.

In other cases of emergency, instructions will be given and should be followed.

Members or Members' staff working at an hour when they would not normally be expected to be in their offices should inform security staff of their presence (5311).

Further information

The leaflet *Fire Precautions and Fire Safety Measures in the Palace of Westminster and Parliamentary outbuildings* is available from the Department of Facilities. The Head of Property and Office Services in the Department of Facilities (3757) is in charge of fire safety for the House of Lords and can be contacted for further information.

Fire advice and procedures

Different arrangements to warn of fire exist for different buildings on the Parliamentary Estate; either a series of taped messages or alarms are broadcast to raise the alarm. They are regularly demonstrated and everyone should listen out for them to ensure they understand what the different tones indicate. You should take whatever action the message requests and ensure that any visitor you are responsible for does the same. If evacuation is necessary, you should assemble at the designated muster point.

Fire safety awareness training

It is a legal requirement that Members and their staff undertake annual fire safety awareness training. Links to the training and details of muster points on the Parliamentary Estate can be found here:

<http://intranet.parliament.uk/access-buildings/evacuation-emergencies/fire/>

The training is in two parts:

- Part I - General fire safety arrangements
- Part II - Building specific fire safety arrangements

You should review the building specific arrangements for all buildings you frequent on the Parliamentary Estate.

Urgent notices

Urgent notices, for example for the recall of the House during a recess, are sent by email to those Members who request it. Email addresses for this purpose should be notified to xxxxxxxxxxxxxxxx@xxxxxxxxxx.xx.

In an emergency, Members and Members' staff should check the emergency website (www.emergency.parliament.uk) or contact the emergency telephone numbers, detailed on their emergency cards. Emergency cards can be obtained from the Information Office, the Library information desks, the Printed Paper Office or Black Rod's Garden Pass Office.

Safety, Health and Wellbeing

Contacts: Emergencies *tel:* 3333

Clinical Nurse Advisor (Lower Waiting Hall) *tel:* 5103

Safety, Health and Wellbeing Service (SHWS) *tel:* 1484

Accidents and emergencies

Medical emergencies should be reported to Security Control on 3333, who will, if appropriate, summon ambulance and paramedic support. Do **not** dial 999.

A number of members of staff are qualified in first aid and in the use of the automatic defibrillators which are positioned throughout the House and Lords' outbuildings.

Any injury, accident or violent occurrence affecting Members or their staff whilst at work should be reported via the Accident Reporting Form website which can be found via the intranet ([Employment > Safety, Health and Wellbeing > Information for managers and staff > Accident reports](#)). The form should be completed as soon as possible, as prompt reporting will ensure that the appropriate action is taken to avoid recurrence. Near misses or safety suggestions may also be reported using the accident reporting website which will help ensure actions are taken before an accident takes place.

Medical Resources

Clinical Nurse Advisor

The Clinical Nurse Advisor, located in the Lower Waiting Hall off Central Lobby, serves both Members and staff. The Clinical Nurse Advisor provides advice and information regarding illness and injuries at work, lifestyle and welfare issues. Facilities are also available for minor treatments, such as dressings, removal of stitches and blood pressure monitoring. There is normally a Clinical Nurse Advisor on duty on sitting days from 10.00 am until 6.00 pm on Monday, 9.00am until 5.00pm on Tuesday to Thursday, and 9.00am until 4.00 pm on Friday. The Clinical Nurse Advisor can be contacted on 5103.

Acute GP Service for Members

If a Member develops an acute medical problem whilst in Parliament, they should first contact the Clinical Nurse Advisor in the Lower Waiting Hall office (5103). The Clinical Nurse Advisor will make an assessment and, if appropriate, refer the Member to the Acute GP Service, which is based near Vincent Square. The GP Service does not cover chronic disease management or routine health checks; these should be dealt with by the Member's permanent GP. If a Member requires urgent medical advice out of hours they should ring NHS Direct on 0845 4647.

First Aiders

There are a large number of trained first aiders in the Lords. These personnel receive training from St John Ambulance and are fully trained in the use of the external defibrillators.

Medical services available to Members

The following medical services are available to Members.

Medical Screening

Members may request an appointment for medical screening if they so wish. This assessment is in two sections. The first is 'stand alone' and undertaken by an experienced nurse. It consists of lifestyle screening encompassing healthy eating, exercise, alcohol intake and smoking, with cholesterol and blood pressure tests. Further blood tests and a heart tracing (ECG) will be taken if required.

The second section is undertaken by the occupational physician. The physician will discuss any concerns arising from the nurse-based screening and blood test results. An occupational health assessment will include assessment of factors at work that may be causing ill health, and the impact of any medical conditions on work. Psychological or social factors that impact on work can be discussed in confidence, and a physical examination will be carried out if required.

Members with disabilities are encouraged to attend for a medical screening as the occupational physician may be able to advise on adjustments that can be made to facilitate safer working.

Medical screenings take place in 7 Millbank or the Lower Waiting Hall. To make an appointment, call the Safety, Health and Wellbeing Service (SHWS) on 4782.

Vaccinations

Routine immunisations are not provided, apart from those necessary for official business. Members are advised to seek immunisations, including the annual influenza vaccination, from their GP.

Overseas Travel Advice

Members and accompanying spouses travelling overseas on official business may obtain travel advice, vaccinations and medication from the Occupational Health Service at St Thomas' Hospital, which can be called on 020 7188 4152.

Armed Forces Medicals

Members who are to participate in the Armed Forces Parliamentary Scheme (AFPS), and/or visit operational theatre, need to have first had a satisfactory health screen medical. This can be carried out by SHWS, and is followed by a short fitness test in Westminster Gym.

Facilities available for Members' spouses and civil partners

Once issued with a photo-identity pass, Members' spouses and civil partners are entitled to enter at any of the entrances, except Members' Entrance in the House of Commons.

Members' spouses and civil partners may bring in two guests on the strength of their photo-identity pass. They must enter through Cromwell Green Entrance or Black Rod's Garden Entrance, unless prior arrangements have been made to meet the relevant Member at Peers' Entrance.

Members' spouses and civil partners who are in possession of a full pass are entitled to take two people on the visitor route when the route is open. An additional permit is required when the route is open for commercial tours and this may be obtained up to one week in advance from the desk in Westminster Hall.

Members' spouses and civil partners may use the Peereesses' Gallery on a first come first served basis. Female spouses and civil partners may also use the Peereesses' Retiring Room.

Members' spouses and civil partners may entertain guests in certain outlets, as described on page 48. They may also use the River Restaurant and Millbank House Cafeteria.

Retired Members and Members on Leave of Absence

Retired Members and Members on Leave of Absence are entitled to a photo-identity pass and enjoy access to the following facilities:

- they may apply for places for their spouses at the State Opening of Parliament, and the usual number of places at such functions as the Queen's Birthday Parade (Trooping the Colour);
- they may use the Library, the Dining Room, and other facilities outside the Chamber;
- their spouses and civil partners enjoy the same facilities as the spouses and civil partners of other Members of the House;
- they may sit on the steps of the throne during a sitting of the House; and
- Members on Leave of Absence may receive Parliamentary papers, although retired Members may not.

Retired Bishops

Retired Bishops are entitled to a photo-identity pass which will enable them to take advantage of the facilities available to Members outside the Chamber.

They may sit on the steps of the Throne, and may use the Library (although not the research facilities), the Peers' Guest Room, the Peers' Dining Room with up to five guests, and the Barry Room with up to six guests.

Hereditary Peers excluded from the House

Hereditary Peers excluded from the House under the House of Lords Act 1999 are entitled to a photo-identity pass which will enable them:

- to sit on the steps of the Throne;
- to use Peers' Entrance;
- to use the Library when the House is not sitting (but they may not borrow books or commission research); and
- to use the Peers' Guest Dining Room once a month with up to three guests (reservations: 3395 or 4222). The Peers' Guest Room may also be used on those occasions when a Dining Room reservation has been made.

Members of the European Parliament

Members of the European Parliament (MEPs) may apply for a photo-identity pass which will enable them to access:

- Peers' Lobby;
- the Galleries of the Chamber;
- the Committee Corridor; and
- the offices of the European Union Committee in Millbank House.

The pass will not provide access to the House of Commons, except for those areas open to members of the public. MEPs may only enter through Black Rod's Garden Entrance and are not entitled to bring guests into the House of Lords.

Guests

Members' guests should enter through the Cromwell Green Entrance. Those attending private meetings with a Member, and by prior arrangement, will have access to a fast track lane, separate from that used by visitors to the public galleries and functions. Guests will be directed by visitor assistants to Peers' Lobby, where they should be met by their hosts. Family members of peers, and up to six guests for whom a peer is able personally to vouch, may use Peers' Entrance provided that the name of the family member or guest has been notified in advance to the Doorkeepers at Peers' Entrance (5357). Peers should meet the family member or guest inside Peers' Entrance. Guests whose names have not been notified in advance to Peers' Entrance will be directed to the Cromwell Green Entrance or Black Rod's Garden Entrance.

Members are responsible for meeting their guests and for escorting them throughout their visit to the House, either personally or by a member of their own staff in possession of a permanent photo-identity pass.

Members' staff may bring up to two of their own guests into the House. They should enter through the Cromwell Green Entrance and should be escorted at all times.

A statement of responsibilities for bringing visitors into Parliament can be found on the intranet ([Access and Buildings > Bringing Visitors to Parliament](#))

Special arrangements may be made for guests with disabilities, such as parking in Royal Court. For further information, contact Black Rod's Office or see the leaflet *Information for Members of both Houses and pass holders escorting visitors with disabilities*, available from that Office.

Visitors' tours

Contact Office: Central Tours Office *tel:* 3003

Members may take up to six visitors along the Visitor Route through the Palace without obtaining a permit, when the route is open. For larger groups (up to a maximum of 20), Members should obtain a permit from the Central Tours Office (CTO). This will allow them or a member of their staff in possession of a permanent photo-identity pass to take the group on this tour.

Alternatively, an approved guide may be arranged through the CTO. There is no charge for a guide during normal hours of Visitor Route operation.

These tours are available at the following times:

- Term time: Monday - Wednesday 9.00 am to 12.00 noon;
Friday (when Houses are sitting) 3.30 pm to 5.00 pm, (when neither House is sitting) 9.30 am to 5.00 pm.
- Recesses (not Summer or Christmas): Monday - Friday 9.30 am to 5.00 pm.

Tours will still run at the times shown above if one House is sitting but will exclude the areas associated with that House.

During the Summer Recess, and on Saturdays, the Palace is open to the paying public. Some mornings are reserved for Members' tours; details can be found on the intranet ([Access & Buildings > Exhibitions & Tours > Saturday + Summer Opening](#))

The rules relating to the selling or auctioning of tours are set out in appendix I to this Handbook.

Further information

The leaflet *Bringing Visitors into Parliament* is available from Visitor Services (3003) and the intranet.

Queries or exceptions to the rules regarding access to the Visitor Route should be directed to Black Rod.

Admission to Lords debates for guests and family

Contact Office: Black Rod's Office *tel:* 3100

The following section provides information about admission to the Chamber for non-Members while the House is sitting. Further information is available from Black Rod's Office.

Information about seating in the Chamber for Members can be found in the *Companion* and the brief guide *Procedure and Practice*.

Guests

Black Rod controls the admission of all visitors to the galleries of the House. Members may apply for tickets for guests by contacting the Doorkeepers in the following ways:

Email	Telephone	At Peers' Entrance	In Peers' Lobby
Any time	Any time	Monday to Friday, from 9.30am	Monday to Wednesday from 12 noon
holchamber bookings@ parliament.uk	020 7219 5949 (voicemail available when the Doorkeepers are not on duty)	In person	Thursday from 10.30am Friday from 9.30am
			In person

Booking forms are also available from the Doorkeepers and on the intranet ([Access & Buildings > Access & Security > Lords Chamber bookings](#))

Members' staff may also request tickets on behalf of a Member.

Requests for tickets for guests to attend at the start of business should be made as far in advance as possible.

If guests intend to arrive after the beginning of business, an approximate time of arrival should be given when the tickets are booked. These guests will be placed on the Late List and seated as places become available. Members should note that guests on the Late List may not be guaranteed a particular seat.

Guests who wish to sit Below Bar in the Chamber should be dressed appropriately (e.g. jacket and tie for men). Guests wearing jeans or t-shirts may not sit below bar, but are welcome to sit in the public gallery.

Guests who are not accompanied by a Member should be instructed to enter the Palace by Cromwell Green Entrance and to make their way to Peers' Lobby to collect their tickets.

Spouses, civil partners and children of Members

Spouses and civil partners of Members are entitled to use the Peeresses' Galleries on either side of the Chamber, or to be seated below the Bar. No prior application need be made, but spouses and civil partners are requested to sign the book in the Prince's Chamber.

A Member's eldest child (or the eldest son where the right has previously been exercised) may watch the proceedings of the House from the Steps of the Throne. A Member's other children may stand at the Bar of the House.

General public

Members of the general public who wish to attend the Chamber of the House should enter through the Cromwell Green Entrance and queue in Westminster Hall until directed by Visitor Assistants to move into the Peers' Corridor. Members of the public are admitted immediately after the end of prayers.

State Opening of Parliament, robes

Contact Office: Black Rod's Office *tel:* 3100

Black Rod's Office issues a notice to Members in advance of each State Opening of Parliament, setting out the detailed arrangements for the attendance of guests, access, etc.

For both State Opening (when there is a ballot) and introductions of Members, robes may be borrowed from a small stock held by Black Rod in his capacity as Secretary to the Lord Great Chamberlain. Ede and Ravenscroft also hold a stock of robes for hire (020 7405 3906).

Admission to Commons debates

Peers' Gallery

There are 15 seats reserved for Members of the House of Lords in the Peers' Gallery section in the House of Commons Gallery. To use these seats, Members should approach a House of Commons Doorkeeper in Members' Lobby.

Admission Order Office of the House of Commons

Members who wish to obtain tickets for guests to listen to a debate in the House of Commons should apply to the Admission Order Office Manager (3700). As much notice as possible should be given to the Admission Order Office, owing to the great demand for seats and the limited number available.

Elizabeth Tower tours

Contact Office: Elizabeth Tower Bookings *tel:* 6554 (10.00 am – 4.00 pm, Monday to Friday)

email bigbentours@parliament.uk

Contact Elizabeth Tower Bookings to arrange a tour for up to 16 guests.

Tours start at 9.15 am, 11.15 am and 2.15 pm, Monday to Friday, and take about 75 minutes.

It is the policy of the Serjeant at Arms to obtain information about each visitor wishing to tour the Elizabeth Tower. A form detailing the information required will be sent to the person booking the tour.

All guests are the responsibility of the sponsoring Member both prior to and after visiting the Elizabeth Tower.

Further details can be found on the intranet at [Access & Buildings > Exhibitions & Tours > Elizabeth Tower Tours](#)

Rules on filming within the House of Lords

The rules on filming within the House of Lords also apply to photography, sound recording, painting and sketching.

Filming may only take place in the House of Lords with prior permission, which Members must obtain from Black Rod's Office (3099) at least 48 hours in advance. This restriction does not apply to filming in Members' own offices, which only requires the permission of the room's occupants. Action will be taken against any person who films in the House of Lords without the necessary permissions. Filming anywhere in the House of Lords may only take place in the presence of a Member or a designated House of Lords official.

The presumption is that appropriate requests for filming will be granted, although live broadcasts will require special justification and proposals to film meetings in committee rooms which involve external audiences will be subject to particularly close scrutiny. Requests by Members to hold appropriate press conferences may be granted, but they may only take place in Fielden House 1st Floor Meeting Room or in Committee Room G. Filming for advertising or commercial purposes, or for cinema or television dramas, is not permitted. In addition, filming is not generally permitted in the following areas, and would only be considered if a full and detailed proposal was provided.

- The Chamber
- The division lobbies
- The Visitor Route when open to the public
- The Library
- Catering outlets
- The Royal Gallery and Robing Room

Black Rod remains the ultimate arbiter of any filming request.

Any proposal to make a documentary about the House of Lords as an institution should be addressed directly to the Lord Speaker, for consideration by the Filming Steering Group.

Smoking policy

Smoking is prohibited in all parts of the Parliamentary Estate occupied by the House of Lords except in designated areas in Black Rod's Garden and an area at the end of the Lords Terrace abutting the Commons Terrace.

Accommodation and Facilities

Rules governing the use of facilities

The House has agreed a number of rules governing the use of facilities provided by the House of Lords. These rules are reproduced in appendix I of this Handbook and are referenced in the relevant sections of the main text. A breach of these rules constitutes a breach of the Code of Conduct, and may lead to a complaint to the House of Lords Commissioner for Standards which, if upheld, can lead to sanction by the House.

Members' offices

Obtaining office accommodation

Members' offices are located in the Palace, 7 Old Palace Yard, Millbank House and Fielden House. Individual offices, and desk spaces in shared offices, are allocated by the parties or the Convenor of the Crossbench Peers. Members wishing to obtain an office or a desk in a shared office should therefore apply to their party Whip or to the Convenor. The rules on the use of office accommodation are set out in appendix I of this Handbook.

Furniture, lighting, heating and repairs

Requests for the changing of light bulbs, alterations to heating, office repairs or redecoration, furniture and other office items should be made to the Department of Facilities (3213).

Works of art

Members may ask for works of art to be hung in their offices, or for works already hung to be changed, though few works are held in storage: the great majority are on display across the estate. For assistance Members should contact the Curator of Works of Art or his office (0182).

General information about the House's art collection is available from the Curator, or from the Clerk to the Works of Art Committee (6702, see page 112).

Desks within the Palace

Office space within the Palace is limited, but there are tables and desks for general use by Members in the Royal Gallery, the Library, the Salisbury Room and the Peers' Writing Room. All of these areas have Wi-Fi.

Telephones and messaging services

Contact Offices: Switchboard (24/7) *tel:* 100
Message Bureau (switchboard) *tel:* 5353
Messaging administrator *tel:* 5678
PICT Service Desk (enquiries about all telecommunications services)
tel: 2001
Telephone Faults Line (24/7) *tel:* 4444

Corridor telephones

In addition to their desk telephones, Members may make calls from telephones in the Library Corridor, outside the Table Office, at the northern end of the Division Lobbies and at Peers' Entrance.

Telephone boxes

There are telephone boxes in the following locations:

- next to the Table Office (map 5, B2);
- at the east end of the Bishops' Corridor (map 5, B4);
- outside the Cholmondeley Room (map 2, B3); and
- in the cross corridor off the Committee Corridor (map 4, C3).

Pay phone boxes

A card- or coin-operated box is situated by the steps leading from St Stephen's Hall to the Principal Floor, West Front (map 5, D2).

Telephone directories

A searchable telephone directory is available on the intranet along with a document version of the full directory. There are also bound copies of telephone directories at all public telephone points, as well as in the fax and photocopying room just off Peers' Lobby and in the Library.

Domestic and international calls

Domestic calls from Lords telephones are free. Members with desks may nominate one Lords number to have free international call access by ringing the PICT Service Desk (2001) or they may dial 100 from any internal telephone and ask the operator to connect the call free of charge. Direct numbers for certain international institutions are listed at the end of the telephone directory.

Telephone message bureau

Calls for Members who cannot be directly contacted are received by the Message Bureau (5353), who will take a message. On sitting days, messages for Members will be taken round by Doorkeepers or Attendants and placed in the Prince's Chamber if undelivered. Copies of all messages are retained in the Message Bureau. At the end of the day, messages not claimed will be posted to those Members who have given forwarding instructions. Members can also choose to have their messages delivered immediately by fax, short message service (available on mobile phones) or e-mail. Please contact the Messaging Administrator (5678) for more details.

Voicemail

Voicemail is available on all Parliamentary telephone lines. For further information please telephone the PICT Service Desk (2001).

Use of mobile telephones and electronic devices

Chamber and Grand Committee

Hand-held electronic devices (not laptops) may be used in the Chamber and Grand Committee for any purpose, provided that they are silent and are used with discretion. Members making speeches may refer to electronic devices in place of

paper speaking notes, subject to the existing rule against reading speeches (see the *Companion to the Standing Orders*).

Members may use hand-held electronic devices to send or receive messages for use in proceedings. They may also be used to access documents and information for use in debate.

Officials (including civil servants, opposition advisers and House officials) may use hand-held electronic devices for any purpose while sitting in the Chamber or Grand Committee, provided that such devices are silent and are used with discretion. It is permissible for officials to use these devices to send or receive messages for use in proceedings and to access information for use in debate, and to use such devices to communicate directly with Members in the Chamber or Grand Committee.

Select Committees

Electronic devices may be used silently in select committee meetings, subject to the discretion of the Chairman of the committee on a meeting-by-meeting basis.

Other areas of the House

In the following areas of the House, mobile telephones and electronic devices must be silent and may not be used to hold conversations:

- Prince's Chamber
- Peers' Lobby
- Division lobbies during divisions
- Library
- Salisbury Room
- Bars and restaurants.

Fax machines and photocopiers

There are several fax machines and photocopiers for the use of Members, located in facilities rooms throughout the Parliamentary Estate. Members may also request a “combined” printer, which also acts as a photocopier, scanner and fax. Contact PICT (2001).

Members may also arrange for faxes to be sent to the Attendants’ Office off Peers’ Lobby (*fax*: 020 7219 5979). They will then be dealt with according to Members’ mail instructions.

The photocopying machines are self-service. When time and manpower permit, the Attendants’ Office will assist Members with photocopying but there is no facility for bulk photocopying.

In case of difficulty in operating fax machines and photocopiers, including the replenishment of paper, Members should contact the Attendants in Peers’ Lobby (3366), 7 Old Palace Yard (5252), Fielden House (3304) or Millbank House (5656).

Stationery and consumables

House of Lords stationery is available in racks in the Royal Gallery, Prince’s Chamber, Library and Members’ offices. Limited supplies of stationery for use by Members at home can be obtained from the Attendants’ Offices in Peers’ Lobby (3366) or Millbank House (5656). The rules on the use of House of Lords headed paper and envelopes are set out in appendix I of this Handbook.

The following are also available from the Attendants’ Offices:

- House of Lords stationery overprinted with Members’ personal details;
- postage paid envelopes and postcards for use on Parliamentary business (see page 83);
- a range of routine stationery (biros, notepads, etc.);
- replacement toner cartridges for use in printers issued by the House (Members will be asked to sign for these); and
- batteries for annunciator remote control units.

Committee and meeting rooms

*Contact Details: tel: 6049 for all committee and meeting room bookings
email holroombookxxxx@xxxxxxxxxxx.xx*

There are several rooms across the Estate for use by Members. The rules on the use of these rooms are set out in appendix I of this Handbook. Members are reminded that they are responsible for, and must be present at, meetings booked in their names.

Members' staff may book committee rooms or meeting rooms on behalf of a Member on the assurance that the Member will be present for the whole of the meeting.

Details of all room bookings are displayed on the electronic signs on the Committee Corridor and at the Millbank House reception desk. This information is also accessible on the intranet at <http://saaweb/signage/HoL>

Use of committee rooms and meeting rooms

There are nine Lords' committee rooms in the Palace:

- seven on the main Committee Corridor (map 4, B3);
- the Moses Room (off Peers' Lobby) (map 3, C2); and
- Committee Room G (off Royal Court) (map 2, A3).

There are also several meeting rooms available to Members in the Palace, Millbank House and Fielden House.

Hours of availability: Rooms may be booked for meetings held between 10.00 am and 6.00 pm and sometimes for meetings that are held, or that continue, after 6.00 pm, subject to the needs of the following day. Committee Corridor staff will not normally be available after 5.00 pm to set up rooms, though staff on duty in the Attendants' Office off Peers' Lobby will endeavour to assist with meetings on the Committee Corridor whenever possible. Rooms in the Palace of Westminster are not available for general use when the House is in recess.

Bookings: Meetings of select committees and joint committees have priority over all other bookings, except for regular party meetings. Use of the Moses Room is at the discretion of the Chairman of Committees. Otherwise, bookings are treated on a strictly first come, first served basis.

Refreshments: Food and drink must not be consumed in the committee rooms on the Committee Corridor or in the Moses Room. Refreshments may be served in Committee Room G and the Millbank House meeting rooms, but such refreshments must be provided by Catering and Retail Services. Refreshments for Committee Room G can be ordered by phoning x3356. Refreshments for Millbank House meetings rooms can be ordered by phoning x7265. Hospitality booking forms for Millbank House meeting rooms can also be found on the intranet ([Catering and Outlets > Restaurants and Bars > Millbank House Cafeteria](#))

Guests: Guests coming to committee rooms on the main Committee Corridor and the Moses Room should enter the building via the Cromwell Green Entrance. Guests coming to Committee Room G should use Black Rod's Garden Entrance. Guests coming to meeting rooms in Millbank House or Fielden House should enter those buildings via the main entrances.

Additional facilities: When booking rooms, Members may request facilities to show PowerPoint presentations, videos, DVDs and other visual aids (subject to equipment availability).

Radio and TV interviews

- Media Room, First Floor West Front Corridor (near staircase to St Stephen's Entrance) (map 4, C2). This facility is equipped with TV lighting and is suitable for one-to-one recorded interviews. It is not suitable for large television crews. (Bookings: 6049).
- Peers' Lobby: an interview point for live TV and radio broadcasts. (Bookings: 3099).

In all cases, Members are responsible for escorting interviewers and crews on to and off the premises.

See also rules on filming within the House of Lords on page 25.

Other rooms for Members

TV Room (Committee Corridor) (map 4, C3)

There is a TV Room in the Committee Corridor. This room is only for the use of Members of the House.

Writing Room (Principal Floor) (map 5, A4)

The Writing Room is located in the south-east corner of the Principal Floor, near the Lord Speaker's Office. It contains a number of computers and docking stations for use by Members.

Families Room (Ground Floor, off Peers' Cloakroom) (map 2, B1)

A families room for use by the families of Members is located on the Ground Floor, next to the Peers' Cloakroom. The room contains a computer, a hot drinks machine, newspapers, television, annunciator and telephone.

Changing rooms

- Male changing room, with showers, just off Peers' Entrance (map 2, C1)
- Female retiring and changing room with baths and showers, up the stairs next to the Bishops' Bar (map 5, B3).

Towels can be obtained from the Attendants' Office in Peers' Lobby.

Prayer Room

A multi-faith prayer room is located on the 5th floor of Millbank House. It is available for use by Members, Members' staff and House staff, for prayer and quiet contemplation.

Any queries about the use of this room should be directed to the Attendants in Millbank House (5656).

Travel Office

Contact Details: Travel Office Consultants and Foreign Exchange
tel: 4232
(map 2, D2)

The Houses of Parliament Travel Office, operated by Hillgate Travel, provides business and personal travel services to Members of both Houses and staff.

The Travel Office provides a comprehensive travel service and gives Members access to a range of discounts on air fares, hotel bookings and rail travel, where possible, and also provides a currency exchange service. Travel Office staff can assist Members and staff in identifying the most convenient and cost-effective way of travelling and can book discounted rates at several hotels in the Westminster area. The Travel Office can also arrange passport and visa services, and conference and event management.

Office hours

Sitting days

Monday	9.30 am – 5.30 pm
Tuesday	9.00 am – 5.30 pm
Wednesday	9.00 am – 6.00 pm
Thursday	9.00 am – 7.00 pm
Friday	9.00 am – 5.00 pm

Recesses

Monday	9.30am – 5.00pm
Tuesday – Friday	9.00am – 5.00pm

Out of hours emergency travel service: 020 7219 4232.

Location

The Travel Office is in the basement of the House of Commons. It can be approached via Star Chamber Court and is signposted with access down the stairs from Members' Lobby in the House of Commons.

Intranet

The Travel Office page on the Parliamentary intranet provides further information and links to various services and travel updates ([Catering & Outlets](#)> [Outlets](#)>[Travel Office](#))

Timetables

Various travel timetables are available in the Library and the Attendants' Office in Peers' Lobby.

Lockers

There are lockers on the Library Corridor, on the Ground Floor West Front and in the Harcourt Corridor, Second Floor which are available to Members without a desk and those who have an office in one of the outbuildings.

Applications for a locker should be made to the Department of Facilities (3213).

Cash machines

There are cash machines in the entrance lobby of the Lords' Bar and River Restaurant on the ground floor (map 2, C3). There are also machines in the House of Commons, near the Terrace Cafeteria (map 2, D2) and by the Post Office in Portcullis House.

Photo booth

There is a photo booth next to the cash machines in the House of Commons, near the Terrace Cafeteria (map 2, D2).

Chapel of St Mary Undercroft

The Chapel of St Mary Undercroft is located off Westminster Hall, to the right of the steps leading down from St Stephen's Entrance (map 2, D2).

A Communion service is held weekly at 12.45 pm and Roman Catholic mass at 6pm, each Wednesday when either House is sitting.

Members can use the Chapel for weddings, christenings and other services. Information can be obtained from Black Rod's Office (3100).

Westminster Gym

Contact details: Westminster Gym tel: 5546

email: xxxxxxxxxx@xxxxxxxxxxxxxxxxxxx

website: jubileehalltrust.org/westminster

Membership of the Westminster Gym is open to Members, all Parliamentary pass holders and civil servants. Facilities include gym (with full range of cardio vascular machines, weight machines and free weights), sauna, aerobics and other classes. Gym staff would be pleased to advise you on equipment and activities available and to receive your comments. A joining fee and an annual membership fee are payable.

Hairdressing

Contact details: Salon tel: 3093

Map 2, E3

A unisex hair salon, John Simon, is located on the ground floor in the House of Commons.

Catering Facilities

Catering and Retail Services

Catering and Retail Services, general enquiries *tel:* 4222

Catering facilities are provided 'in-House' by House of Lords Catering and Retail Services (part of the Department of Facilities). The Department operates nine outlets, ranging from cafeterias to formal dining and a gift shop. The Department also offers facilities for private functions. Details of the Department's services and menus are available under the [Catering and Outlets](#) section on the intranet. Certain House of Commons catering facilities are also available for the use of Members and their staff.

The tables on pages 48 to 53 set out opening times and access to the Department's facilities and those in the House of Commons available to Members. The Department is usually closed over the Christmas, Easter and Whitsun recesses and operates a reduced service in August and during other recess periods. Information about recess services is announced shortly before the start of each recess and is available on the intranet.

Rules on the use of catering outlets

The rules on the use of catering outlets are set out in appendix I to this Handbook.

Members-only facilities

Four areas are restricted to Members and certain staff. These are the Long Tables in the Peers' Dining Room and in the Barry Room, which offer waiter service full meals (and in the case of the Dining Room, afternoon tea), the Home Room, which offers grills and light meals, and the Bishops' Bar, which also has a small sandwich area. Each of these facilities operates on the basis of a "turn up and be served" policy.

Guest facilities

Members may entertain guests in the Peers' Dining Room (Guest Side), the Peers' Guest Room (also open for tea and coffee) and the Barry Room. Members' spouses and civil partners may also entertain guests in the Peers' Guest Room, the Barry Room for lunch and the Peers' Dining Room for tea. Space in the Barry Room and the Peers' Dining Room is limited and booking is recommended at all times. A maximum of five guests are allowed in the Peers' Dining Room and Peers' Guest Room and six in the Barry Room.

Guests may use the Gift Shop.

Members may also use certain Commons facilities to entertain guests (see pages 51 to 53).

Rules for Members' staff

Members' staff may use the House of Lords River Restaurant, Lords' Bar and Millbank House Cafeteria, along with certain House of Commons outlets. However, Members' staff may not access the Terrace unless accompanied by a Member or a permanent member of House staff of Grade B2 or above.

Contact details and locations

Barry Room

Tel: 5966

Location: Ground Floor, access via stairs off Bishops' Corridor (map 2, B2).

Bishops' Bar

Tel: 0594

Location: Principal Floor, on Bishops' Corridor (map 5, B3).

Gift Shop

Tel: 0396

Location: Ground Floor, south-east corner, opposite Committee Room G, access via Library Corridor staircases or via Royal Court (map 2, A3).

Home Room

Tel: 0316

Location: Ground Floor, south-east corner, access via Library staircases (map 2, B3).

Lords' Bar

Tel: 4224

Location: Ground Floor, access via Law Lords' Corridor staircase (map 2, B3).

Millbank House Cafeteria

Tel: 7263

Location: Basement, Millbank House.

Peers' Dining Room (Long Table)

Tel: 3395

Location: Principal Floor, on Bishops' Corridor (map 5, B3).

Peers' Guest Dining Room

Tel: 3395

Location: Principal Floor, on Library Corridor (map 5, C4).

Peers' Guest Room

Tel: 2915

Location: Principal Floor, on Library Corridor (map 5, C4).

River Restaurant

Tel: 2319

Location: Ground Floor, access via Law Lords' Corridor staircase (map 2, B3).

Private parties and functions

The presence of a Member is required for any function to take place.

Members may use the function suites, and the Peers' Dining Room on non-sitting days, for private parties and functions, catering from 12 to a maximum of 350. These suites are much in demand and early booking is essential. The booking period opens in March for parties taking place in the following calendar year. Members' personal, family or anniversary parties may be pre-booked outside the booking period and priority is also given in the first two weeks of the booking period to such parties. More details are available on the intranet ([Catering & Outlets > Banqueting > Lords banqueting](#))

Banqueting Manager: tel: 3356

email holbanqueting@parliament.uk

Banqueting Office Location: Ground Floor, entrance via the archway to Black Rod's Garden.

Members should ensure that any bookings are in line with the following guidance and explanatory notes, which have been agreed by the House. A breach of this guidance is deemed to be a breach of the Code of Conduct.

Guidance

- (1) Subject to the exclusions in (2), functions are not to be used for the purposes of direct or indirect financial or material gain by a sponsoring Member, political party, or any other person or outside organisation.
- (2) It is acceptable for registered charities to use functions for the purposes of indirect financial or material gain, but it is not acceptable for them to ask attendees directly for financial or other kinds of support. The sponsoring Member must provide the registered charity number on the booking form.
- (3) Subject to (1) above, it is appropriate for function rooms to be used for political functions or for raising Parliamentary awareness of policy issues.
- (4) Members may not sponsor promotional functions for companies in which they have a direct pecuniary interest.

Explanatory Notes

- (A) It is the responsibility of Members to ensure their own compliance with the rules. If Members are unsure whether a proposed function would comply with the guidance, they should consult the Director of Facilities. Members who proceed on the basis of his advice are deemed to have complied with the guidance.
- (B) The key principle in the guidance is that functions are not to be used for the purposes of “direct or indirect financial or material gain by a sponsoring Member, political party, or any other person or outside organisation”. In practice, this means that Members should not receive payment or any other kind of benefit, such as an offer of employment based on the ability to provide access to House of Lords facilities, in return for hosting a function. Similarly, political parties must not use functions to recruit members or seek donations, and outside organisations (with the limited exception of charities as set out in (2)) must not use functions to drum up business or as a perk for existing clients or shareholders. However, any reputational benefit that an outside organisation

derives from holding a function in the House of Lords is not deemed to be a financial or material gain.

- (C) Charities may not seek direct financial or other kinds of support at House of Lords functions, and the amount (if any) charged to guests must be broadly in line with the actual cost per head. However, registered charities may, with the permission of the sponsoring Member, seek indirect gain from functions. This might include, for example, lobbying guests about the value of their activities, handing out leaflets and requesting the names and contact details of attendees. Functions organised by charities may be supported by non-charitable organisations, but those organisations are subject to (1).
- (D) Members may not sponsor promotional functions for companies in which they have a direct pecuniary interest, such as a paid directorship or a substantial shareholding. However, it is acceptable for Members to sponsor social functions primarily aimed at the workforce of a company in which they have a direct pecuniary interest. It is also acceptable for Members to sponsor functions for their former employers if their only pecuniary interest is a company pension.
- (E) Members may hold book launches for books written by them or primarily about them.

The Rules governing the use of facilities in the House of Lords can be found in Appendix I to this Handbook.

Payment

All bills from the catering outlets should be settled immediately. The Department does not offer credit facilities.

Members sponsoring functions should ensure that the invoice is paid in full within 30 days. Where a third party organisation is responsible for an event but defaults on payment, the sponsoring Member is liable for any outstanding balances.

Gratuities and service charges

No service charges apply in Members' facilities.

Gratuities are not expected at the Long Tables, Home Room or Bishops' Bar. In the Peers' Guest Dining Room, Barry Room and Guest Room tipping is left to individual discretion.

A 12.5% service charge is added to all function bills.

Dress

In the Peers' Dining and Guest Dining Rooms, the Peers' Guest Room and the Barry Room, men are required to wear a jacket and tie. Women and children should be appropriately dressed.

Mobile telephones

The use of mobile telephones is prohibited in all bars and restaurants.

River Room

The River Room is the principal state room of the House of Lords and is reserved primarily for functions sponsored by Members of the House on behalf of UK-registered charities. The room may also be used for cross-party parliamentary events. Functions may only take place with the approval of the Lord Speaker. Members should contact the Lord Speaker's office (6444) for further information; guidance is also available on the parliamentary website. Food and drink may be served in the room and can be provided by Catering and Retail Services, organised through the Banqueting Office (3356).

House of Lords catering facilities

Outlet	Description	Opening Times (excluding recesses) (Closing times are for last orders)	Access Regulations (excluding recesses) (Closing times are for last orders)	Available to Members' staff
Barry Room	A la carte dining featuring traditional dishes and weekly specials in a modern style	Lunch: 12.30 pm – 2.15 pm Mon – Thur Dinner: 7.00 pm – 9.00 pm Mon – Thur (Closed Friday)	Members, certain House staff and up to six guests. Members' spouses and up to six guests for lunch only. MPs and up to 3 guests for lunch. MPs and up to 3 guests for Thursday dinner.	No
Bishops' Bar	Wood panelled bar serving drinks plus sandwich and snack counter	Mon – Wed: from 12.00 noon Thur – Fri: from 11.00 am Closes 30 minutes after House Up	Members, Clerks at the Table, Black Rod, the Yeoman Usher and the Director of Facilities only Open only on sitting days	No
Gift Shop	Gifts and Souvenirs	11.00 am – 8.00 pm Mon – Thur 11.00 am – 3.00 pm Fri	Open to all pass-holders and guests	Yes
Home Room	Grills, light meals and snacks	Lunch: 12.00 noon – 2.30 pm Mon – Thur Dinner: 6.00 pm – 9.30 pm Mon – Wed Closes one hour after the House rises if the House rises before 8.30 pm (closed Friday)	Members and certain House staff only	No
Lords' Bar	Modern, lively bar with access to the Terrace in the summer	10.30 am – 10.00 pm Mon-Wed 10.30 am – 9.00 pm Thurs 10.30 am – 9.30 pm Fri Speciality coffee also available	Open to all pass-holders and guests. Terrace open to Members and certain House staff; open to all pass-holders on non-sitting days and 30 minutes after House Up on Thursdays and Fridays	Yes

House of Lords catering facilities (continued)

Outlet	Description	Opening Times (excluding recesses) (Closing times are for last orders)	Access Regulations (excluding recesses) (Closing times are for last orders)	Available to Members' staff
Peers' Dining Room	Formal à la carte and table d'hôte dining in a traditional style including the 'Long Table' (Members only) which offers a daily menu	Lunch: 12.30 pm – 2.30 pm (2.00 pm on Fridays) Tea: 3.00 pm – 5.50 pm Mon – Thur Dinner: 7.30 pm – 9.00 pm (Tues and when the business of the House demands it)	Members and certain House staff with up to five guests. Members' spouses and up to five guests for tea only. MPs and up to three guests for lunch or dinner on any day. All House staff with full passes and up to five guests on non-sitting days. The Long Table is for Members only. All House staff may use the officials' table for lunch; those on late duty may use it for dinner	No
Peers' Guest Room	Table service bar with morning coffee and afternoon tea also available	9.30 am – 30 minutes after House Up, or Midnight Mon – Thur 10.00 am – 2.00 pm Fri	Members, certain staff and up to five guests. MPs and up to three guests on any sitting day until 12.00pm	No
River Restaurant	Self-service cafeteria serving main meals and snacks and refreshments. Open all day for snacks and light refreshments	Breakfast: 7.30 am – 10.15 am Lunch: 12.00 noon – 2.30 pm Dinner: 4.30 pm – 9.00 pm (Mon – Thur only)	Open to all pass-holders and up to two guests	Yes
Millbank House Cafeteria	Self-service cafeteria serving light snacks and refreshments throughout the day with warm meals and salads at lunch	10.30 – 5pm Mon – Thur 10.30 – 3pm Fri (Lunch service 12.30 – 2pm)	Open to all pass-holders and up to two guests	Yes

House of Lords function suites

Function Suites	Services	Numbers	Availability	Available to Members' staff
Attlee Room	Lunch Receptions Dinner	16 – 32 30 – 60 16 – 32	Monday – Friday	No
Cholmondeley Room & Terrace	Lunch Buffet Lunch/Supper Teas Receptions Dinner	50 – 120 50 – 120 50 – 120 100 – 350 50 – 120	Monday – Friday Saturday (weddings and family celebrations only)	No
Peers' Dining Room	Receptions Dinner	100 – 250 60 – 120	Non-sitting days only	No
Reid Room	Lunch Receptions Dinner	8 – 12 12 – 20 8 – 12	Monday – Friday	No

House of Commons catering facilities

Members who have been MPs may use Commons facilities on the same basis as serving MPs.

Members who are not former MPs, and Members' staff with full photo-identity passes, may use them as set out below:

Room	Service available	Hours of service (Monday - Thursday)	Hours of service (Friday)	Available to Lords Members	Available to Members' staff
Strangers' Dining Room	Lunch Dinner	12.30 pm – 2.30 pm 6.30 pm – 9.30 pm (Mon – Wed only)	12.30 pm – 2.30 pm Closed (Mon – Wed only)	Any time, up to three guests	Friday lunchtime, full photopass holders with over one year's service, up to three guests
Terrace Cafeteria	Self-service offering meals and light refreshments all day	8.30 am – 5.30pm	8.30 am – 3.15pm	Any time, up to two guests	Any time, up to two guests
Moncrieff's Café Bar	“Grab and go” items, light snacks and drinks	Café 9.00 am – 7.00 pm Bar 12.00 noon – 11.00 pm	Café 9.00 am – 4.00 pm Bar 12.00 noon – 4.00 pm	Any time, up to three guests	Any time, up to three guests
Moncrieff's self-service Restaurant	Self-service, hot and cold lunches and refreshments	12.00 pm – 2.30 pm	12.00 pm – 2.30 pm	Any time, up to three guests	Any time, up to three guests
Pugin Room	Pastries, cakes, sandwiches, tea and coffee	Mon – Wed: 9.15am – 10.00pm Thur: 9.15am – 8.00pm	Closed	Access until midday, up to three guests	No
Churchill Room	Dinner	Mon, Tue & Thur 6.30 pm – 10.00pm	Banqueting only	Any time up to three guests	No

House of Commons catering facilities (continued)

Room	Service available	Hours of service (Monday – Thursday)	Hours of service (Friday)	Available to Lords Members	Available to Members' staff
Jubilee Café (in Westminster Hall)	Café serving hot and cold beverages and snacks (Aug & Sept)	10.00 am – 5.30 pm (also open on Saturdays)	10.00 am – 5.30 pm	Any time, unlimited number of guests allowed	Any time, unlimited number of guests allowed
TERRACE PAVILION Pavilion Buffet	Buffet Lunch (from Whitsun until rise of Commons in July)	12.30 pm – 2.30 pm	12.30 pm – 2.30 pm	No	No
BELLAMY'S (1 Parliament Street) Self-Service Restaurant	Self service, hot & cold meals & light refreshments for lunch, afternoon snacks also available	12.00 pm – 3.00 pm	12.00 pm – 3.00 pm	Any time, up to two guests	Any time, up to two guests
7 MILLBANK Portcullis Cafeteria	Self service: breakfast, lunch, snacks and sandwich bar	8.30 am – 2.30 pm	8.30 am – 3.15pm	Any time, up to two guests	Any time, up to two guests

House of Commons catering facilities (continued)

Room	Service available	Hours of service (Monday – Thursday)	Hours of service (Friday)	Available to Lords Members	Available to Members' staff
PORTCULLIS HOUSE Debate	Food court style restaurant offering meals and light refreshments	8.30 am – 9.00 pm	8.30 am – HoC rises or 3.15 pm whichever is later	Any time, up to two guests (no guests between 12.00 noon – 2.00 pm)	Any time, up to two guests (no guests between 12.00 noon – 2.00 pm)
Adjournment	Brasserie style restaurant serving light meals and bar service	8.30 am – 11.00am (excluding Monday), 12.00 noon – 2.30 pm and 6.30 pm – 9.30 pm	12.00 noon – 3.15 pm (last orders 2.30 pm)	Monday and Tuesday: any time, but no guests at dinner. All other times, access allowed with up to three guests	Mon – Thur lunch: tables available on a first come, first served basis, no more than two working days before dining, with up to three guests. Thur dinner: access with up to three guests. Fri lunch: access with up to three guests.
Despatch Box	Speciality coffee bar with light snacks and refreshments	8.00 am – 6.00 pm	8.00 am – 5.00 pm and their guests	Any time with up to two guests (but no guests between 12.00 noon and 2.00 pm)	Any time with up to two guests (but no guests between 12.00 noon and 2.00 pm)

ICT Services

ICT Services

ICT Services

The following information details the various ICT services available to Members and Members' staff. Information can also be found on the intranet or via the PICT Service Desk.

Members wishing to discuss their requirements should contact the House of Lords Members' Computing Officer (tel: 5048).

The rules governing the use of ICT facilities are set out in appendix I of this Handbook.

PICT Service Desk

The Parliamentary ICT Service (PICT) offers full support to Members and their staff via a Service Desk.

PICT Service Desk *tel:* 2001

email: xxxxxxxxxxxxxxxx@xxxxxxxxxx

- For problems with email and internet, logging on to the Parliamentary Network (including forgotten passwords) and remote access.
- For advice or training about Outlook, Word, Excel, PowerPoint, access or remote access services to Parliament.
- For problems with computer hardware loaned to, or purchased by, Members from PICT.
- To arrange to receive computer equipment on loan or purchased from the House.
- For problems or advice in the use or supply of mobile computing devices supplied by PICT.
- For queries on all telecommunications services including telephones on the Estate, broadband and mobile computing.

The PICT Service Desk is open 24 hours a day, 7 days a week (including during recesses). The Service Desk is closed on Christmas Day and Boxing Day.

PICT Local

Members and Members' staff can drop in at their convenience to receive immediate attention at the PICT Local office located in rooms 16 and 17 on the First Floor West Front in the Palace.

PICT Local staff will be able to:

- resolve technical issues;
- discuss ICT needs;
- take Members' orders for ICT equipment (e.g. laptops, printers, mobile computing devices);
- demonstrate the fully functional 'model office', where Members can try out equipment before making their final choice.

The PICT Local office is open from 10.00 am to 6.00pm, Monday to Thursday; and from 10.00 am to 12.00 noon on Friday. On Tuesday and Wednesday evenings from 5.30 pm to 7.00 pm, the House of Lords Members' Computing Officer will be on hand to offer advice with regard to ICT business requirements and how technology may assist present and future needs. This service is reduced during recesses; opening times are published locally and on the intranet.

ICT equipment and software

PICT aims to provide comprehensive and up-to-date ICT facilities to assist Members in their Parliamentary duties. Members' computer entitlement, for use in Members' offices on the Estate, is as follows:

- one laptop or one desktop computer¹;
- one desktop printer (either a black and white laser printer or a colour inkjet multifunction printer shared at a ratio of 1:4 per office).

Additionally, for use at any location:

- one laptop or one iPad²;
- one colour inkjet multifunction printer or a portable colour inkjet printer.

¹ Two portable laptop computers may be provided as an alternative to one laptop and one desktop to Members who are able to show that this would better meet their Parliamentary needs.

² Members may receive an iPad instead of a laptop or desktop if they do not already have both items or in place of a laptop or desktop when either falls due for renewal in accordance with PICT's replacement policy.

Each computer is equipped with the standard software used by Parliament, namely the Microsoft Office suite, which includes Outlook, Word, Excel, PowerPoint and Office Communicator.

The email software in use in Parliament is Microsoft Outlook which is fully integrated with the Microsoft Office software and also provides diary scheduling facilities and the ability to maintain a personal register of “contacts”.

Mobile Computing

Members and their staff can connect their own Blackberry, iPhone (3G or higher) or WinMobile (V6.1 or above) devices to Parliamentary Outlook services. This is particularly useful when away from Westminster, including abroad, as it will provide access to Parliamentary email, calendar and contacts. Alternatively, PICT can provide a BlackBerry Curve for Members’ use.

In order for Members’ staff to connect their own Smartphone, the Member who employs them will need to complete a form entitled ‘Parliamentary email access on your own Smartphone’ available from the PICT Service Desk (2001) or on the intranet ([Computers & Equipment](#))

Members wishing to receive a computer, printer or mobile device on loan from the House should request an application form from the PICT Service Desk, PICT Local or on the intranet. Further details are available on the intranet.

Additional hardware

A catalogue outlining hardware which can be purchased for Members in addition to that provided centrally is available on the intranet. PCs will be installed with a standard software suite of Operating System, Office plus various antivirus and connectivity software which is licensed to Parliament.

Purchased hardware is supplied on the strict understanding that it is primarily used for Parliamentary purposes. Members’ staff may use equipment allocated to Members at the discretion of the Member who employs them. However, Members’ staff are not permitted to use a Member’s Blackberry supplied by the House for their own accounts.

Parliamentary accounts and email

Members applying for an official computer are automatically provided with a Parliamentary user account, including a Parliamentary email address. Members who prefer to use a private email system may still hold a Parliamentary email address and have their Parliamentary email automatically redirected. This is subject to certain conditions and limitations. The PICT Service Desk will be able to provide assistance.

Once a username and password have been granted, this provides access to:

- A IGB email account
- Access to the internet via Internet Explorer and access to the Parliamentary Intranet
- Online secure storage space – the ‘U’ drive, on the network for personal work files which is backed up daily and is a secure area to store documents

Members or their staff, who wish only to access Parliament via remote access (see below) on a private computer, will need to apply for an account. Application forms can be obtained from the PICT Service Desk. Members’ staff are required to hold their own individual user accounts and may access the email systems of their employers using the delegated mailbox facility.

In order for Members’ staff to hold a Parliamentary account, the Member who employs them will need to complete a New Starter Form, available from the PICT Service Desk (2001) or on the intranet ([Computers & Equipment](#)). Staff are required to be pass holders.

Once a username and password have been granted, the member of staff will have access to the same account features as Members, as listed above.

Wireless access to the Parliamentary Network

Wireless access to the Parliamentary Network is currently available in Wi-Fi Zones at the following locations: committee rooms and the Committee Corridor; the Lords Library Reading Rooms (including the Salisbury Room) and the Millbank House Library; the Peers’ Writing Room; and the Royal Gallery. Additional locations will be added in 2013, with details being posted on the intranet. Laptops supplied by Parliament are pre-configured with wireless capability and will pick up the wireless connection automatically when in any of the zones listed.

In addition, guest wireless access to the internet (i.e. separate from the Parliamentary Network) is available in many hotspots around the Parliamentary Estate and allows connection to the internet using any wireless-enabled device. Further details are available on the intranet.

Remote access

Broadband Service

Members can gain access to the Parliamentary Network from a fixed remote location by using a broadband (high speed data) link to their PICT-supplied PCs and laptops. PICT is able to provide a single broadband and internet service via a contract with Virgin Media Business, with the services being supported and paid for directly by PICT. Broadband can be delivered either via ADSL over a BT telephone line, or via cable. Cable provides higher speeds, performance and stability, but is only available in some parts of the country and takes longer to install. By contrast, ADSL is available on most existing BT phone lines, normally without further installation work at the premises. PICT will be able to advise Members on which technology is available at their premises.

Remote Access Web service

Members or Members' staff who wish to work from any computer with an internet connection, for example in commercial offices, airports, internet cafés or hotel lobbies, can do so using the Remote Access service. This gives similar access as a smartphone or tablet computer, to the email, calendar and the Parliamentary intranet. Remote Access can be accessed from any computer with an internet connection, including non-Windows based computers such as Apple Macs and privately owned computers which have not been provided by or purchased through PICT. This service is fully secure. PICT does not charge for access to this service, though Members may need to pay for local connection to the internet.

A PINSAFE code for authentication is required to access the Remote Access service and Members should contact the PICT service desk (2001) to set this up.

In order for Members' staff to apply for a PINSAFE code, the Member who employs them will need to complete the Remote Access Web form available from the PICT Service Desk or on the intranet ([Computers & Equipment](#)). Members' staff must be passholders in order to obtain a PINSAFE code.

Computers available for Members' use

- Writing Room (Principal Floor, Palace): desktop PCs available where Members may collect their emails and use the internet/intranet facilities. There are also power and data points as well as docking stations available for laptop use.
- Palace Library: there are PCs for use by Members in the Queen's Room, and the Truro Room. The Lords Library rooms also have docking stations available for Members to plug in their Parliamentary laptops.
- Millbank House Library: there are PCs for use by Members.
- Fielden House: each floor has a dedicated facilities room equipped with a computer with CD read/write capability, flatbed scanner, colour printer, and associated software. In addition each room has a shredder, fax machine and photocopier.

ICT Coaching

The PICT Training Team offers advice and training to Members on a wide range of ICT products, including Microsoft Office, mobile computing devices and remote access. All coaching of Members is conducted on a 1:1 basis at a time mutually convenient to both the Member and the PICT Trainer.

For further information, or to arrange an initial session, Members should email xxxxxxxxxxxx@xxxxxxxxxx.xx or telephone 8284. During sitting periods, weekly drop-in sessions are held in the House of Lords Palace Library on Wednesdays between 3.00 pm and 4.00 pm.

Members' staff may attend any ICT training courses published on the intranet.

ICT security

All users have a responsibility to help maintain the security of the Parliamentary Network and its users from cyber threats. The PICT security policy and other guidance documents are on the intranet.

Members who receive malicious or threatening emails or voicemails are advised to contact Black Rod's Office (3100), which will ensure that appropriate action is taken in liaison with the Metropolitan Police and the PICT ICT Security team.

For advice on ICT security matters, contact the PICT Service Desk (2001) or the ICT Security Team (4455, 6433).

ICT equipment provided to Members

Members should be aware that any ICT equipment or handheld devices supplied to a Member by Parliament become the responsibility of that Member and if lost or damaged through negligence may not be replaced until the next equipment renewal date.

Members and Members' staff should ensure that laptops and handheld devices are kept secure when not in use. Laptops should be locked away when left in offices for extended periods.

A member who has no access to a locker or lockable drawer or cupboard can ask the Attendants for a Kensington lock, provided that there is something to which the laptop can be locked.

Use of USB memory sticks

Members or Members' staff wishing to take electronic information off the Parliamentary Estate on a USB memory stick should use encrypted models supplied by PICT. These safeguard the information contained on the memory stick should it be lost or stolen by making it inaccessible to those not in possession of the 'key' or password.

Reporting equipment and information loss

The loss or theft of PICT-supplied equipment should be reported promptly to PICT (2001). In addition, Members should also report the loss of Parliamentary information whether held electronically, either on PICT-supplied ICT equipment or on their own personal ICT equipment, or on paper, to the Information Compliance Team (0100/8481). An online form on the [information security pages](#) of the intranet can also be completed to report the loss.

Library and other information services

Library

The Library provides research and information services to Members in support of the work of the House. Factual and impartial answers are provided in response to enquiries, on a confidential basis. The rules on the use of Library facilities are set out in appendix I to this Handbook.

The Palace Library is on the Principal Floor, on the river side of the Palace. The Library rooms are shown on map 5, inside the back cover. Further library facilities are also available on the Ground Floor of Millbank House.

Members are encouraged to arrange a tour of the Library and an introduction to its range of online resources (5242 or *email*: xxxxxxxxx@xxxxxxxxxx.xx).

Members' staff may use the main Palace Library before the House sits on sitting days, and during all hours on non-sitting days. Members' staff may use Millbank House Library during all opening hours. Members who wish their staff to be authorised to use either Library should first apply in writing (letter or email) to the Librarian to request a Member's staff Library pass for a named individual who must already have a security pass. A Library pass and set of access rules and services will then be issued. For further details please contact the Library (1382).

Online Library resources are available to all users of the Parliamentary network.

Contact details

Enquiries *tel*: 5433/5242

Research *tel*: 6185 *email*: xxxxxxxxx@xxxxxxxxxx.xx

Opening times

Palace Library

Sitting days:

Monday to Thursday 9.30 am to 7.00 pm, thereafter the rising of the House or 10.00 pm, whichever is earlier.

Friday 9.30 am to 4.30 pm, thereafter the rising of the House or 10.00 pm, whichever is earlier.

Non-sitting Fridays/Recesses: 9.30 am to 4.30 pm

Millbank House Library

Sitting days and non-sitting Fridays:

Monday to Thursday 9.30 am to 5.30 pm

Friday 9.30 am to 4.30 pm

Recesses:

There is a core staff presence as required.

Facilities

The Palace Library suite and Millbank House Library provide reading, writing and wi-fi facilities, as well as computers, photocopiers and (in the Palace only) self-service scanning.

Library services

Enquiries

Enquiries can be made in person in the Queen's Room of the Palace Library and at the Millbank House Library, or by telephone or email. Reference enquiries are dealt with by a team of librarians and detailed enquiries and requests for briefing and analysis are handled by the research section.

The enquiries desks not only provide guidance on Library services, but also act as general information points for all House services.

Library Notes and Briefing Packs

Library Notes and Briefing Packs, produced by the Library's research section, provide information on selected bills and issues of current interest to Members.

The Library can also provide copies of research papers prepared by the House of Commons Library and by the Parliamentary Office of Science and Technology (POST, see page 78).

Current Affairs Digest

The Library offers weekly emails highlighting selected press and journal articles on topical issues under the broad headings of international affairs, the constitution, home affairs, economic affairs, social policy and science.

Other services

- Book loans – books and journal articles can also be obtained from other libraries
- Newspapers and journals
- Press searching
- Identification and provision of Hansard, deposited papers and other Parliamentary material

Online resources

A range of online resources are available through the [Library's intranet pages](#).

- Online Library catalogue
- Databases – including Nexis News (press), Dods (MPs and Peers), Justis (legal)
- Reference resources – including the Dictionary of National Biography, the Oxford English Dictionary and the Times Digital Archive
- Full-text electronic journals
- Debate resources for forthcoming business
- Access to topical briefings – Library Notes and subject pages

Coaching and user guides

The Library offers tailored training sessions and help with using online resources on request, via user guides and through 'drop-in' and one to one coaching sessions. Please ask Library staff for details.

Further information

For further information, Members should speak to Library staff or see the Library's intranet pages.

Parliamentary papers: the Printed Paper Office

The Printed Paper Office (PPO), part of the Journal Office, is responsible for the provision and distribution to Members of those printed papers which are required by them for the discharge of their Parliamentary duties. It is situated in the corridor linking the Prince's Chamber with the West Front (map 5, B2).

Contact details

Enquiries and requests for papers *tel:* 3037 or 3038

Clerk of the Printed Paper Office *tel:* 1246

Office Manager *tel:* 4254

Requests for European Union papers *tel:* 3775

PPO *fax:* 4939

PPO *email:* printedpaperoffice@parliament.uk

Opening times

	From	Until
Monday to Thursday, sitting days	8.30 am	6.00 pm, if House has risen by 5.30 pm 30 minutes after rising of House, up to 7.30 pm 10 minutes after rising of House, up to 10.00 pm At rising of House, after 10.00 pm
Friday, not in recess	8.30 am	5.00 pm, or rising of House if later
Monday to Friday, in recess	9.30 am	4.30 pm

Members' entitlement to papers

A list of official papers published on any given day is available on the parliamentary intranet, via the Lords Online Members' Centre, and where possible the intranet includes hyperlinks to online versions.

Members who prefer to use paper copies are entitled to obtain free of charge from the PPO such current Parliamentary papers and other publications as they clearly require to discharge their Parliamentary duties. These papers include:

- Command papers;
- Act papers;
- statutory instruments;
- Acts and Measures;
- any document printed pursuant to an order of either House;
- other working papers of the House, including bills, explanatory notes on bills, amendments, *House of Lords Business* and *Hansard* (Lords and Commons);
- papers relating to the work of the European Union.

Members' staff may collect papers on behalf of a Member.

Members are entitled to one copy only of printed papers. The only exception is that, if they have spoken in a debate, they may collect up to six copies of the Lords *Hansard* in which their speech is reported.

Members may also obtain free of charge government publications up to a price limit (currently £50). Papers above the price limit are normally available in the Library.

Any publication referred to in a motion or a question for short debate which has been set down on the Order Paper for a named day will be supplied free to any Member on request.

Other publications will also be supplied free of charge, provided that they are required for the discharge of the Member's current Parliamentary duties and do not come into the following categories: historical, technical, scientific or reference. They will not normally be held by the PPO but will be ordered on request.

Ordering of papers

Papers may be ordered from the PPO by letter, by telephone, in person or by use of printed demand forms (see below). For reasons of economy, Members are asked to collect papers in person from the PPO whenever possible. Parliamentary papers are also available on the internet (www.parliament.uk) and the Parliamentary intranet.

PPO order forms

- Blue form, for placing standing orders for the receipt of Parliamentary papers.
- Pink form, listing current Command Papers, Lords bills, select committee reports, etc., which is sent once a week to Members on request.
- Yellow form, listing current European Union papers, such as the Official Journal, proposals for European legislation and consultative documents, together with related government memoranda, which is sent fortnightly to Members on request.

Papers ordered on these forms are sent to Members' private addresses, either by the PPO or direct from The Stationery Office (TSO).

Members may also order through the PPO any government publications which are not available to them free of charge, and also extra copies of papers above their basic entitlement. These papers are sent to Members by TSO together with an invoice for payment.

Addresses

Members may specify up to two addresses to which different parliamentary papers are to be sent. Members should notify the PPO of any change of address for delivery of publications. All papers are dispatched by first class mail. No charge is made to Members for the postage of papers sent to them from TSO or from the PPO under the official frank.

Papers should not be sent as a matter of course to third party addresses.

Members who wish occasionally to send their copy of the Lords' *Hansard* to a third party may ask the PPO to frank the envelope, provided the Member has addressed and sealed it.

Information resources available online

Lords Online Members' Centre

web: <http://intranet.parliament.uk/lords-members-centre>

This portal page for Members is accessed from the top navigation bar of the parliamentary intranet homepage. The parliamentary intranet is available only to those with access to the parliamentary network: Members of both Houses and their staff, and all parliamentary staff. When logged on to the parliamentary network at your desk, open Internet Explorer and the intranet home page should open automatically.

The parliamentary intranet is available remotely via laptops and iPads provided for Members (click on the portcullis icon). A mobile intranet (featuring key information) is available on smart phones provided for Members.

The Lords Online Members' Centre provides links to:

- House business and calendar, membership details, taking part in the House, Hansard
- Library resources and services
- Financial services, room bookings, stationery, telephone directory
- ICT support and catering services
- Parliament website (www.parliament.uk/lords)

It also provides the latest news and events from:

- Chamber and committees from the parliament website news and Twitter feeds (@UKhouseoflords)
- House of Lords Administration and the Parliamentary Estate.

Parliament website

web: www.parliament.uk/lords

Many links on the parliamentary intranet take Members to the Parliament website which hosts most information about the work and membership of the House, including:

- Hansard reports, select committee information and Bills before Parliament
- A-Z list of Members' contact details, biographical information and entry from the Register of Interests
- information about the system of financial support for Members, including published data on Members' claims
- Parliament TV (www.parliamentlive.tv) – the video and audio webcasting service that provides live coverage of the Chamber and committees, and a rolling 12-month archive
- resources for the public and to support Members' outreach work
- links to the House of Lords Facebook, Twitter and YouTube channels and the UK Parliament Flickr site.

If you have any questions about the House of Lords content on the Parliament website or any of its online channels, please contact the Information Office (5813).

Related online resources

- The Government Whips' Office website: www.lordswhips.org.uk (includes lists of speakers and groupings of amendments)
- The Crossbench peers website: www.crossbenchpeers.org.uk

Information Office

The Information Office is based on the first floor of Millbank House.

It provides information for Members, the press and the public, including:

- publications that explain the role, work and membership of the House of Lords;
- an enquiry service and press office to promote the work of the House and its committees, and to handle enquiries from the public and the media; and
- support for the House of Lords Outreach Programme, including Member-led outreach initiatives.

Members or their staff, who are unsure how to respond to an enquiry from a member of the public or the media, may contact the Information Office for assistance.

Key contact details

Director of Public Information *tel:* 0671

Enquiry Service *tel:* 3107

Press Office *tel:* 8850 (outside office hours call 07917 488 386)

Outreach *tel:* 5317

Online *tel:* 5813

Publications *tel:* 2552

Enquiry service

The Enquiry Service responds to telephone and email enquiries from the public. It operates during the following hours.

When the House is sitting:

Monday to Thursday 10am–6pm

Friday 10am–4pm

Recesses:

Monday to Friday 10am–1pm and 2pm–4pm

Press Office

The Press Office promotes the work of the House and its committees to the media, and responds to their enquiries. It operates from 9am to 5pm, Monday to Friday. Outside these hours, there is an out-of-hours press office service provided for urgent issues.

Publications and other information materials

The Information Office produces a range of public information resources that explain the role, work and membership of the House. These include:

- a short leaflet that explains to the general public the role of the House, its membership, the work undertaken both in the Chamber and committees, and how the House is run
- Work of the House of Lords which reports on the work undertaken by the House during the last session
- Guides to work in the Chamber and committees
- leaflets that explain the history of the House, the work of different select committees, delegated legislation, the passage of bills etc.
- Powerpoint slides for use as part of presentations on the House of Lords.

Members wanting copies of the printed materials to give to groups or visitors can collect them from:

- Room 1-08, First Floor, Millbank House
- Palace Library.

Outreach

There are a range of Member-led outreach activities that take place throughout the year as part of the House of Lords Outreach Programme. Some activities are one-off initiatives; others are ongoing programmes. Members who would like to get involved in the Outreach Programme are encouraged to contact the Outreach Team (5317).

The two ongoing programmes are:

- **Peers in Schools**
A scheme in which schools can apply to be visited by a Member of the House to explain their work and the role of the House of Lords. For more information, phone 5802.
- **Lords of the Blog**
Cross-party blog where Members blog about the House and their work. For more information, contact the Hansard Society (*tel:* 020 7438 1214 *email:* x.xxxxx@xxxxxxxx.xxx.xx.xx)

Bicameral public information services

The House of Lords funds a number of bicameral public information services. The Information Office works closely with Parliament's Education Service and Parliamentary Outreach. For further information on how the House of Lords works with those services, contact Benet Hiscock, Director of Public Information (*tel:* 0671 *email:* hiscockb@parliament.uk).

Parliament's Education Service

Contact details: *tel:* 4496
 fax: 0818
 email education@parliament.uk

Jointly funded by both Houses, Parliament's Education Service provides services and resources for schools, teachers and students (including a DVD and information packs) on behalf of both Houses. The service also arranges a year-round programme of visits for students aged 7-18.

Parliamentary Outreach

Contact details: *tel:* 1650/6664
 email parliamentaryoutreach@parliament.uk

Jointly funded by both Houses, Parliamentary Outreach spreads awareness of Parliament's work and provides tailored information sessions to the public on parliamentary process, runs cultural programmes and exhibitions and highlights the relevance of Parliament to individual regions and devolved areas.

Parliamentary Archives

Contact details: *tel:* 2333
 fax: 2570
 email archives@parliament.uk
 Website: www.parliament.uk/archives

The Parliamentary Archives provides a records management and archive service to both Houses. Over three million records are held in the Victoria Tower repository, which was purpose-built and now conforms to modern environmental standards for the storage of historic records. Records date from 1497 to the present. These include original acts, journals, papers laid before Parliament, judicial records, evidence and plans deposited in connection with private bills, and a wide variety of administrative, ceremonial and architectural records. In addition, there are over 200 other collections of which the most well known are the private, political and Parliamentary papers of Beaverbrook, Lloyd George and Bonar Law.

Research and Enquiries

Records may be consulted by Members, Members' staff and the public in the Archives' searchroom which is open Mondays to Fridays from 9.30 am to 5.00 pm throughout the year. Members are advised to make an appointment in advance to guarantee a seat and to pre-order records to the searchroom, but of course every effort will be made to accommodate Members who urgently require access. The

Archives can also assist Members in answering enquiries about the records and history of Parliament. Portcullis, the Archives' online catalogue, is available on its web pages, or at www.portcullis.parliament.uk

Copies of records can be provided in paper or digital format. Copies for the use of Members engaged on Parliamentary business are free; copies made for other reasons (including government business and personal research) will be charged at the Archives' standard rate.

Advice to Members

The Archives can advise Members about the care of their own papers including their conservation and storage. It is also able to provide impartial advice to Members about suitable UK record offices and libraries for the deposit of their own collections (the Archives itself only acquires the papers of Members if they meet a number of strict criteria).

Exhibitions

Topical displays of records and new acquisitions can be seen in the display cases in the Royal Gallery or Robing Room. The Archives has a programme of mounting larger-scale exhibitions and external lending which seeks to promote the Archives as a core resource of Parliament for study, learning and leisure. All such displays and exhibitions are promoted on the intranet and in the *Red Benches* newsletter.

Tours

The Director of the Parliamentary Archives is always happy to hear from Members or Member-sponsored groups who would like to book a tour of the Archives. Please contact her on 3071.

Location

The Archives adjoins the Victoria Tower repository on the first and second floors of the Palace. The Archives searchroom is accessed via the Sovereign's lift from the ground floor (opposite the Pass Office at Black Rod's Garden Entrance) or the Principal Floor (outside the Robing Room and Royal Gallery). Take the lift to the second floor, where the searchroom is located.

The monitors can be tuned to a number of other channels, as shown below.

When there is a division in the House a red bell will flash on the screen for eight minutes accompanied for the first few minutes by a ringing sound, no matter which channel is selected (provided that the volume of the set is turned up).

Television channels

No.	Channel	No.	Channel
1	BBC 1	13	Sky Sports 2
2	BBC 2	14	Radio 4
3	ITV 1	15	BBC News 24
4	Channel 4	16	Westminster Hall (Commons)
5	Channel 5	17	BBC Parliament
6	Commons Chamber	18	Sky Sports 3
7	Commons annunciator	19	BBC World
8	Lords Chamber	20	Radio 3
9	Lords annunciator	21	Radio 5 Live
10	Sky News	22	Radio 2
11	CNN News	23	Grand Committee (Lords)
12	Sky Sports 1	24	EuroNews

Faults

To report monitor faults, ring 4747.

Parliamentary Office of Science and Technology (POST)

Contact details: POST *tel:* 2840

Director *tel:* 2848

email: post@parliament.uk

POST is a bicameral office, charged with providing balanced and objective analysis of science and technology-based issues of relevance to Parliament. The advice provided by POST is independent of government and of the science lobby.

The POST Board, composed of Members of both Houses, together with four leading external scientists, sets the subject areas for POST's enquiries. The Board actively welcomes suggestions at any time from individual Members of the House of Lords on topics for studies. Suggestions may be made by Members of the House to one of POST's Lords Board members: Lord Winston (Vice-Chairman), Lord Haskel, Lord Krebs or Lord Oxburgh, or directly to the Director of POST (contact details above). POST also regularly assists select committees in both Houses in carrying out their inquiries and welcomes approaches by committee chairmen and staff on how it might help them.

Regularly, throughout the parliamentary year, POST produces short overviews and more detailed reports, which are free to Members of both Houses and their staff. It also organises conferences, workshops and exhibitions, sometimes in collaboration with Lords committees.

Members and their staff may request POST to supply them with a copy of any POST publication and can also register to receive them regularly in hard copy or by email. Also, POST publications can be obtained in the House of Lords Library and via Parliament's website (www.parliament.uk/post). The POST website also includes links to other science and technology-related sites. All POST reports are also publicly available.

Post

Useful contact details

Attendants' Office *tel:* 3366
Post Office helpline *tel:* 4639
Printed Paper Office *tel:* 3037

Addresses and mail

General mail

Members may choose from four basic mail delivery options:

- mail can be collected from pigeon holes in the Attendants' Office off Peers' Lobby;
- mail can be forwarded to any external address (available on Monday, Wednesday and Friday only);
- mail can be delivered to a desk within the Parliamentary estate; and
- on sitting days, mail can be placed in the letter rack in the Prince's Chamber for collection by the Member.

Different instructions may be given for different days, or for weekends and recesses.

Members should give their mail delivery instructions *in writing* to the Attendants' Office off Peers' Lobby. Forms to change Members' mail delivery instructions are held by the Attendants.

Where possible, mail delivered to the House by courier will be delivered to the Member on the same day. However, depending on its arrival time, the mail may not be delivered to the Member until the following day.

Parliamentary papers and Lords' Notices

Members should give their instructions for the receipt of Parliamentary and other official papers, such as Hansard, with a forwarding address if appropriate, to the Printed Paper Office (3037) (see page 66).

Lords' Notices (i.e. official notices sent to every Member of the House) are normally sent out by first-class mail direct from The Stationery Office, using the addresses provided to the Printed Paper Office (see previous paragraph).

Urgent notices, for example for the recall of the House during a recess, are also sent by email to those Members who request it (see page 14).

Bulk deliveries and circulars

External bulk deliveries delivered by hand will be diverted to the mail screening centre and items over 100g per Member will be subject to a charge.

Members wishing to send a bulk delivery or circular via the internal mail should contact the Department of Facilities (3213). Internal circulars should only be related to parliamentary business.

Letters from Leaders and Whips

Urgent letters and messages from the Leaders or Whips of all parties may be given to the Attendants and Doorkeepers, who will do their best to ensure delivery if the Member is present in the House, or will forward them if the Member has given forwarding instructions. Attendants and Doorkeepers endeavour to deal similarly with all urgent mail.

Suspicious mail

Members who receive suspicious mail should proceed as follows:

In the Palace of Westminster

- do not open the mail;
- prevent others from touching it;
- contact Black Rod (3100) or the Police (3333);
- check your home mail carefully.

At home or away from the Palace

- do not open the mail;
- prevent others from touching it;
- contact your local police;
- inform Black Rod (3100); and
- check your office mail carefully.

Sending mail

Postage-paid envelopes and postcards

Postage-paid envelopes and postcards for Members' correspondence on Parliamentary business are available from the Attendants' offices off Peers' Lobby and in Millbank House.

Envelopes and postcards may be collected by Members in person, or by Members' staff if authorised in advance by the Member concerned. An application form for this purpose is available from the Attendants' Offices in Peers' Lobby or Millbank House. Those collecting envelopes and postcards will be asked to sign for them.

Information on the issuing of postage-paid envelopes and postcards to each Member is published annually together with information relating to the expenses claimed by each Member.

A maximum of 100 of each type of envelope or postcard may be issued to a Member on any one day. Small quantities (up to 50 in total with a maximum of 10 of each type) may be sent by post to Members' private addresses on receipt of a signed order form.

The rules on the use of postage-paid envelopes and postcards, set out in appendix I of this Handbook, state that they may not be used:

- for correspondence of a business, commercial or personal nature;
- for the correspondence of a parliamentary group which includes persons other than parliamentarians;
- in connection with party political fund-raising or campaigning;
- for issuing circulars of any description (i.e. an unsolicited letter sent in identical or near identical form to a number of addresses);
- for internal mail (mail within the Parliamentary estate); or
- for overseas mail (including Europe and the Republic of Ireland).

The following postage-paid envelopes and postcards are currently available:

- C4 envelopes – to take an A4 sheet unfolded (manilla, 1st class)
- C5 envelopes – to take an A4 sheet folded once (manilla, 1st class)
- C6 envelopes – to take an A5 sheet folded once (cream wove, 1st class)
- C6 envelopes – to take an A5 sheet folded once (cream wove, 2nd class)
- DL envelopes – to take an A4 sheet folded twice (cream wove, 1st class)
- DL envelopes – to take an A4 sheet folded twice (cream wove, 2nd class)
- Postcards – plain (1st class)
- Postcards – acknowledgement (2nd class).

Stamp vending machines

There are stamp vending machines in the following locations:

- Off the Prince's Chamber, at the south end of the Not-Contents Lobby
- By the Library, ground floor, Millbank House.

Internal mail

All mail for Members and staff of either House should be addressed to the individual concerned at the "House of Lords" or "House of Commons", put in an unstamped envelope and placed in an internal post box. Mail will then be delivered according to the recipient's instructions.

There is also a self-service letter rack in the Prince's Chamber for the personal use of Members wishing to correspond with other Members in the House.

Mail for government departments should have postage paid, either via a stamp or pre-paid envelope, and should then be posted in an external mail box.

Pre-paid envelopes should not be used for internal mail items.

Mail collections

Internal and external mail boxes are emptied regularly throughout the day.

There is a final collection at 7.00pm on Mondays-Thursdays during sitting periods. On Fridays and during recesses there is a final collection at 6.00pm.

The final collection in Millbank House, Fielden House and Old Palace Yard is made from the ground floor mail box only.

Post Offices

Central Lobby Post Office *tel:* 4638 (map 5, D3)

During sitting periods: Monday to Thursday, 8.00 am to the later of 10.30 pm or the rise of the House of Commons; Friday, 8.00 am to 5.00 pm

During recess periods: Monday to Friday, 8.00 am to 5.00 pm

House of Commons Members' Lobby Post Office *tel:* 4639 (map 3, D2)

During sitting periods: Monday to Thursday, 8.00 am until 30 minutes after the rise of the House of Commons; Friday, 8.00 am to 5.00 pm; Saturday, 8.00 am to 4.00 pm.

During recess periods: Monday to Friday, 8.00 am to 5.00 pm; Saturday 8.00 am to 4.00 pm.

Portcullis House Post Office *tel:* 2555

During sitting periods: Monday to Thursday, 10.00 am to 6.00 pm; Friday 9.00 am to 5.00 pm.

During recess periods: Monday to Friday, 10.00 am to 4.00 pm.

This office may also be closed for two weeks over the Christmas and New Year period and for a number of weeks after any Dissolution of Parliament and before a General Election.

Services

In addition to dealing with Parliamentary mail, all Post Offices are able to carry out the full range of counter transactions usually found at high street Post Offices, for example:

- Bureau de Change (including travellers' cheques);
- travel insurance;
- passport checking service;
- car tax renewal;
- concessionary travel permits ("Freedom Passes");
- fishing licences;
- mobile phone top-ups; and
- Post Office financial services including credit cards, car and home insurance, and savings products.

Commercial activities

The House of Lords may not be used by Members as a business address and the name may not be used by Members for the promotion of any commercial activity.

Members should also bear in mind the Rules governing the use of facilities in the House of Lords, set out in Appendix I to this Handbook.

Financial support

Financial support for Members

Contact office: Members' Finance Section tel: 6096 fax: 2369

email xxxxxxx@xxxxxxxxxxx.xx

Location: 2nd floor, Millbank House

Members who do not receive a salary as a Minister or Office Holder are entitled to claim certain allowances and expenses in connection with their parliamentary duties. Full details are in the booklet *Financial Support for Members*, available from the Printed Paper Office and on the intranet ([Finances>Allowances>Financial support for Members of the House of Lords](#))

Claims for allowances and expenses must be received by the Finance Department within one month from the end of the calendar month in which the entitlement to claim arose. For example, a claim relating to January must be received by the Finance Department before the end of February.

Members are encouraged to make use of the Members' travel credit card which enables certain travel costs to be met directly by the House. Applications for a Members' travel credit card should be made to the Members' Finance Section.

Information on the allowances and expenses paid to each Member is published on the parliamentary website (www.parliament.uk/mps-lords-and-offices/members-allowances/house-of-lords/holallowances).

Members are encouraged to read the booklet and to contact the Members' Finance Section to discuss any particular points regarding financial support for Members.

The following table provides a summary of financial support for Members.

Financial Support for Members – Summary Table

Attendance at Westminster (unsalariated Members)

	Daily allowance	Travel	Spouse/civil partner and children's travel
Sittings of the House and Select Committee Meetings at Westminster	£300 or £150	Yes	6 return journeys per year

Parliamentary business away from Westminster (unsalariated Members)

	Reduced daily allowance	Travel	Accommodation and subsistence
Select Committee visits and official business	£150	Yes or met directly	Yes or met directly Subject to HMRC rates/House limits
Members of Parliamentary delegations			
Travel as a representative of the House			
Lords outreach programme			
Other mandated Parliamentary business: BAPG, BIPA, CPAUK, BGIPU, HoCMF, ISC, PCPF	£150 (if the House is sitting)	No. May be met directly by the relevant body	No. May be met directly by the relevant body
Rapporteur to a Parliamentary delegation		Yes subject to prior approval	
Armed Forces and Police Service Parliamentary Scheme business (UK activities only)	No	Yes subject to prior approval	No
UK travel on Parliamentary business			Yes up to 2 days subject to prior approval and House limits
Travel to Scottish Parliament and devolved assemblies		Yes subject to prior approval	Yes up to 2 days subject to prior approval and HMRC rates
European travel on Parliamentary business			

Salaried Members

	Daily allowance	Travel	Secretarial costs	Spouse/civil partner and children's travel
Minister	No	Paid by department	Yes within annual max	15 return journeys per year
Office holder	No			

Insurance

The House maintains a personal accident and business travel insurance policy to cover Members for accidents whilst on the Parliamentary Estate, and accidents and certain other risks whilst travelling between home and the House for official Parliamentary business and whilst travelling on official Parliamentary business for specified purposes. Details are in the *Guide to Financial Support for Members* and on the intranet ([Finances > Insurance > Lords' insurance](#)). The House does not insure non-Members or property.

Business of the House

Where to find procedural information

This chapter provides brief practical information about the business of the House.

The authoritative guide to House of Lords' procedure is the *Companion to the Standing Orders and Guide to the Proceedings of the House of Lords*, commonly known as the *Companion*.

There is also a pocket guide to *Procedure and Practice*.

Both are available from the Printed Paper Office and on the intranet on the [Lords Online Members' Centre](#). The Clerks may always be consulted about the work of the House, and a Clerk is available in the Table Office to give general procedural advice. The offices of the Clerk of the Parliaments and the Clerk Assistant are on the Principal Floor, to the right of Peers' staircase.

The Procedure Committee is responsible for considering the procedures of the House and any proposed alterations to those procedures (see page 113).

Sitting times

The table below shows the usual start time on each sitting day, and the guideline rising times agreed by the House. It is emphasised that the House may sit beyond the guideline rising times shown. The start times may also vary, for example on the last sitting day before a recess when the House usually sits at 11.00 am, beginning with oral questions. *House of Lords Business* and *Forthcoming Business* (see the following section) show when specific sittings are scheduled to begin.

The Government Whips' Office provides estimates of rising times at www.lordswhips.org.uk.

	Usual start of sitting	Guideline rising time
Monday	2.30 pm	by 10.00 pm
Tuesday	2.30 pm	by 10.00 pm
Wednesday	3.00 pm	by 10.00 pm
Thursday	11.00 am	by 7.00 pm
Friday	10.00 am	by 3.00 pm

Documents

Order Paper

The Order Paper is the agenda for the day's business in the Chamber and Grand Committee. On each sitting day, it is available from:

- the Printed Paper Office;
- Peers' Entrance;
- Prince's Chamber;
- Peers' Lobby; and
- the [Lords Online Members' Centre](#) on the intranet.

House of Lords Business

House of Lords Business shows future business to be taken in the House, so far as definitely arranged. It also contains:

- business tabled that day of which notice has been given but for which no date has been decided (full cumulative lists of all such business are published daily online and are printed in the last weekly edition of *HoL Business*);
- a list of questions for written answer tabled that day and tables showing written questions which remain unanswered after 10 working days;
- lists of bills and various types of delegated legislation in progress, showing the stage reached by each and the date of the next proceedings, if known;
- notices of committee sittings;
- minutes of proceedings for the previous day; and
- papers laid the previous day.

House of Lords Business is published after each day's business and is available from the Printed Paper Office and online.

The Official Report (Hansard)

The *Official Report (Hansard)* is the verbatim record of speeches made in the House and Grand Committee. Further information is given on page 104.

Forthcoming Business

Forthcoming Business is an unofficial summary of future business in the Chamber and Grand Committee, issued each sitting week by the Government Whips' Office. It normally contains the business for the forthcoming week, plus a provisional outline of business further ahead. New editions are usually issued on Wednesday mornings, and are available from the Printed Paper Office and the Whips' offices. Members may request a regular electronic copy from the Government Whips' Office. It is available on the internet at www.lordswhips.org.uk.

For queries about forthcoming business contact the Government Whips' Office (3131).

Tabling questions and motions

Contact office: Table Office *tel:* 3036, 5218 *fax:* 3887
email xxxxxxxxxxxxxx@xxxxxxxxxx.xx
(map 5, B2)

Guidance about questions and motions can be found in the *Companion*. The Table Office can provide further advice. It is open from 10.00 am until the rising of the House every sitting day and 10.00 am until 5.00 pm on non-sitting days.

Oral and written questions and all motions may be tabled in one of the following ways:

- by hand to the Table Office (just off the Prince's Chamber: see map inside back cover);
- by telephone to 020 7219 3036/5218;
- by fax to 020 7219 3887; or
- by email to xxxxxxxxxxxxxx@xxxxxxxxxx.xx (provided that the Member either uses a parliamentary email account, or has previously instructed the Table Office to accept questions from a designated non-parliamentary email account).

Unless they are telephoned in or sent by an authorised email, questions and motions must be signed by the Member in whose name they are tabled. In order to be published the following day, questions and motions should be handed in to the Table Office by 6.00 pm on sitting days.

Normal oral questions may be tabled up to four weeks ahead, from 2.00 pm on the day they become available. Topical oral questions may be tabled as shown below.

Arrangements for topical oral questions

	Usual start	No. of topicals	Topical ballot opens	Topical ballot drawn
Monday	2.30 pm	No topical question		
Tuesday	2.30 pm	1	previous Weds, after questions	Friday 1.00 pm
Wednesday	3.00 pm	1	previous Thurs, 3.00 pm	Monday 1.00 pm
Thursday	11.00 am	1	previous Friday, 3.00 pm	Tuesday 1.00 pm
Friday	10.00 am	No oral questions		

During recesses questions and motions should be tabled between 10.00 am and 5.00 pm with the Duty Clerk (x3036 or xxxxxxxxx@xxxxxxxxxx.xx). The same deadlines apply.

Signing up to speak in a debate

Contact office: Government Whips' Office *tel:* 3131 (map 5, C2)

For most debates a list of speakers is drawn up by the Government Whips' Office.

How to sign up

Members wishing to speak in a debate should check with the Government Whips' Office whether there is a speakers' list and, if there is one, sign up by one of the following methods:

- by telephone (3131);
- in person in the Government Whips' Office (room 13, Principal Floor, West Front corridor); or
- online at www.lordswhips.org.uk (following registration with the Government Whips' Office).

Members' staff may sign up on behalf of Members by prior agreement with the Government Whips' Office.

Deadlines

- *For debates on days when the House sits before 12.00 noon* — speakers' lists close at 6.00 pm the day before
- *For debates on all other days* — speakers' lists close at 12.00 noon on the day.

How to get lists

The final speakers' list is drawn up after consultation with the Usual Channels, and is made available in the Whips' offices, Printed Paper Office, Prince's Chamber and Peers' Lobby on the day of the debate. It is also available online at www.lordswhips.org.uk.

Legislation: bills and amendments

Contact office: Legislation Office tel: 3153 fax: 5933
email xxxxx@xxxxxxxxxxx.xx
(map 4, B1)

Government Whips' Office (groupings) tel: 3131

Information about bills and amendments

Information about bills and amendments is available from the following sources:

- the Legislation Office, which produces the following leaflets:
 - *Taking part in public bills in the House of Lords*
 - *Promoting a private member's bill in the House of Lords*
 - *Guide to House of Lords amendment style;*
- the Printed Paper Office, which can provide the text of all current bills and amendments;
- the *Companion*;
- Parliament's website, which contains a range of guidance notes, statistics and bill and amendment text.

For advice, contact the Legislation Office.

Tabling amendments

Amendments may be tabled with the Legislation Office between 10.00 am and 5.00 pm on Mondays to Thursdays when the House is sitting; and between 10.00 am and 4.00 pm on Fridays.

Amendments may be tabled:

- by hand in the Legislation Office (First Floor, West Front corridor);
- by fax to 020 7219 5933; or
- by email to xxxxx@xxxxxxxxxxx.xx.

During recesses amendments should be tabled between 10.00 am and 4.00 pm with the Duty Clerk (x3036 or xxxxxxxxxxxx@xxxxxxxxxx.xx).

Unless they are sent by email, amendments must be signed by the Member in whose name they are tabled. Where a Member authorises a member of their staff to table amendments on their behalf by email, the Member must confirm that arrangement directly with the Legislation Office.

Groupings

Groupings of amendments are dealt with by the Government Whips' Office (3131), which will seek to contact the first-named Members on amendments before the start of the relevant stage in order to agree groupings for convenient debate. If Members have any particular requests about the grouping of their amendments, they should contact that office before 9.30 am on the day the stage is to be taken (when the sitting begins before 12.00 noon), or before 12.00 noon on the day the stage is taken (when the sitting begins after 12.00 noon). For further information, see the *Companion*.

Draft lists of proposed groupings may be circulated to Members who have tabled amendments.

Interests (financial, personal)

Interests and the Code of Conduct

Registrar of Lords' Interests: tel: 3112

email xxxxxx@xxxxxxxxxx.xx

The Registrar is based in Room 18, 2nd Floor, West Front Corridor in the Palace (take the lift facing the Government Chief Whip's Office on the Principal Floor to the 2nd Floor then walk towards the Parliamentary Archives).

The Code of Conduct, adopted by resolution of the House on 30 November 2009, provides guidance for Members of the House of Lords on the standards of conduct expected of them in the discharge of their Parliamentary duties. More detailed rules are set out in the Guide to the Code of Conduct, agreed by the House on

16 March 2010 and amended on 9 November 2011. The Registrar of Lords' Interests offers confidential advice to individual Members about the interpretation of both the Code and Guide.

The Code and Guide set out rules of conduct that apply to all Members who are not on leave of absence.

- Members are to base their actions on consideration of the public interest.
- They are to act on their personal honour.
- They are not to accept or agree to accept any financial inducement as an incentive or reward for exercising Parliamentary influence; in particular, they are not permitted to offer Parliamentary advice or services in return for payment.
- They must not act as "paid advocates" in any proceeding of the House or select committee.
- They must register relevant financial and non-financial interests in the Register of Lords' Interests; they must also declare such interests in debate and when communicating with ministers, officials or others on Parliamentary business.
- They must observe the rules agreed by the House in respect of financial support for Members and the use of facilities and services provided by the House.

The independent House of Lords Commissioner for Standards investigates alleged breaches of the Code. The Guide to the Code of Conduct sets out the complaint and enforcement process. The Code and Guide are available from the Printed Paper Office, the Registrar and online.

Compilation of the Register

The Register is compiled by the Registrar of Lords' Interests from questionnaires sent to Members when they first become Members and from further information submitted by Members as necessary from time to time. It sets out the name of every Member and their relevant interests. If a Member has no relevant interests to register, an entry is made stating that fact. The register is available on the internet and is amended throughout the day when the House is sitting, and at least once daily during recesses. This means that the register is always up to date and publicly available provided that Members notify the Registrar of any changes needed to their register entry.

Members are responsible for ensuring that their registered interests are accurate and up-to-date, and must register any change in their relevant interests within one month of the change by notifying the Registrar.

Printed copies of the Register may be consulted by Members at the Table of the House and in the Library, the Table Office and the Registrar's Office.

Register of Interests of Lords Members' Staff

Members must ensure that all the staff that they sponsor for Parliamentary photo-identity passes have registered their relevant interests in the Register of Interests of Lords Members' Staff and are aware of their obligation to keep their entry up to date.

They should do this by completing a special form which must be signed by the sponsoring Member. The form is available from the Pass Office, from the Registrar of Lords' Interests, from Black Rod's Office, and on the internet (<http://www.publications.parliament.uk/pa/ld/ldreg.htm>)

Members' staff must keep their entries in the Members' Staff Register up-to-date. Further information about the register is available from the Registrar of Lords' Interests (3112).

Select committees

Contact office: Committee Office *tel:* 5791, 3150
email: tudorfp@parliament.uk

The House appoints select committees to perform various functions on its behalf.

Domestic committees

The 'domestic' committees deal with administrative and procedural matters relating to the House of Lords (see page 111).

Investigative committees

'Investigative' select committees (which include the committees on Communications, the Constitution, Economic Affairs, European Union, Science and Technology, and any committee established ad hoc) examine public policy issues and publish reports on them. The European Union Committee conducts much of its work through sub-committees appointed by the parent committee. The Government must respond in writing to every committee report, and many of the reports are debated in the Chamber.

Lords Committees usually investigate cross-cutting issues, while most Commons select committees focus on the work of a particular government department.

Legislative committees

All Members may take part in the scrutiny of bills in Committee of the Whole House and Grand Committee, but certain select committees also scrutinise primary legislation:

- the Constitution Committee;
- the Delegated Powers and Regulatory Reform Committee; and
- the Joint Committee on Human Rights.

In addition, the sub-committee of the Economic Affairs Committee specifically considers the Finance Bill.

Secondary legislation (orders and regulations made by statutory instrument) is considered by the Secondary Legislation Scrutiny Committee (policy significance) and by the Joint Committee on Statutory Instruments (legal and drafting aspects). Legislative Reform Orders are considered by the Delegated Powers and Regulatory Reform Committee.

Committees are also established to consider draft bills, often jointly with the House of Commons. These pre-legislative scrutiny committees operate like the investigative committees listed above.

The Liaison Committee co-ordinates committee activity, and considers requests for new select committees (see page 112).

Membership

Members of committees are usually proposed by the Whips of each party and the Convenor, officially nominated by the Committee of Selection (see page 114), and formally appointed by the House. Any Member wishing to serve on a committee should therefore make their interest known to their Chief Whip or the Convenor, and to the Chairman or Clerk of the committee concerned.

Members of sub-committees are appointed by the parent committee, so any Member wishing to serve on a sub-committee of the European Union Committee should approach the Chairman or Clerk of the committee direct, in addition to consulting their Chief Whip or the Convenor.

Members should be aware that the time commitment involved in committee work (including both attendance at meetings and reading of papers) can be substantial.

Further information

- *Parliament's website*: contains a wide range of information about committees, including details of current inquiries, oral and written evidence received, and the texts of committee reports dating back to 1997. Contact details are also given for committee staff, who are available to assist Members of the House. See www.parliament.uk and follow Parliamentary Business > Committees > Lords Select Committees.
- *Who does what in the Lords ("the Grey Book")*: lists all committees and their Members. Available from the Printed Paper Office and online.
- *Companion*: contains further information about the various select committees, how they are appointed and how they operate.

Hansard, the Official Report

Office *tel:* 3031 *email* xxxxxxxxxxx@xxxxxxxxxx

Location: 3rd Floor, West Front, access via staircase near the Moses Room

Editor of Debates: *tel:* 3397/8749

The Official Report, also known as Hansard, is a full report of proceedings in the Chamber and in Grand Committees. It also contains Written Ministerial Statements and Answers to Written Questions. It is published online throughout the day, with a time gap of around three hours. Paper copies are subsequently printed by The Stationery Office. Members can obtain paper copies by subscription (by arrangement), or from the Printed Paper Office.

Hansard can be accessed on the internet at: www.publications.parliament.uk/pa/pahansard.htm

Reporting style

Members' speeches are reported in accordance with the terms of reference in *Erskine May*:

“a full report, in the first person, of all speakers alike, a full report being defined as one ‘which, though not strictly verbatim, is substantially the verbatim report, with repetitions and redundancies omitted and with obvious mistakes corrected, but which on the other hand leaves out nothing that adds to the meaning of the speech or illustrates the argument’”.

Hansard is a substantially verbatim report of proceedings in the House of Lords. However, a significant element of impartial, objective editorial judgment is necessary to achieve a complete, coherent, accurate and readable account. To ensure consistency, Hansard generally insists on the application of its own house style for issues such as capitalisation, italics and punctuation.

Accuracy: speaking notes, quotations and queries

Hansard prides itself on its accuracy as a report of proceedings, as a source of information and as an historical document. In the interests of accuracy, it often sends requests via the Doorkeepers asking Members for speaking notes, quotations and answers to queries. To ensure that the production deadlines are met, Members are asked to respond to these requests promptly. Since the report is produced by a team, Members are also asked to be tolerant of duplicated requests. All notes will be returned by internal mail. Advance copies of speech notes are greatly appreciated and are, of course, checked against delivery.

Checking the transcript

Members and civil servants in Ministers' private offices or departments are welcome to check the transcripts of their own contributions before they are published. A draft version is usually available in the Hansard office (3rd Floor, West Front) about 45 minutes after the speech was made. Because of the need to observe tight deadlines, the final text is sent to Hansard's publication units approximately two hours after that. The text is then available on the "Today in the Lords" website, which can be found at: www.publications.parliament.uk/pa/ld/ldtoday/home.htm.

Members should not attempt to alter the sense of words spoken by them in debate; nor should Members make amendments of substance if they have been correctly reported. Any suggested corrections are judged against the criteria as set out in *Erskine May* and the *Companion*.

Mistakes

Members who wish to submit corrections to be considered for inclusion on the record must do so by the date printed inside the cover of the daily part, which is currently 14 days after the date of publication. Corrections may be submitted in writing, by telephone or by email. Corrections are made to the electronic version immediately.

Publication times

The Official Report is available from 8.30 am on the following working day from the Printed Paper Office and from 6.00 am on the internet. If the House sits very late, a cut-off time on material published may be imposed. The remaining business from that sitting will appear in the next report and a photocopy of the text to be printed will usually be made available in the Library.

Broadcasting of proceedings

Contact offices: Director of Parliamentary Broadcasting *tel:* 5849
Parliamentary Recording Unit *tel:* 5511

Viewing live proceedings

Proceedings in both Chambers are broadcast live throughout the Parliamentary Estate via the tv monitors. The Lords is shown on Channel 8, Grand Committees on Channel 23, the Commons on Channel 6 and Westminster Hall on Channel 16. (The other channels are listed on page 77).

Broadcast Archive

Proceedings in both Chambers, in Westminster Hall and in some committees are recorded for broadcast. The resulting video archive is managed by the Parliamentary Recording Unit (PRU), which is based in 7 Millbank. Members may listen to, or view, tapes of proceedings in either House. Members may also purchase videotapes, audiotapes, DVDs and videoprints taken from the coverage of proceedings (prices available on request). Extracts from the debates can also be supplied online in a number of electronic formats. The PRU can be contacted on 5511/5512.

Webcasting

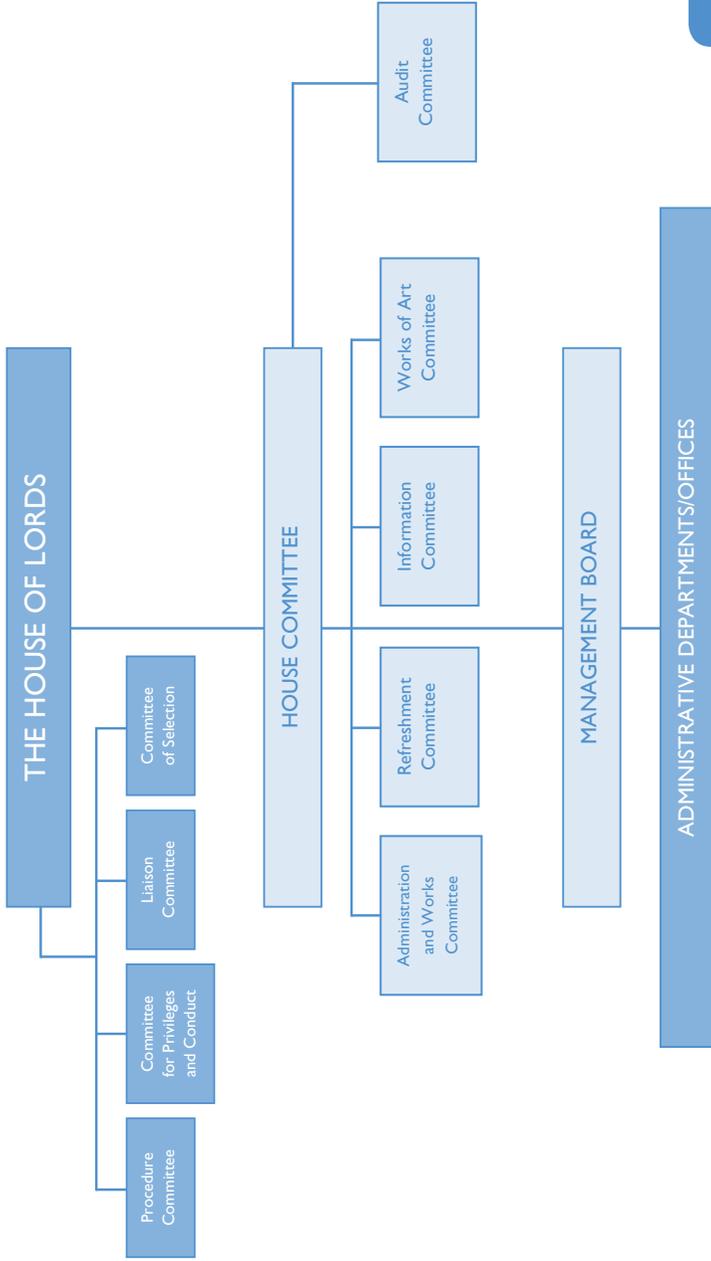
Coverage of proceedings in both Chambers and of public meetings of all committees is webcast live over the internet at www.parliamentlive.tv where proceedings since July 2009 can also be accessed through an on-demand archive.

Information Committee

The Information Committee has responsibility for supervising the arrangements for, and dealing with any problems or complaints arising out of, the televising and sound broadcasting of the proceedings of the House and its committees (see page 111).

Domestic Committees and Administration

Administrative structure of the House



The full membership of each committee described here can be found in the booklet *Who Does What in the House of Lords*, also known as the “Grey Book”, which is updated regularly and is available from the Printed Paper Office and online.

House Committee

Chairman: The Lord Speaker (Baroness D’Souza) *tel:* 6444

Clerk: *tel:* 6644

The House Committee is the principal supervisory body for the House of Lords Administration. Its terms of reference are:

“To set the policy framework for the administration of the House and to provide non-executive guidance to the Management Board; to approve the House’s strategic, business and financial plans; to agree the annual Estimates and Supplementary Estimates; to supervise the arrangements relating to financial support for Members; and to approve the House of Lords Annual Report.”

Agendas, minutes and papers for House Committee meetings are available on the intranet and in the Library.

The House Committee is chaired by the Lord Speaker. Its Members include the Chairman of Committees, the Leaders of the major parties, the Convenor of the Crossbench Peers and backbench Members.

The Domestic Committees

There are four “domestic committees” in addition to the House Committee. These committees provide a forum for Members of the House to make their views known on important aspects of internal administration. All four committees work within the strategic framework and financial limits approved by the House Committee. Final decisions on issues of strategic importance, particularly if there are financial implications, rest with the House Committee. The four domestic committees are listed below. Agendas and minutes of these committees are available on the intranet and in the Library.

Administration and Works Committee

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 3736

Considers administrative services (for example, the provision of printed papers or postal services), works (including works related to security), as well as the overall provision of accommodation (though the distribution of individual rooms to Members is handled by the Usual Channels).

Information Committee

Chairman: Lord Kirkwood of Kirkhope

Clerk: *tel:* 6772

email xxxxxxxxxxxx@xxxxxxxxxx.xx

Considers information and communications services including Library services, ICT services for Members, information services for Members and the public, broadcasting and the work of the Parliamentary Archives.

Refreshment Committee

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 3736

Oversees the work of Catering and Retail Services, including such matters as financial performance, menus and opening hours.

Works of Art Committee

Chairman: Lord Luke

Clerk: *tel:* 6702

Curator of Works of Art: *tel:* 6218

Considers matters relating to works of art and the artistic heritage within the House, such as the re-hanging of pictures and conservation issues. It commissions or acquires works of art for the House's permanent collection and chooses the designs for the House of Lords' Christmas Cards.

Other administrative committees

Liaison Committee

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 3130

Reviews and co-ordinates committee activity, considers requests for new select committees and allocates resources within the overall budget for committee activity which has been agreed by the House Committee.

Members who wish to put forward a proposal for a new committee should, in the first instance, write to the Chairman of Committees, Lord Sewel, briefly setting out the reasons for establishing such a committee. In proposals for ad hoc committees,

it is also useful to draw attention to any time constraints, and to state how long the inquiry might take. If Members wish to show cross-party support, the letter may be signed by one representative of each of the parties; the Liaison Committee has deprecated the practice of collecting long lists of signatures in support of proposals.

Committee for Privileges and Conduct

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 8796

Considers questions relating to (a) Members' conduct, (b) the privileges of the House and (c) claims of peerage. The Committee appoints a Sub-Committee on Lords' Conduct to consider matters relating to the Code of Conduct and the Register of Interests in more detail (see pages 99-101).

Procedure Committee

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 8796

Reviews the procedures of the House and the Standing Orders. The Committee approves the text of the *Companion to the Standing Orders*, which is updated every few years. It appoints a Leave of Absence Sub-Committee to advise the Clerk of the Parliaments on matters relating to the leave of absence scheme.

Committee of Selection

Chairman: Lord Sewel *tel:* 3201

Clerk: *tel:* 3736

Recommends the membership of select committees. The membership of each committee is then decided by the House as a whole.

Members who wish to be considered for membership of committees should, in the first instance, approach their Whip or the Convenor of the Crossbench Peers as appropriate.

Audit Committee

Chairman: Lord MacGregor of Pulham Market *tel:* 4439

Committee Secretary: *tel:* 5961

The Audit Committee examines and oversees audit and accountability arrangements in the House of Lords Administration. It has seven members, including two external members, and reports annually to the House Committee.

Management Board

Chairman: David Beamish *tel:* 3181

Board Secretary: *tel:* 5961

The Management Board is a team of senior officials who provide strategic decision making and management for the Administration. As well as drawing up strategic and business plans, the Board works with the House Committee providing advice and responding to directions from Members. The members of the Board cover seven functions of the Administration: parliamentary services, corporate services, information services, financial resources, human resources, support services, security and information and communication technology services.

Administrative Offices

Parliamentary and committee services

Committee Office (Millbank House)

tel: 3150

Clerk of Committees *tel:* 3130

Supports the select committees of the House with procedural and legal advice and the administrative support necessary to fulfil the committees' orders of reference.

Journal Office (First Floor, West Front)

tel: 0440, 3325

fax: 0620

email xxxxxxxxxxxxxxxxxxx@xxxxxxxxxx.xx

Clerk of the Journals *tel:* 8796

Provides procedural advice; maintains records on membership and business of the House; and compiles the Journals of the House (the authoritative record of proceedings).

The Journal Office incorporates the Registry, the Printed Paper Office and the Table Office.

Printed Paper Office (Principal Floor, near Prince's Chamber)

tel: 3037, 3038

fax: 4939

email xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxx

Clerk of the Printed Paper Office *tel:* 1246

Provides Parliamentary papers and other documents needed by Members to discharge their Parliamentary duties.

Table Office (Principal Floor, near Prince's Chamber)

tel: 3036, 5218

fax: 3887

email xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxx

Clerk of the Table Office *tel:* 3036

Assists Members in tabling questions and motions; produces the formal records of the House's business and decisions (Order Paper and Minutes of Proceedings); and provides procedural advice to Members.

Legislation Office (First Floor, West Front)

Supports the House's consideration of primary public and private legislation, as well as delegated legislation.

Clerk of Legislation: *tel:* 3152

Clerk of Delegated Legislation and Clerk of Private Bills: *tel:* 3233

Public Bill enquiries: *tel:* 3153

fax: 5933

email: xxxxx@xxxxxxxxxx

Private Bill enquiries: *tel:* 3231

fax: 2571

email: xxxxxxx@xxxxxxxxxx

Delegated Legislation enquiries: *tel:* 8821

fax: 2571

email: xxxxxxxxxxxxxxxx@xxxxxxxxxxxx.xx
xxxx@xxxxxxxxxxxx.xx

Official Report (Hansard) (Third Floor, West Front)

tel: 3031, 3032

fax: 3824

email holhansard@parliament.uk

Editor of Debates *tel:* 3397 or 8749

Provides a verbatim transcript of the day's proceedings.

Overseas Office (Lord Speaker's Outer Office)

tel: 3218

Clerk of the Overseas Office *tel:* 3187

Facilitates contacts between the House of Lords and overseas parliaments and international assemblies; and provides advice and support to Lords, including the Lord Speaker, when attending conferences overseas.

Public and Private Bill Office (First Floor, West Front)

See "Legislation Office" (page 116).

Information services

Information Office (Millbank House)

tel: 3107

fax: 0620

email xxxxxx@xxxxxxxxxx.xx

Director of Public Information *tel:* 0671

Produces and disseminates publications about the role and work of the House; manages contacts with the press and media; and provides an enquiry service for Members of the House, the public, press and staff.

Library (Principal Floor, River Front and Ground Floor, Millbank House)

tel: 5242, 5433 (Palace Library) or 7272 (Millbank House Library)

fax: 6396

email xxxxxxxx@xxxxxxxxxx.xx

Librarian and Director of Information Services *tel:* 3357

Provides research, information and bibliographic services to support the legislative and deliberative functions of the House.

Parliamentary Archives (Second Floor, Palace)

tel: 2333

fax: 2570

email archives@parliament.uk

[twitter@UKParlArchives](https://twitter.com/UKParlArchives)

Director of the Parliamentary Archives *tel:* 3071

Provides an archive and records management service for each House of Parliament, and makes records accessible to the public through the Search Room.

PICT (Rooms 16 and 17, First Floor, West Front)

Parliamentary ICT Service Desk: *tel:* 2001

email: PICTservicedxxx@xxxxxxxxxx.xx

Members' Computing Officer *tel:* 5048

PICT provides the necessary support and expertise to enable the House, its Members and staff to take full advantage of information technology in discharging their functions. PICT supports the development of strategic approaches to allow full use of technological advances.

Support services

Attendants

Attendants' Office, off Peers' Lobby: *tel:* 5566

Attendants' Office, Millbank House: *tel:* 5656

Attendants' Office, Fielden House: *tel:* 3304

Attendants' Office, Old Palace Yard: *tel:* 5252

Black Rod's Office (Principal Floor, West Front)

Black Rod *tel:* 3100

fax: 2500

Responsible for security in the Palace (in co-ordination with House of Commons' authorities and subject to the strategic oversight of the Parliamentary Security Director); controlling access to the House and its Chamber (including booking in Members' guests to the Galleries and Below Bar); and licensing media activities and controlling their access. Black Rod is responsible for organising all ceremonial and State Ceremonial events within the Palace and for the daily administration of Her Majesty's residual estate at Westminster (this includes the Robing Room, the Royal Gallery, Westminster Hall and the Chapel of St Mary Undercroft).

Department of Facilities (Ground Floor, West Front)

Director of Facilities: *tel:* 5501

Support Services: *tel:* 3213

Head of Catering Services: *tel:* 8048

Refreshments: *tel:* 4222, 4223

The Department of Facilities is responsible for accommodation (including the booking of committee and meeting rooms); for the provision of all domestic services and facilities; and for the planning, supervision and control of the works programme and budget.

Catering and Retail services, which is part of the Department of Facilities, is responsible for the provision of catering facilities to Members and their guests, and staff. It also provides a private function service to Members, and retails House of Lords gifts and souvenirs. See pages 41 to 50 for further details.

Finance Department (Millbank House)

Finance Director *tel:* 6219

Head of Finance *tel:* 6017

Members' Finance *tel:* 6096

General enquiries *tel:* 3322

fax: 8647 *email:* xxxxxxxx@xxxxxxxxxx.xx

The Finance Director is responsible for financial policy and ensuring that appropriate financial resources are made available for the House's requirements. The Finance Department provides a range of payments and accounting services for the House, administers financial support for Members and pays staff salaries.

Human Resources Office (Millbank House)

tel: 3185

fax: 4868

email humanresourxxxxxx@xxxxxxxxxx.xx

Head of Human Resources *tel:* 3186

Provides a personnel service for all House of Lords' employees (i.e. not Members' staff). The responsibilities of the Office include recruitment of staff, maintenance of the pay and grading systems and other conditions of service, pay negotiation and authorisation, and superannuation.

Feedback from Members

Comments and complaints from Members are an important source of information for maintaining and improving standards of service.

The procedure set out below, which has been agreed by the House Committee, is intended to enable Members to comment on the quality of the services provided for them or, if necessary, to make a formal complaint.

Complaints

Initial contacts

Most comments or complaints from Members will be dealt with quickly and efficiently if they are raised directly with the member of staff concerned.

If Members are not satisfied with the response then they are invited to speak to the head of the relevant office or department.

Where a problem remains unresolved, Members may wish to make a formal complaint.

Scope of complaints

This procedure is intended for complaints where a Member feels that there has been:

- a failure to implement or follow stated policies or procedures;
- undue delay or inefficiency in the provision of a service; or
- poor quality service.

The procedure is not intended for complaints about the substance of policies agreed to by the House or by a committee of the House, which should be raised with the appropriate Member.

How to make a complaint

A formal complaint should be made in writing or by email to the Reading Clerk, who has responsibility for Corporate Services (xxxxxxxxxxxxx@xxxxxxxxxxxxx). Members should provide as much relevant information as possible so that their complaint can be dealt with promptly.

How complaints are handled

The Reading Clerk will undertake an investigation of the complaint, which may include contacting the Member to seek additional information or to discuss the complaint. He will aim to reply to the complaint within five sitting days. Where possible his reply will contain a substantive response to the complaint and, where appropriate, an explanation of what action will be taken as a result. Where this is not possible, perhaps because further investigation is necessary, his reply will report on the progress in handling the complaint and indicate when a substantive response will be made.

Where appropriate the Clerk of the Parliaments will be informed of complaints and consulted about responses to them.

Annual reporting

The number of complaints received, and a summary of any actions taken in response, will be reported annually to the House Committee.

Compliments

Where a member of staff has given especially good service, feedback is always welcome and may be given to the Clerk of the Parliaments or any senior manager.

Whips' Offices

The Whips' Office for each party provides many support services for their Members, and the office of the Convenor provides similar services for Crossbench Members.

In addition, the Government Whips' Office has responsibilities to all Members in matters such as drawing up speakers' lists (see page 97) and agreeing groupings of amendments (see page 99).

Government Whips' Office

tel: 3131

fax: 6837

email: xxxxxxxxxxxxxxxxxxxx@xxxxxxxxxx.xx

web: www.lordswhips.org.uk

Opposition Whips' Office

tel: 3237

email: holopositioxxxxxx@xxxxxxxxxx.xx

Liberal Democrat Whips' Office

tel: 3114

email: xxxxxxxx@xxxxxxxxxx.xx

Convenor of the Crossbench Peers

tel: 1414

fax: 0670

email: xxxxxxx@xxxxxxxxxx.xx

Appendix I: Rules governing the use of facilities in the House of Lords

The following text is extracted from the House Committee's 2nd Report of 2009-10, which was agreed by the House on 16 March 2010.

The following rules apply to Members' use of facilities in the House of Lords. They take full account of the importance of Members being able to continue pursuing their outside interests—particularly in an unsalaried House which thrives on their varied expertise—notwithstanding the fact that the House sits during business hours and evenings. The rules should all be read in the context of paragraph 8(b) of the Code of Conduct, which specifies that “Members of the House should act always on their personal honour”.

Any Member who follows the advice of the Director of Facilities (rules 1-6), Black Rod (rules 7-9), the Director of Information Services and Librarian (rule 10), the Reading Clerk (rules 11-12) or the Clerk of the Printed Paper Office (rule 13) is deemed to have complied with the rules.

Refreshment outlets

1. Refreshment outlets in the House of Lords are primarily intended for Members carrying out their Parliamentary duties or entertaining personal guests. However, it is acceptable for Members to host meals for purposes relating to their outside interests, including their commercial interests. Members may raise money for charity by hosting meals in the House of Lords' refreshment outlets, but not for any other cause.

Office accommodation

2. Office accommodation in the Palace of Westminster and other House of Lords outbuildings is provided to Members to assist them in their Parliamentary duties, and should primarily be used for that purpose. However, it is accepted that Members may need to use office accommodation for incidental purposes relating to their outside interests, including their commercial interests.

Committee and meeting rooms

3. Committee and meeting rooms on the Parliamentary Estate are available to Members primarily for purposes relating to their Parliamentary duties. However, it is accepted that Members may need to use committee and meeting rooms for incidental purposes relating to their outside interests, including their commercial interests. However, with the exception of book launches for books written by Members or primarily about them, such rooms may not be used to promote Members' outside interests. Neither may they be used for annual general meetings (except by All-Party Parliamentary Groups).

Stationery

4. House of Lords headed paper and envelopes may be used for all correspondence relating to the work of the House, including the work of all-party groups, and for personal correspondence in modest quantities but not for circulars, general correspondence (except that of an essentially Parliamentary nature) or business letters.
5. Postage-paid envelopes and postcards may be used for Members' correspondence on Parliamentary business but not:
 - a. for correspondence of a business, commercial or personal nature;
 - b. for the correspondence of a Parliamentary group which includes persons other than parliamentarians;
 - c. in connection with party political fund-raising or campaigning;
 - d. for issuing circulars of any description (i.e. an unsolicited letter sent in identical or near identical form to a number of addresses);
 - e. for internal mail (mail within the Parliamentary Estate); or
 - f. for overseas mail (including Europe and the Republic of Ireland).

Travel Office

6. Members may use the Travel Office to book travel for any purpose.

Security passes

7. A Member may apply for a security pass for their spouse or civil partner; for up to three passes for their secretaries and research assistants; for passes for their carers; and, with Black Rod's approval, for a pass for a driver employed specifically to drive them. Passes may only be granted under the second category to people who genuinely and personally provide Parliamentary secretarial or research assistance to the sponsoring Member.

Tours

8. Tickets for Central Tours Office tours may not be auctioned or sold by Members. Members may raise money for charity by offering private tours of the Palace, but not for any other cause. Members must accompany their guests at all times.

Press conferences

9. Members may not hold press conferences in committee rooms on the Committee Corridor, but they may do so in Committee Room G and other meeting rooms with Black Rod's permission.

Library

10. The House of Lords Library is available to all Members of the House. Library facilities and services are intended to assist Members in carrying out their Parliamentary duties. However, it is acceptable for a Member to use readily available Library facilities to pursue enquiries relating to outside interests, including commercial interests, so long as those facilities are not required by another Member for use for Parliamentary purposes. For the avoidance of doubt, research services may only be used for Parliamentary purposes.

ICT

11. ICT hardware and services provided by PICT are intended to assist Members in carrying out their Parliamentary duties and should primarily be used for that purpose. However, it is accepted that Members may need to use ICT hardware and services for incidental purposes relating to their personal or outside interests, including their commercial interests, save that:
- a. Members may not store a significant amount of data (as advised by PICT), whether as emails or any other form of data, relating to their outside interests on a Parliamentary server; and
 - b. whilst Members may, where necessary, make use of landline telephones on the Parliamentary Estate and PDAs for reasons relating to their outside interests, including their commercial interests, they should have due regard to economy and, in particular, should avoid making lengthy private calls overseas.

House of Lords logo

12. Save for the provision set out in the guidance on the use of House of Lords headed paper and envelopes, the House of Lords logo¹ should be used by Members for purposes relating to the discharge of their Parliamentary duties only, and for no other purpose. Members should take care in ensuring that the House of Lords logo is not used in such a way that might bring discredit upon the House.

Parliamentary Papers

13. Members are entitled to obtain free of charge from the Printed Paper Office such current Parliamentary papers and other publications as they clearly require to discharge their current Parliamentary duties. Detailed rules on entitlement to and ordering of papers are set out in the *Companion to the Standing Orders* and the *Handbook on facilities and services for Members*.²

¹ The term 'logo' refers to the Royal Coat of Arms. An electronic version of the logo can be obtained from the Information Office or via the intranet.

² Since this report was agreed by the House, the information has been removed from the *Companion to the Standing Orders*. However, it is reproduced on page 67 of this Handbook.

Appendix 2: Quick reference guide for Members' staff

This Handbook is aimed at both Members and their staff and most sections will be relevant to both groups. However, below is a quick reference guide to a list of services which Members' staff might find particularly useful and the relevant page numbers.

Access around the House	8
Booking committee and meeting rooms	34
Catering outlets – access rules	42
Email accounts and gaining access to the Parliamentary Network	58
Escorting guests	9
Fire training	14
Library access	63
Members and Peers Staff Association (MAPSA)	79
Mobile telephones and electronic devices	31
Pass application and verification process	7
Register of Interests of Lords Members' Staff	101
Treatment of staff	1

Index

Address, notification of change for mail or papers	81
Adjournment restaurant (Commons)	53
Administration and Works Committee	111
Administration of House, diagram	109
Amendments	98
Annunciators	76
Archives, Parliamentary	74
Attlee Room	50
Audit Committee	114
Banqueting	44
Barry Room	48
Bellamy's restaurant (Commons)	52
Bicycle and motorcycle parking	6
Bills	98
Bishops' Bar	48
Bishops, retired	19
Black Rod's Office	120
Broadcasting of proceedings	106
Cafeterias	48
Car parking	6
Cash machines	38
Catering and Retail Services	41
Changing rooms	36
Chapel of St Mary Undercroft	39
Children, Members'	23
Cholmondeley Room	50
Civil partners and spouses, Members'	23
Clock Tower (Elizabeth Tower) tours	24
Code of Conduct	99
Commercial activities	86
Committee Office	115
Committee rooms	34
Committees	109
Commons debates, admission for Lords Members	24
Complaints and compliments	122
Computer equipment	56

Computer services	55
Consumables	33
Convenor of the Crossbench Peers	124
Crypt Chapel (Chapel of St Mary Undercroft)	39
Data protection	76
Debate restaurant (Commons)	53
Debates, admission for guests and family	22
Debates: speakers' lists	97
Declaration of interests	99
Desks for Members	29
Despatch Box coffee bar (Commons)	53
Domestic committees	111
Dress Code, below bar	23
Dress Code, dining rooms	47
Education Service, Parliament's	73
Elizabeth Tower tours	24
Email, Parliamentary system	58
Emergencies	13
Employment of Members' staff	6
Entrances	4
Envelopes, postage-paid	83
Facilities, Department of	120
Facilities, rules on the use of	126
Families room	36
Fax machines	33
Feedback from Members	122
Filming	25
Finance Department	121
Financial support for Members	89
Fire	13
Forthcoming business	95
Freedom of information	76
Functions and parties	44
General enquiries	12
Gift Shop	43

Government Whips' Office	124
GP service	16
Guest room, Peers'	44
Guests	20
Gym (Westminster Gymnasium)	39
Hairdressing	39
Hansard (Official Report)	104
Health, safety and wellbeing	15
Hereditary Peers excluded from the House	19
Home Room	43
House Committee	110
House of Lords Business	94
Human Resources Office	121
ICT Coaching	60
ICT Security	60
Information Committee	111
Information Office	118
Insurance	91
Interests	99
Internet	70
Interviews	35
Intranet, Lords	69
Journal Office	115
Jubilee Cafe (Commons)	52
Legislation	98
Liaison Committee	112
Liberal Democrat Whips' Office	124
Library	63
Light bulbs	29
Lockers	38
Lords' Bar	43
Lords' notices	81
Lost property	12
Mail	81
Management Board	114

Maps	
• Map 1 Parliamentary Estate	Inside front
• Map 2 Ground floor of the Palace	145
• Map 3 Principal floor of the Palace	147
• Map 4 First floor of the Palace	149
• Map 5 Principal Floor of the Palace (Lords end)	Inside back
Medical facilities	15
Meeting rooms	34
Members and Peers Staff Association (MAPSA)	79
Members of the European Parliament	19
Members on Leave of Absence	18
Minute Room (see Table Office)	
Mobile telephones	31
Motions, tabling	95
Motorcycle parking	6
Nurse	15
Offices for Members and office services	29
Official Report (Hansard)	104
Online journals and databases	65
Opening times for Parliamentary entrances	4
Opposition Whips' Office	124
Order Paper	94
Overseas Office	117
Parking	6
Parliamentary Archives	74
Parliamentary Estate: map	Inside front
Parliamentary ICT Service	55
Parliamentary Office of Science and Technology (POST)	78
Parliamentary Papers	66
Parliamentary Recording Unit	106
Parliament's Education Service	73
Parties and functions	44
Passes	7
Peers' Dining Room	43
Photo booth	38
Photocopiers	33
Photography	25

Photo-identity passes	7
PICT	55
Portcullis cafeteria (Commons)	52
Post	81
Post Offices	85
Prayer Room	36
Press conferences	25
Printed Paper Office	116
Privileges, Committee for	113
Procedure Committee	113
Questions, tabling	95
Refreshment Committee	112
Register of interests	99
Reid Room	50
Research – Library	63
Restricted Access or Reserved Marking	11
Retired Bishops	19
Retired Members	18
River Restaurant	44
River Room	47
Robes: hire	23
Rules on the use of facilities	126
Safety, Health and Wellbeing	15
Security	10
Security passes	7
Select committees	101
Selection, Committee of	114
Sitting times	93
Smoking policy	26
Speakers' lists	97
Spouses and civil partners, Members'	17
Staff, Members'	6, 133
Staff of the House, treatment of	1
Stamps, vending machines	84
State Opening of Parliament, robes	23

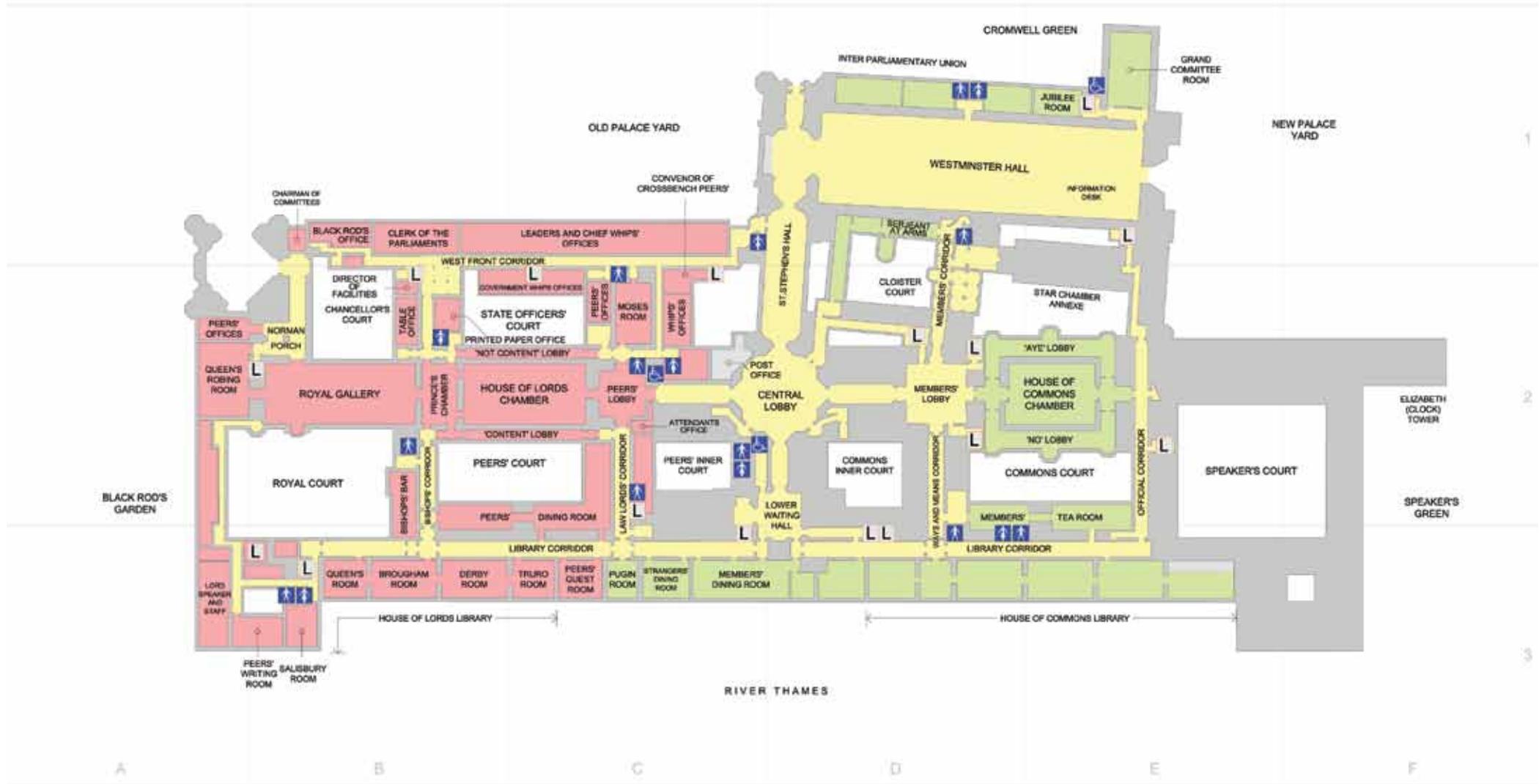
Stationery	33
Strangers' Dining Room (Commons)	51
Suggestions	122
Table Office	116
Telephones	30
Televisions (annunciators)	76
Terrace Cafeteria (Commons)	51
Terrace pavilion (Commons)	52
Tours	21
Travel Office	37
Treatment of staff of the House	1
TV room	36
Use of mobile phones	31
Visitors' tours	21
Voicemail	31
Webcasting of proceedings	107
Westminster Gym	39
Whips' offices	124
Works of Art Committee	112
Writing room	36

Maps

Map 3
 Palace of Westminster
 Principal floor plan

KEY

- HOUSE OF LORDS
- HOUSE OF COMMONS
- LIFT
- MALE LAVATORY
- FEMALE LAVATORY
- ACCESSIBLE LAVATORY



Map 5

House of Lords
Principal floor
plan

