



SPA
Future
Thinking[°]

House of Commons Survey of Services 2012 FINAL REPORT

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Executive summary

The House of Commons Service delivers a range of support services to Members and their staff; these services provide them with the help they need to carry out their Parliamentary responsibilities effectively.

To support the management information around this service delivery, the House of Commons Service regularly undertakes research amongst Members and their paid staff to assess their levels of satisfaction and inform forward planning. This report documents findings from the survey carried out in January 2012, and compares the results with those of the previous survey, which was undertaken in November 2010.

All Members and their paid staff were invited to participate in the 2012 Survey of Services; in total 177 Members and 961 Members' staff engaged with the survey, equating to 35% of all potential respondents (27% of Members, and 36% of Members' staff).

Overall satisfaction

The majority of Members and their paid staff were satisfied with the services provided by the House of Commons Service. 92% of Members, and 94% of their staff were at least 'satisfied' with the House services overall. At least two out of five were either 'very satisfied' or 'completely satisfied' (45% of Members; 41% of Members' staff).

The areas of service to receive the highest levels of satisfaction, with more than 90% of both Members and Members' staff giving satisfied ratings, were:

- Hansard
- Information and research services
- Chamber and Committee business and advice

The majority (at least two thirds) of Members and their staff were satisfied with all top-level aspects of the House of Commons Service covered in the survey; however, at least 10% expressed some dissatisfaction with the following:

- Security
- Office accommodation in Westminster
- Cleaning
- IT & Communications services
- Catering, banqueting and retail

There was little change in levels of satisfaction with main service areas between 2010 and 2012, although for Members, satisfaction with security and cleaning decreased (from 93% and 87% to 84% and 76% respectively), and for Members' staff satisfaction with ICT and catering services increased (from 75% and 73% to 82% and 80% respectively), while satisfaction with cleaning decreased (from 79% to 71%).

Most Members (71%) and Members' staff (83%) said their level of satisfaction with House services had not changed over the past year. However, a fifth (22%) of Members said their satisfaction had decreased, compared with 7% who said it had increased. 12% of Members' staff said their satisfaction had decreased, versus 5% who said the opposite.

Chamber and Committee services

These directorates provide a range of services including those delivered by the Table Office, Vote Office, the Public Bill Office, support for Select Committees and the Official Report (Hansard).

Members generally offered very high levels of satisfaction with services provided by the Department of Chamber and Committee Services. **Doorkeepers** were highly thought of by Members, with virtually all saying they were satisfied with their service, while more than two in five (44%) were completely satisfied.

Very high levels of satisfaction were attained by the **Vote Office**, with 100% of Members and Members' staff saying they were satisfied with the service, and around two-fifths saying they were completely satisfied. Vote office staff were praised in open-ended comments.

Similarly, both Members and their staff offered very high satisfaction ratings for the **Journal Office**, with 100% and 99% satisfied respectively.

The **Table Office** also achieved high levels of satisfaction amongst both Members and their staff. When asked to comment further on the service provided by the Table Office, a handful of Members' staff expressed dissatisfaction with the limited number of questions a Member can e-table.

The vast majority of Members were satisfied with **Select Committee staff**; around seven in ten Members were very or completely satisfied with each of the services provided.

Almost all (98%) Members and their staff were satisfied with the **Public Bill Office**, representing an increase compared with the last survey when the figure was 92%. Four in five (81%) Members were very or completely satisfied with the PBO.

The **Official Report** received similarly high satisfaction ratings to those seen in 2010; 98% of Members who expressed an opinion were satisfied with the helpfulness of staff. Where feedback was offered by Members and their staff, a few suggested it would be beneficial to receive draft versions for Members to review prior to publication.

Others suggested that the online format of the report could be modified to facilitate simpler searching throughout the document.

Serjeant at Arms

The Serjeant at Arms is responsible for the security of the House, its occupants and visitors. 95% of Members and 96% of their staff said they felt at least ‘fairly secure’ on the Parliamentary Estate. However, amongst Members the proportion saying they felt ‘very secure’ or ‘extremely secure’ was lower this year than in 2010 – down from 68% in 2010 to 57% in 2012 – while amongst Members’ staff the proportion has held steady at two thirds.

Members and their staff reported high levels of satisfaction with the helpfulness, efficiency and courtesy of **security staff**; however, there was a substantial minority (15% of Members and 19% Members’ staff) who reported dissatisfaction with the consistency of security staff in applying access rules.

Issues reported by a number of respondents included claims of inconsistency in the application of rules between different entrances, and inconsistency in how rules are applied between Members and Members’ staff, or indeed between those friendly with particular security officers and those who are not.

The **Pass Office** was well regarded, with very high levels of satisfaction given by both Members and their staff for the Pass Office’s ability to deal with enquiries, their speed of response, and the courtesy of staff.

Facilities

Facilities are responsible for the catering, food and retail services on the Estate, as well as cleaning, maintenance, the mail delivery service and the minimisation of the House’s environmental impact.

While individual aspects of the **catering services** provided by the House generally received good levels of satisfaction from Members and staff, around one in five Members reported dissatisfaction with the dining rooms and restaurants for entertaining, cafeterias and self-service restaurants, and the Members’ Dining Room, Tea Room and Smoking Room.

When asked if they wished to comment further on the catering services, Members and staff expressed concerns about the price, quality and range of food on offer, as well as a perceived lack of value for money. Some also suggested that meals should be less elaborate and more traditional options should be provided. Catering facilities are currently the subject of a separate review.

Very high levels of satisfaction were given to **other retail services** by both Members and staff, with over 90% saying they are satisfied with souvenir shops and kiosks.

Most Members and their staff expressed satisfaction with **cleaning** across the Parliamentary Estate, with more than 80% satisfied.

Although satisfaction with general cleanliness was fairly high, substantial proportions were dissatisfied with the cleaning of their office (17% of Members and 25% of Members' staff were dissatisfied) and with the cleanliness of toilets across the Estate (a third of Members and their staff were dissatisfied).

Some Members and staff suggested that offices were cleaned only superficially, while a number suggested that the toilets in Norman Shaw North were in need of regular deep cleaning and modernisation.

Maintenance services were generally thought to be highly satisfactory, particularly in terms of the courtesy of staff and quality of work. However, satisfaction was lower with regard to the time taken to answer calls and fix problems; similarly to 2010, around a third of Members and their staff were dissatisfied with problem resolution times.

A sizable proportion of Members and their staff (a quarter) expressed dissatisfaction with the provision of **recycling facilities and information** about Parliament's environmental policies and performance.

Some Members and their staff wished to see Parliament reducing its **environmental impact**, and suggested this could be achieved through increasing the number of recycling points and the range of materials that can be recycled, introducing motion sensor lighting, and improving the efficiency of the heating system across the Estate. It has been acknowledged in previous research that there are limitations to the scale of change possible to the Parliamentary buildings due to their listed status.

The **mail delivery service** received high satisfaction ratings from both Members and staff, with nine in ten satisfied overall. A couple of Members' staff commented that their mail was delivered later than it used to be, potentially due to a change in contractual arrangements.

Members and their staff were highly satisfied with the cleanliness of, and the catering and equipment provided in, **meetings rooms**.

The **Westminster Gym** was generally thought to be satisfactory by the 32 Members and 100 Members' staff who expressed a view. However nearly a quarter (23%) were dissatisfied with this facility.

Information services

The House of Commons **Library** provides support to Members in the form of briefing papers, access to printed and online materials, and responding to information requests. Satisfaction with the Library has historically been very high and this was no different this year with at least 97% of Members and their staff saying they were satisfied with each of the Library's services.

Usage of the **Parliamentary intranet** remained unchanged compared with 2010, with 75% of Members and 89% of their staff using the Parliamentary intranet (separate from the public website) on most working days, and 35% and 49% of Members and their staff respectively using it as a regular source of news.

Personnel and related services

The House of Commons Service provides support with personnel advice and support, advice on Freedom of Information and Data Protection, as well as a range of other services such as assistance with training and booking travel.

Of those who use these services, the majority were satisfied, although between a fifth and a quarter were dissatisfied. Many Members' staff did not make use of personnel services, and this was followed up in qualitative discussions with both Members and their staff.

The reason for not using services was reported as being more due to a lack of need than any particular instance of bad experiences; however relatively low understanding of the range of services available was noted, and there is an opportunity both to refresh potential users of what is on offer, as well as to provide induction briefings to new Members and their staff. Information in email format or on the intranet could be used to boost awareness.

The vast majority of Members and their staff were satisfied with the **Travel Office**; fewer than 10% expressed any dissatisfaction. However, there was a perception among some that there are quicker and cheaper alternatives.

Parliamentary Information and Communications Technology (PICT)

PICT is responsible for computing and communications equipment both on the Parliamentary Estate, constituency offices and home locations, and therefore provides a vital and complex service. Overall the majority of Members and their staff were satisfied with the services provided by PICT, although as seen in previous surveys there were also areas of lower satisfaction.

This year PICT introduced a survey question to benchmark their performance against providers of ICT services in other public sector organisations. The mean (average) rating achieved by PICT was 5.0 (out of 7), while the benchmark figure for satisfaction within other organisations with ICT services was 4.9 in a comparable survey. This indicates that while PICT may achieve lower satisfaction ratings than other areas within House Services, there is no difference between satisfaction with PICT when compared against other ICT providers.

Members and their staff were reasonably satisfied with the **equipment and support** provided by PICT, particularly for desktop PCs and the installation of equipment for which at least 80% were satisfied or above. Laptops were felt to be less satisfactory, particularly by Members of whom 29% gave slightly dissatisfied or dissatisfied ratings.

The **Wireless and remote access** service provided by PICT generally received lower satisfaction scores than all other areas in the survey. Wireless access across Parliament was felt to be particularly poor, with more than half of Members and their staff stating they are dissatisfied. Two-fifths said they were dissatisfied with remote access using CISCO.

There was also room for improvement regarding the **purchasing of additional equipment** and **IT training** provided by both Capita L&D and PICT, with at least three in ten Members giving slightly dissatisfied or dissatisfied ratings.

The PICT **service** desk staff were considered to be helpful and quick to answer calls by the majority of Members and their staff, however around three in ten Members were expressed at least some dissatisfaction with the quality of advice and the time taken to resolve issues.

Members' Centre

Members expressed high levels of satisfaction with the Members' Centre in Portcullis House, with more than 90% of Members and their staff saying they were satisfied with the service.

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Introduction

The running of Parliament requires a large amount of organisation and expertise. The House of Commons Service supports the House and its Members in performing their parliamentary duties by providing a variety of services which range from accommodation, cleaning and catering through to enabling the procedures of the House with the aid of the Table Office and the Official Report.

A significant number of people are supported by the House of Commons Service. The 650 Members each employ their own permanent and temporary staff, as well as volunteers, students and interns and the Service has to support the various requirements of these groups.

Many challenges are faced including security, environmental and heritage constraints. ICT services have the challenge of providing services and equipment to constituency and home locations as well as Westminster offices. However, services need to be provided effectively and efficiently while at the same time adapting to changes in technology and adhering to procedure.

The House of Commons Service aims to respond to the needs of Members and their staff and as part of this, monitors Members and Members' staff satisfaction levels through the annual Survey of Services.

This report provides the findings of the 2012 survey.

Project objectives and scope

The research programme is intended to:

- Provide usable feedback on the range and quality of services provided to Members and their staff so that actions to improve and develop services can be identified if necessary;
- Identify areas where the quality of services fall short of acceptable standards and where there are good standards;
- Assess how the perception of service delivery changes over time, both at the macro level of overall service, but also for specific elements of delivery; and
- Identify new areas where services may be of use to Members but are not currently provided, and assess the demand for these in relation to existing services.

While not every element of the service provided by the House is covered in the survey, it does include questions on a wide variety.

Approach

The House of Commons Service wants to understand the views and experiences of as many Members and Members' staff as possible. To this end a flexible methodology has been designed which allows respondents to complete the survey online, on paper or contact SPA Future Thinking to provide their answers over the telephone.

This year, the primary methodology was the online survey. All Members and Members' staff on the IPSA payroll were sent invitations to complete the survey by email on 23rd and 24th January 2012. There were a few exceptions to this amongst Members' staff where email addresses were not known – in these cases, letters were sent containing the online survey login details.

Within the survey invitations respondents were given a unique access code and link to the survey. This enabled survey participation to be controlled to avoid rogue responses and to help ensure that unnecessary questions were not asked (for example, those stating that they were based exclusively in constituency offices were not asked about services delivered solely on the Parliamentary Estate). Also within the invitation was a link to download the survey in a PDF file which could be printed and returned by mail.

All respondents that did not complete the survey by the 30th January were sent a reminder email. Members not completing the survey by this date were also contacted by telephone to remind them of the research. Responses were accepted until 14th February.

Throughout the fieldwork period, respondents could contact SPA Future Thinking to opt-out of the research, request a hard copy of the survey be mailed to them, or to complete the survey over the telephone.

The research was conducted in adherence to the Market Research Society code of conduct.

Communication prior to and during the study

As with previous years of the Survey of Services, a communications programme was developed and enacted by the House of Commons. This programme included pre-survey correspondence and marketing activity and included a mention in the Chamber at business questions.

The pre-survey communications are extremely important to securing a good response rate, and have helped inform respondents of the value of the survey.

Response rates

The survey invitation was sent to all Members and 2,678 Members' paid staff (2,174 electronically, 504 by post).

House of Commons staff, and unpaid Members' staff, were not included in this survey.

The overall response rate was 35%, with a slightly higher proportion of staff responding compared to Members: The Members' response rate was 27%, and Members' staff showed a 36% return. More details of the breakdown of the sample are found in the appendix of this document. Previous response rates for similar surveys were as follows:

- 1999: 46% for MPs, and approximately 24% for their staff from a paper only survey;
- 2003: 23% for MPs and 28% for their staff from a primarily electronic survey with a paper option;
- 2007: 45% for Members and 54% for their staff from a primarily paper questionnaire with online and telephone options;
- 2009: 25% for Members and 28% for their staff (Members were sent a paper copy and their staff were emailed the invitation – except where no email address was known in which case they were sent a paper copy); and
- 2010: 29% for Members and 28% for their staff (Members and staff were emailed their invitation – except where no email address was known in which case they were sent a paper copy).

It is worth noting that during fieldwork a newspaper article was published which claimed to contain examples of complaints about the House of Commons catering service, and this may have led some Members and their staff to believe that their feedback provided during the survey would make it into the press and thus affected the response rate.

When examining the data on a question by question basis, in some cases a number of respondents did not provide an answer, therefore the base number of respondents answering specific questions within each section fluctuates. People who did not provide an answer, who felt a question was not applicable to them or who did not know the answer to a question have generally been excluded from analysis in order to provide a view based on those who have actual experience of a service. However, numbers of people excluded from analysis have been indicated where relevant.

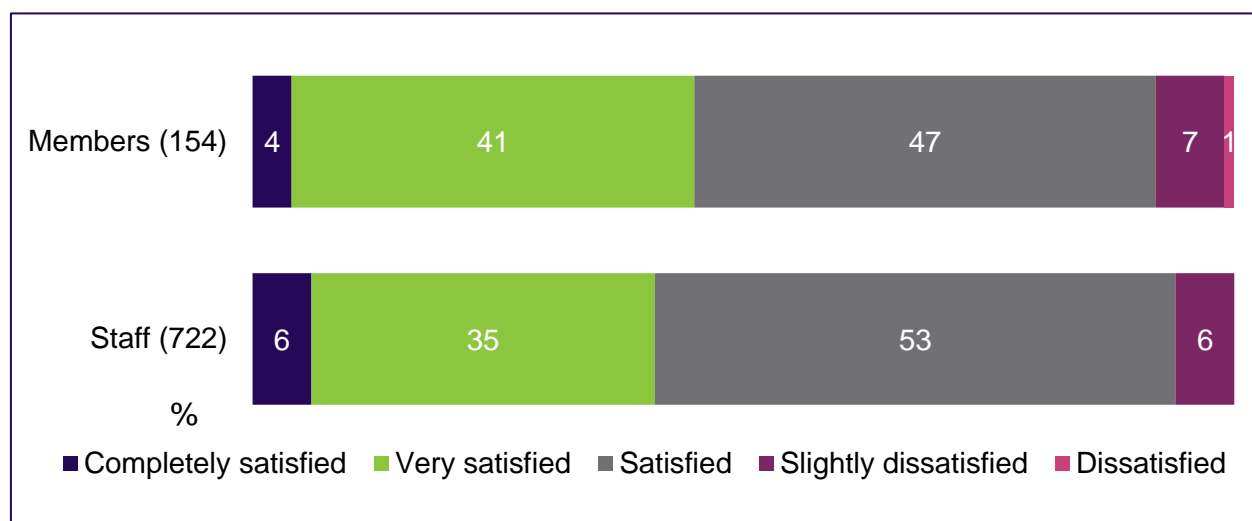
Satisfaction in major service areas

To assess satisfaction with House Services, Members and their staff are asked their views on eight aspects, covering services provided (by the House of Commons Library and POST, Hansard, security, procedural services and advice, accommodation at Westminster, cleaning, PICT and catering), and their overall satisfaction. These questions were developed for the June 2009 survey and the intention is to monitor these each year and measure improvement or deterioration.

Overall satisfaction

Taking all House service together, Members and their staff had very similar levels of satisfaction in 2012. While just 5% were 'completely satisfied' overall, less than 10% expressed any dissatisfaction. Members were very slightly more likely to be dissatisfied than Members' staff.

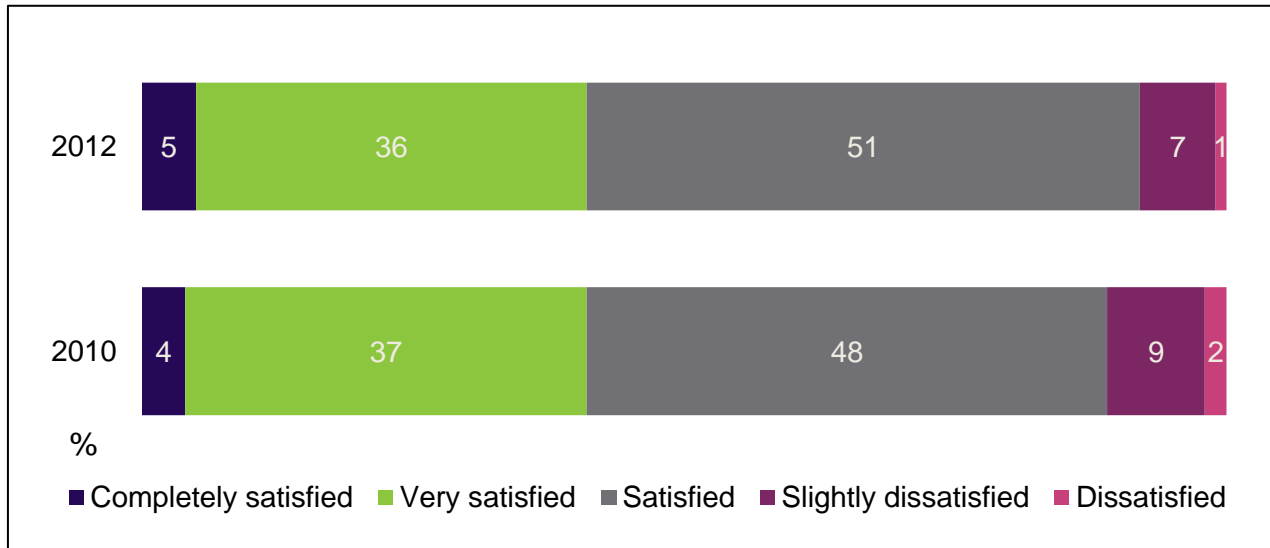
Figure 1.1 Q2. Taking all these services together, how satisfied are you with the services provided by the House of Commons Service?



Base: All with a view

Satisfaction levels with House services overall remained fairly constant since 2010. However, the proportion saying they were dissatisfied did decrease very slightly between 2010 and 2012, from 11% to 8%.

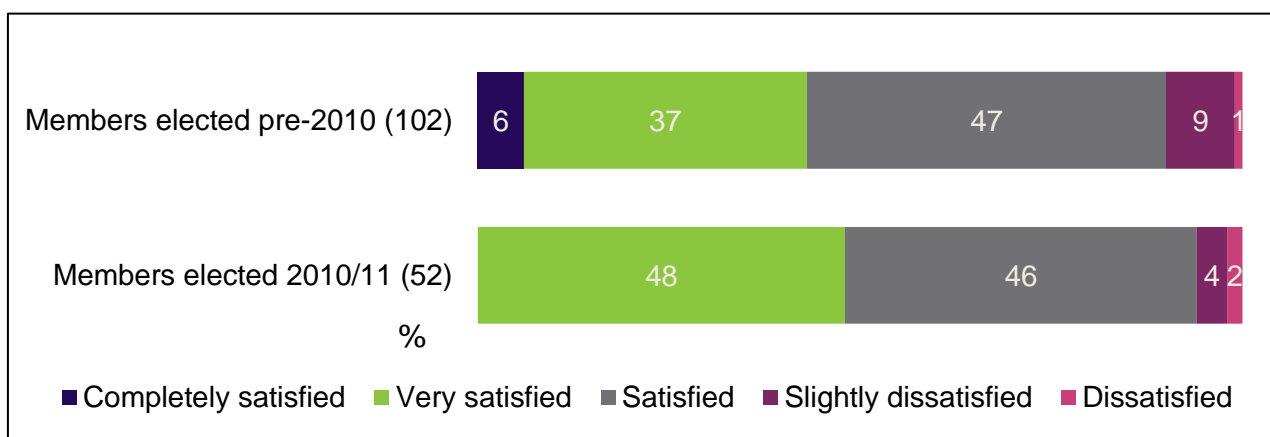
Figure 1.2 Q2. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results in 2012 and 2010



Base: All with a view (Members and their staff combined)

Looking at the difference between Members' satisfaction according to their length of service, slightly more 'older' Members (those elected pre-2010) gave very or completely satisfied ratings than 'newer' Members (those elected in 2010/11). There was a scarcity of 'delight' being expressed by Members, with just six 'older' Members, and no 'newer' Members, saying they were completely satisfied with the House services overall.

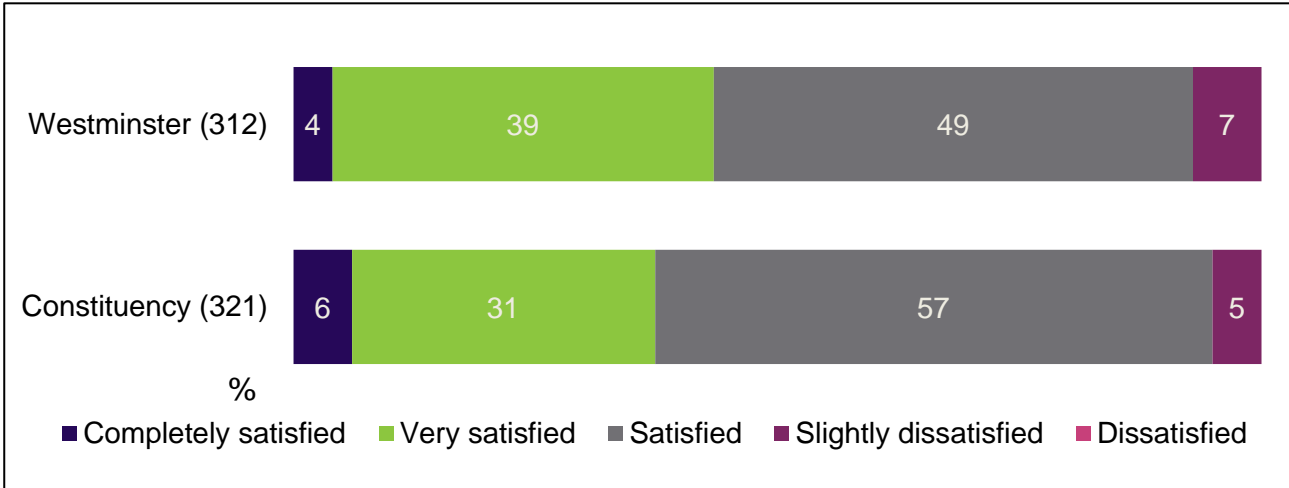
Figure 1.3 Q2. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results by location



Base: All **Members'** with a view

As in 2009 and 2010, there was little difference in satisfaction with House services between those staff working in Westminster and those in the constituency offices, although a slightly higher proportion of Westminster-based staff are very or completely satisfied.

Figure 1.4 Q2. Taking all these services together, how satisfied are you with the services provided by the House? Comparison of results by location



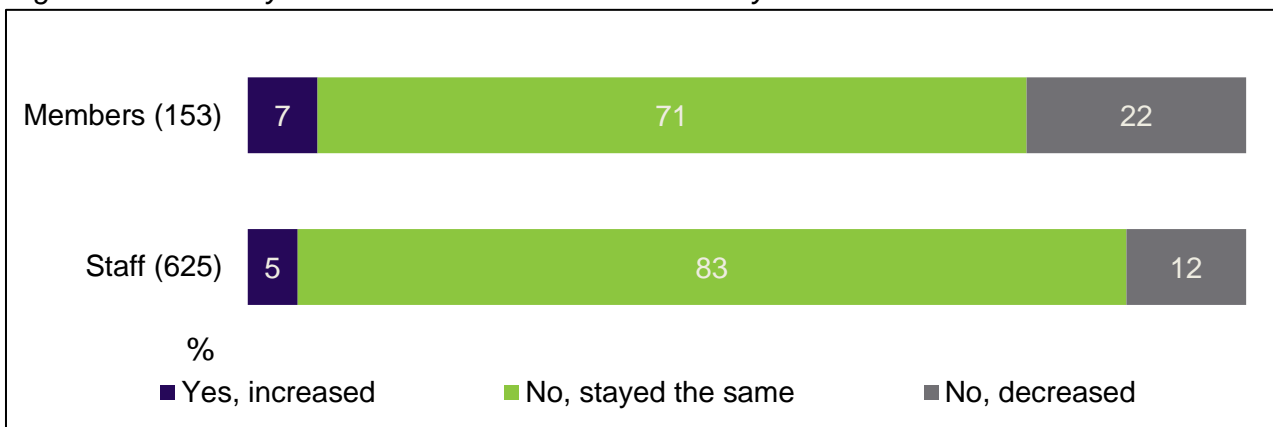
Base: All Members' staff with a view

Changes in levels of satisfaction

Most Members and their staff reported that their satisfaction had remained the same since last year, and this is consistent with the largely similar satisfaction ratings observed.

Around a fifth of Members said their satisfaction had decreased, while 7% said it had increased. Members' staff were more likely than Members to say that their satisfaction was unchanged, and subsequently less likely to report an increase or decrease in satisfaction.

Figure 1.5 Q3. Has your satisfaction increased since last year?



Base: All with a view

Satisfaction with broad service areas

Figures 1.6 and 1.8 illustrate satisfaction results among those expressing a view (i.e. excluding those who didn't use the service or didn't state their satisfaction level).

Each service area was used by all except a handful of Members who answered. However there were substantial proportions of staff who do not use many of the services, ranging from one fifth up to nearly half:

- 46% of staff do not use the Chamber and Committee business & advice service
- 40% of staff do not use office accommodation at Westminster
- 39% of staff do not use cleaning services
- 33% of staff do not use catering, banqueting and retail services
- 27% of staff do not use security services
- 22% of staff do not use Hansard

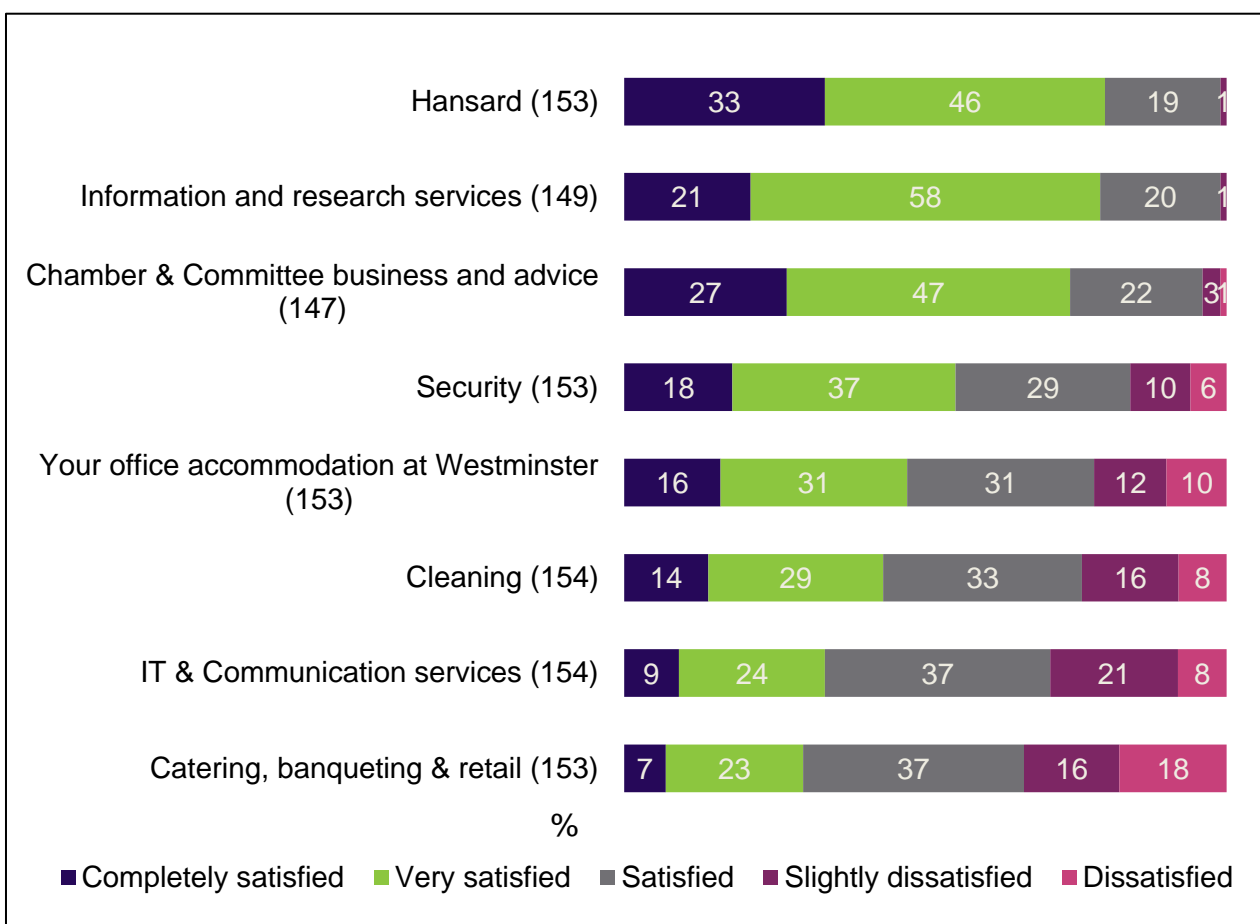
It is very likely that in the majority of cases, where Members' staff said they did not use particular services, this could be explained by the service not being relevant to their role, or that the services was site-specific (i.e. those based solely in constituency offices may not use catering services).

Members

Hansard, and information and research services, were the most satisfactory services for Members again this year, with 99% and 98% respectively providing 'satisfied' ratings. Around four-fifths (79%) of Members are 'delighted' with these services, i.e. very or completely satisfied.

As in 2010, this year the three services with the highest levels of dissatisfaction were cleaning (24% slightly dissatisfied or dissatisfied), ICT (29%) and catering, banqueting & retail (34%).

Figure 1.6 Q1. Please indicate your satisfaction with each of the following service areas.



Base: All **Members** with a view

Compared with 2010 there were few changes in levels of satisfaction amongst Members this year. However, satisfaction with security and cleaning fell this year amongst Members (although three quarters remained satisfied with cleaning, and more than four fifths were still satisfied with security – more detailed findings on each of these issues is found later in this report).

Figure 1.7 Q1. Please indicate your satisfaction with each of the following service areas.

% satisfied ('satisfied', 'very satisfied' or 'completely satisfied')	2012	2010
Hansard (153)	98	95
Information and research services (149)	99	95
Chamber & Committee business and advice ¹ (147)	96	92
Security (153)	84 ²	93
Your office accommodation at Westminster ³ (153)	78	74
Cleaning (154)	76	87
IT & Communication services (154)	70	64
Catering, banqueting & retail (153)	67	63

Base: all **Members** with a view (numbers in brackets are 2012 figures)

¹ NB: in 2010 the wording was 'Procedural services and advice'

² Shaded box indicates significant difference between 2012 and 2010 percentages

³ NB: in 2010 the wording was 'Your accommodation in Westminster'

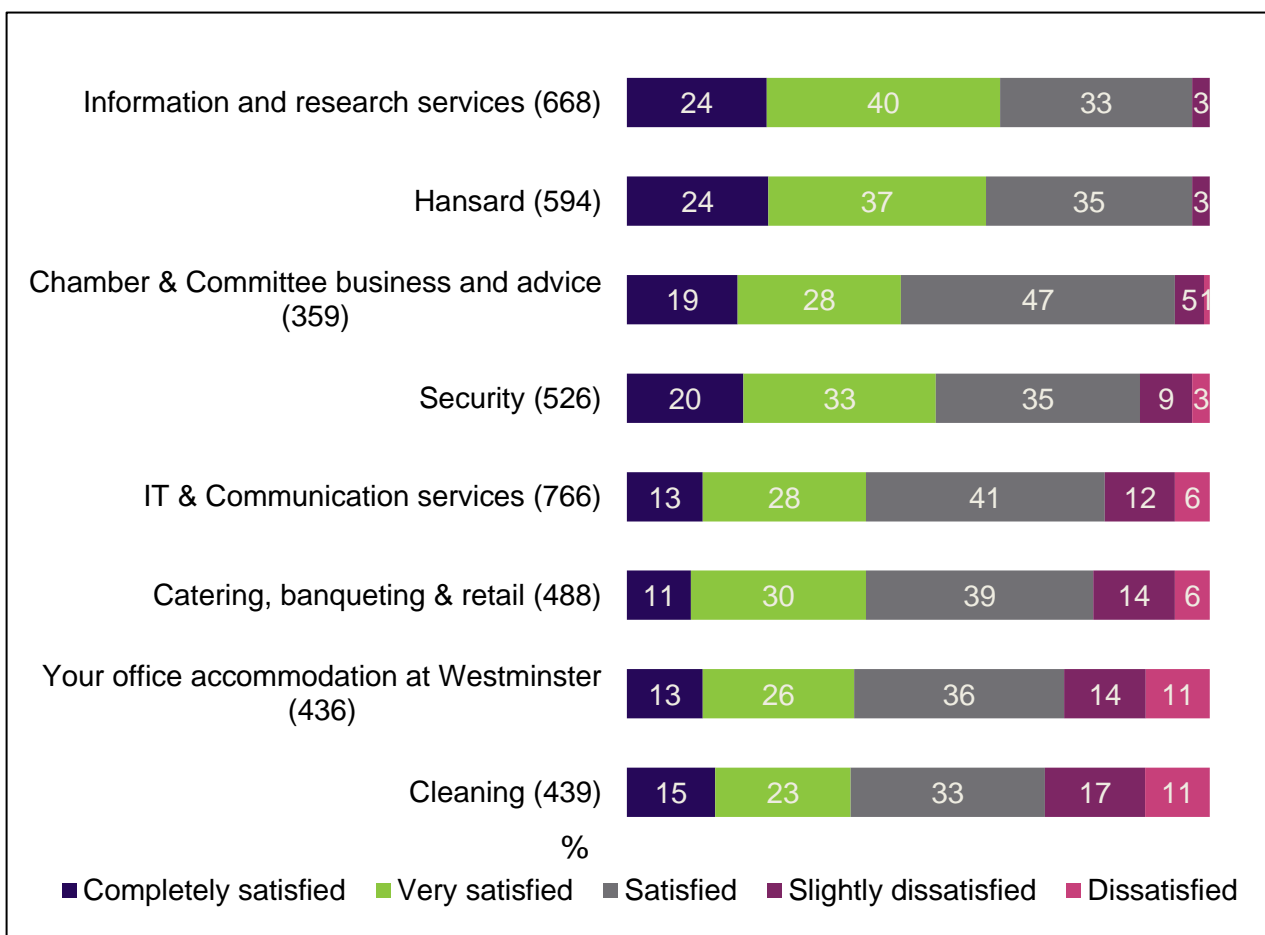
Members' staff

At least seven out of ten Members' staff expressed some degree of satisfaction with each of the broad service areas covered in the research. Similarly to Members, staff were most satisfied with information and research services and Hansard; 97% were satisfied with each service and around three in five were either very or completely satisfied.

The highest levels of dissatisfaction were found with regard to catering (20% dissatisfied), office accommodation at Westminster (25%) and cleaning services (28%).

Compared with 2010, there were slight decreases in the proportion of Members' staff expressing dissatisfaction with ICT and catering services (25% and 27% dissatisfied in 2010 respectively), but a slight increase in dissatisfaction with cleaning (21% in 2010)

Figure 1.8 Q1. Please indicate your satisfaction with each of the following service areas.



Base: All **Members' staff** with a view

Staff remain more satisfied than Members with ICT services (82% compared to 70%) and catering, banqueting and retail (80% compared to 67%).

For most services, Members' staff gave very similar satisfaction ratings in 2012 as in 2010. For ICT services, and catering, banqueting and retail services, satisfaction rose in 2012, whereas satisfaction with cleaning fell. Further details are provided on each individual element throughout this report.

Figure 1.9 Q1. Please indicate your satisfaction with each of the following service areas.

% satisfied ('satisfied', 'very satisfied' or 'completely satisfied')	2012	2010
Information and research services (668)	97	98
Hansard (594)	96	96
Chamber & Committee business and advice ⁴ (359)	94	95
Security (526)	88	91
IT & Communication services (766)	82 ⁵	75
Catering, banqueting & retail (488)	80	73
Your office accommodation at Westminster ⁶ (436)	75	80
Cleaning (439)	71	79

Base: all **Members' staff** with a view (numbers in brackets are 2012 figures)

⁴ NB: in 2010 the wording was 'Procedural services and advice'

⁵ Shaded box indicates significant difference between 2012 and 2010 percentages

⁶ NB: in 2010 the wording was 'Your accommodation in Westminster'

27 Members and 82 Members' staff made suggestions for services that they would like to see offered by the House service to assist them with their work. There were various individual answers, but the most commonly requested services were a convenience store (requested by six Members and seven Members' staff), improved wi-fi access (requested by 13 individuals) and a dry cleaners (by 10 individuals).

Figure 1.10 Q4. What services would you like to see offered?

Number of mentions (NOT percentages)	Members	Members' staff
Base	27	82
Convenience store	6	7
Wi-Fi / free / improved Wi-Fi	5	8
Dry cleaners	4	6
HR dept. / advice / support	1	6
Better communication / weekly e-mails / e-mail alerts	0	3

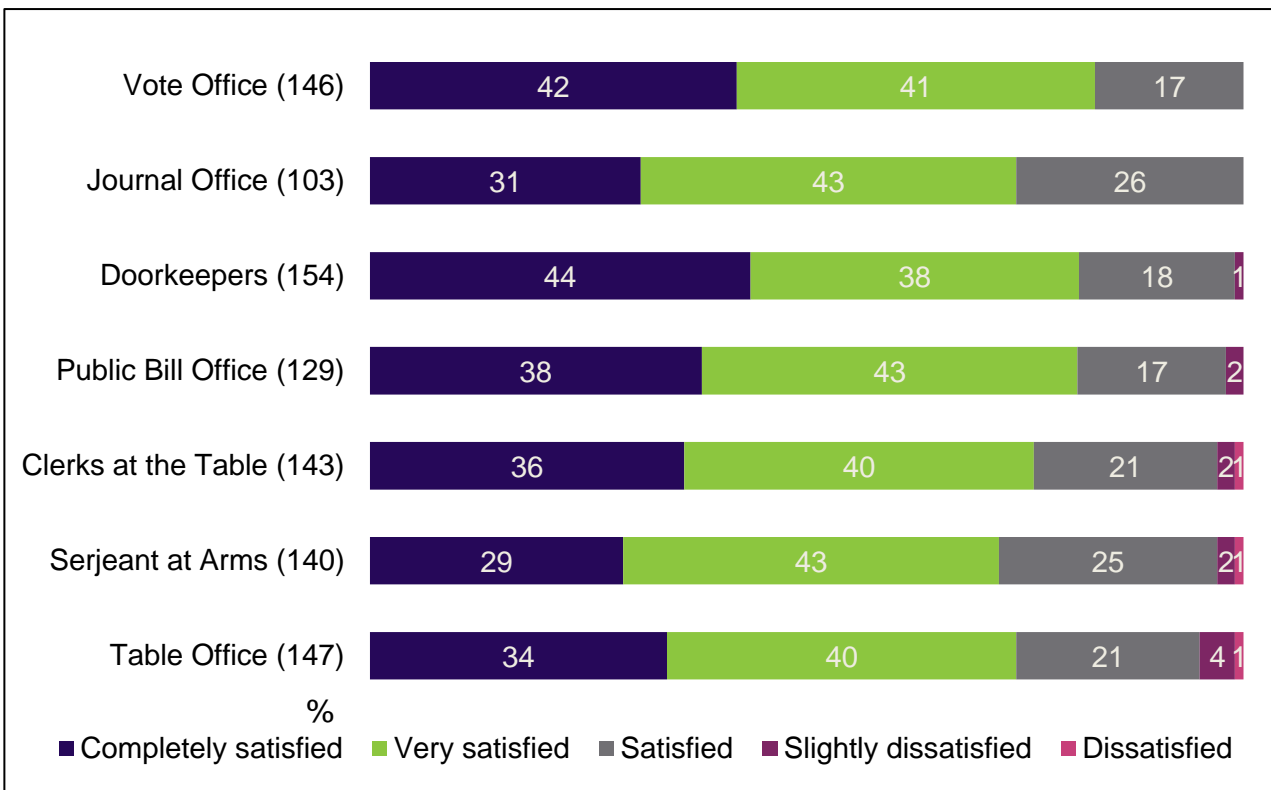
*Base: all those saying there were additional service that would assist them with their work.
 Answers shown where mentioned by at least three respondents*

Chamber and Committee services

Services provided in support of business in the Chamber and/or Westminster Hall

Members were very satisfied with services provided in support of business in the Chamber and/or Westminster Hall, with at least 95% who answered expressing some degree of satisfaction with each of the services. This was largely consistent with findings from 2010. 100% of Members were satisfied with the Vote Office and the Journal Office, and 83% and 74% respectively were very or completely satisfied.

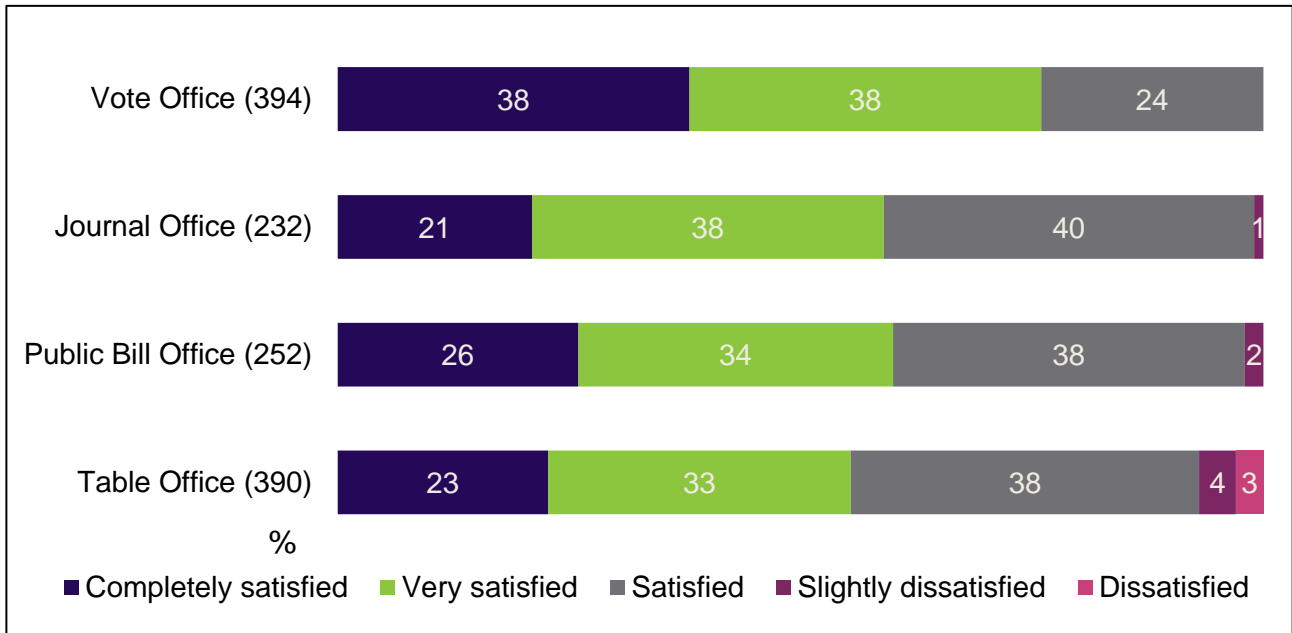
Figure 2.1 Q5. How satisfied are you with the following Members' services provided in support of business in the Chamber and/or Westminster Hall



Base: All **Members** with a view

Similarly to Members, all of the Members' staff who answered were satisfied with the service provided by the Vote Office, with two in five completely satisfied. The Journal Office, Public Bill Office and the Table Office were also very highly rated, with more than nine in ten stating they were at least satisfied with each service.

Figure 2.2 Q5. How satisfied are you with the following Members' services provided in support of business in the Chamber and/or Westminster Hall



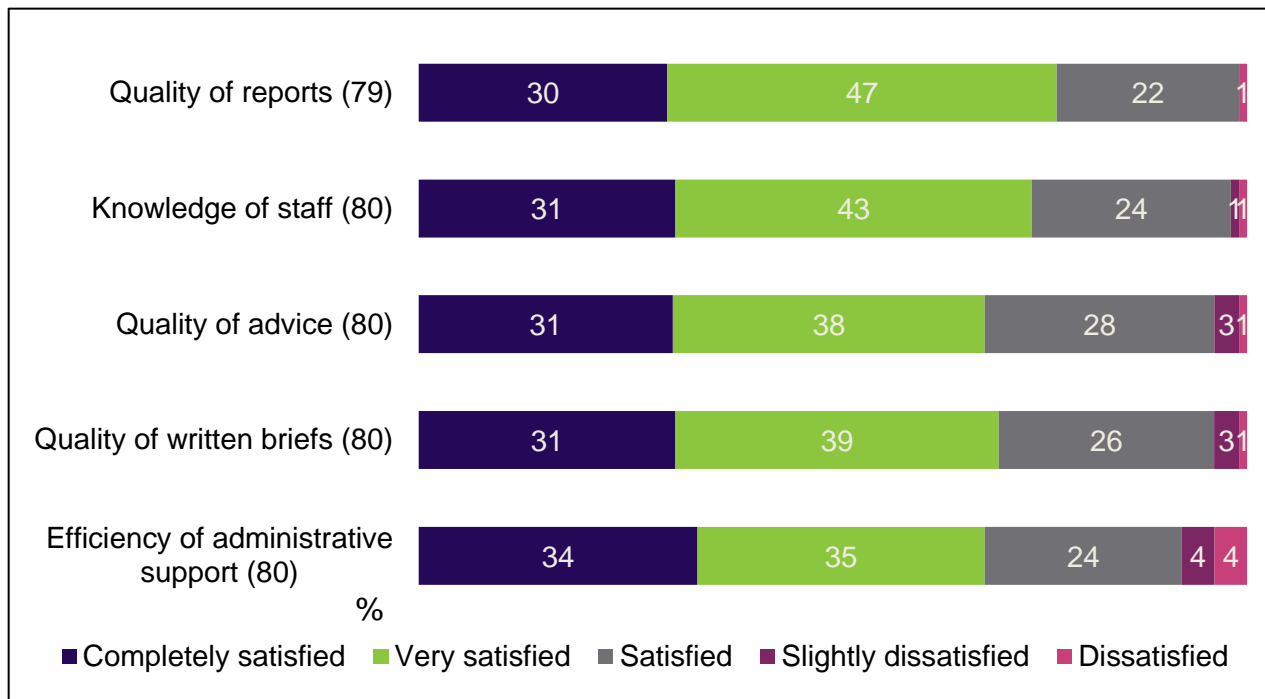
Base: All **Members' staff** with a view

Services provided by the Select Committee staff⁷

More than nine out of ten Members who answered were satisfied with the support provided by Select Committee staff, with at least three in ten completely satisfied with each aspect of the service.

The satisfaction ratings attributed to the quality of reports and the quality of briefs both increased compared with 2010, from 21% and 19% to 30% and 31% respectively.

Figure 2.3 Q7. How satisfied are you with the support provided by the Select Committee staff?



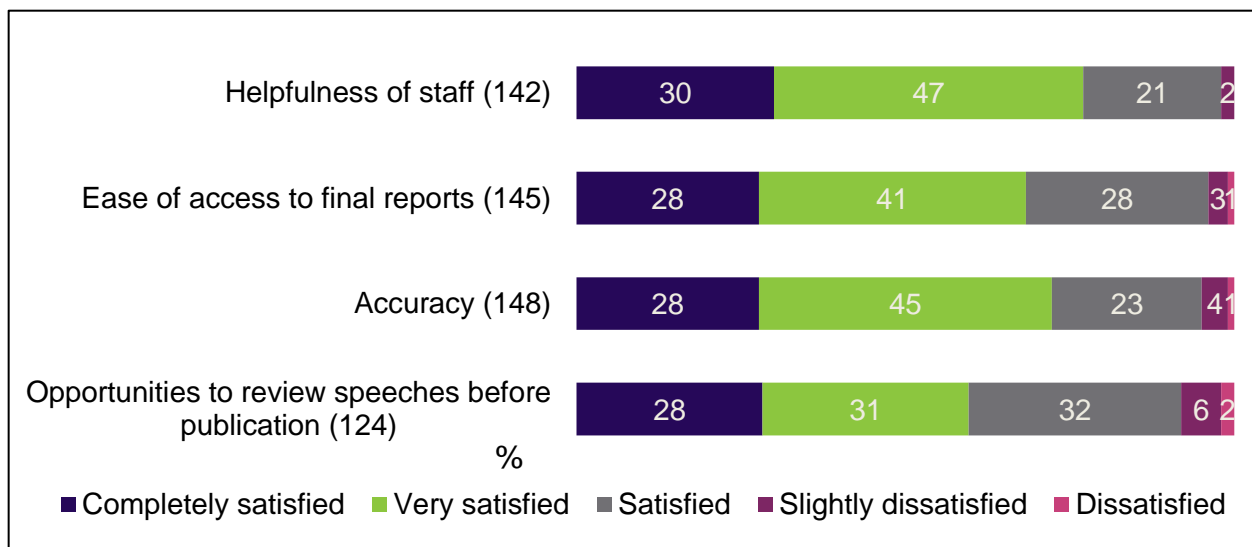
Base: All **Members** with a view

⁷ Questions relating to Select Committee staff were only asked of those with direct experience, which equated to around half the Members who completed the survey.

Official Report

As well as rating the Official Report service very highly overall (99% of Members gave 'satisfied' ratings), high satisfaction ratings were also seen for each of the specific service areas covered in the survey, with at least three in five saying they were either very or completely satisfied.

Chart 2.4 Q13. Thinking specifically about the Hansard staff and the reports of proceedings they produce, how satisfied are you with their services?

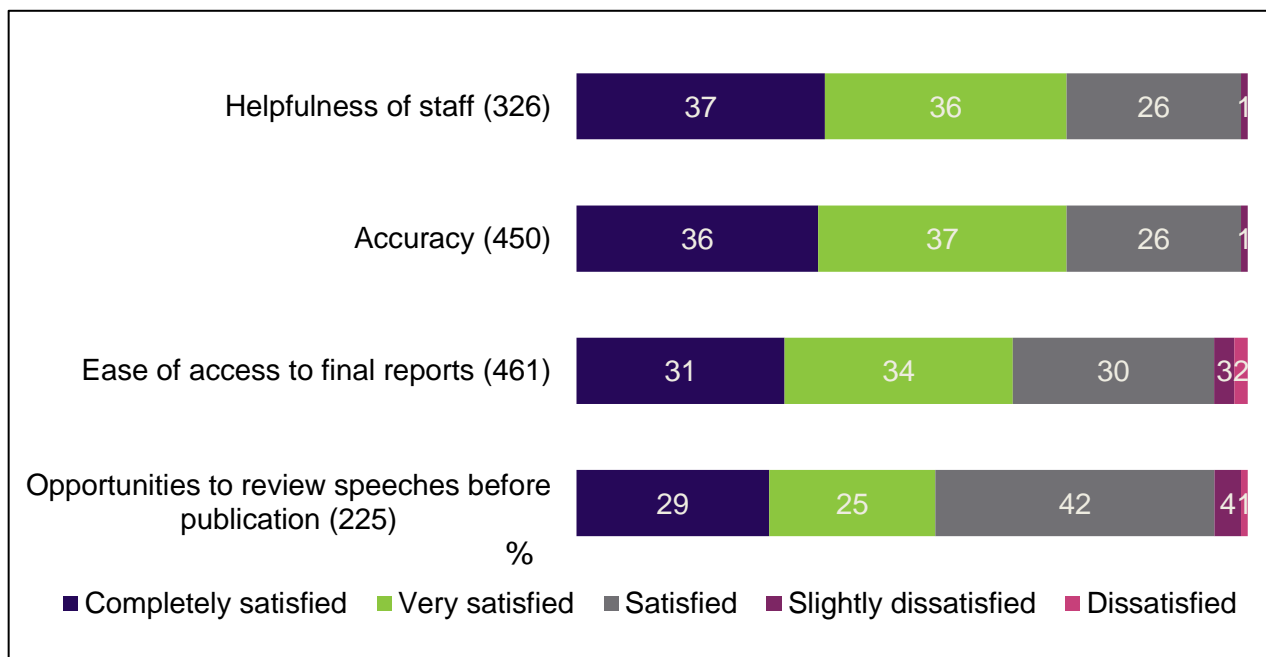


Base: All **Members** with a view

A small group (8%) expressed a degree of dissatisfaction with opportunities to review speeches before publication.

The views of Members' staff were very similar to those of Members in relation to the Official Report, with high levels of satisfaction seen across the various service aspects covered in the research. Just 1% expressed any dissatisfaction with either the helpfulness of staff or the accuracy of the Official Report⁸.

Chart 2.5 Q13. Thinking specifically about the Hansard staff and the reports of proceedings they produce, how satisfied are you with their services?



Base: All **Members' staff** with a view

⁸ In the 2010 survey, Members' staff were not asked to comment on the Official Report.

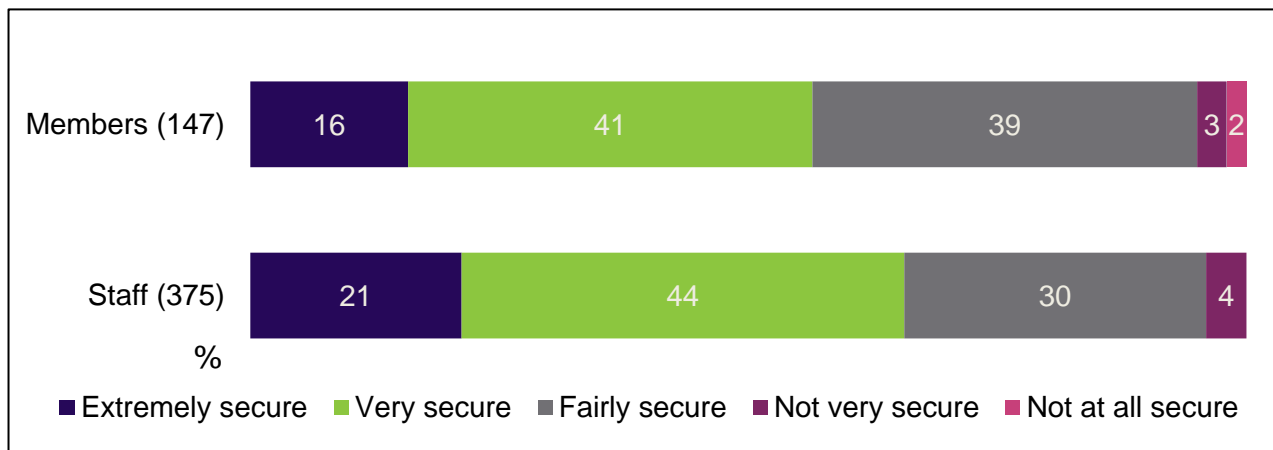
Security

Feeling of security

As shown in Figure 3.1, Members and their staff were equally likely to feel at least 'fairly secure' on the Parliamentary Estate. However, Members' staff were more likely to feel 'extremely secure', and slightly more likely to feel 'very secure'. One Member (less than 1% of responses) felt 'not at all secure'.

Nearly half (48%) of Members' staff who responded (all but 13 constituency-based) reported that they do not use the Parliamentary Estate regularly enough to comment and are excluded from the results.

Figure 3.1 Q14. In the context of the current security climate, how secure do you feel on the Parliamentary Estate?



Base: All with a view

After increasing between 2009 and 2010, Members' level of perceived security (those stating that they felt extremely or very secure on the Parliamentary Estate) decreased this year, from two-thirds (68%) in 2010 to less than three in five in 2012 (57%)⁹.

Two-thirds of Members' staff felt extremely or very secure; this level remained fairly constant from 2010 (67%) and 2009 (62%).

Figure 3.2 Comparison of levels of satisfaction with House Services in 2012 with 2010.

	2012	2010	Percentage point difference (2012-2010)
Members			
Extremely / very secure	57%	68%	-11
Not very / not at all secure	5%	7%	-2
Members' staff			
Extremely / very secure	65%	67%	-2
Not very / not at all secure	4%	4%	0

Base: All with a view

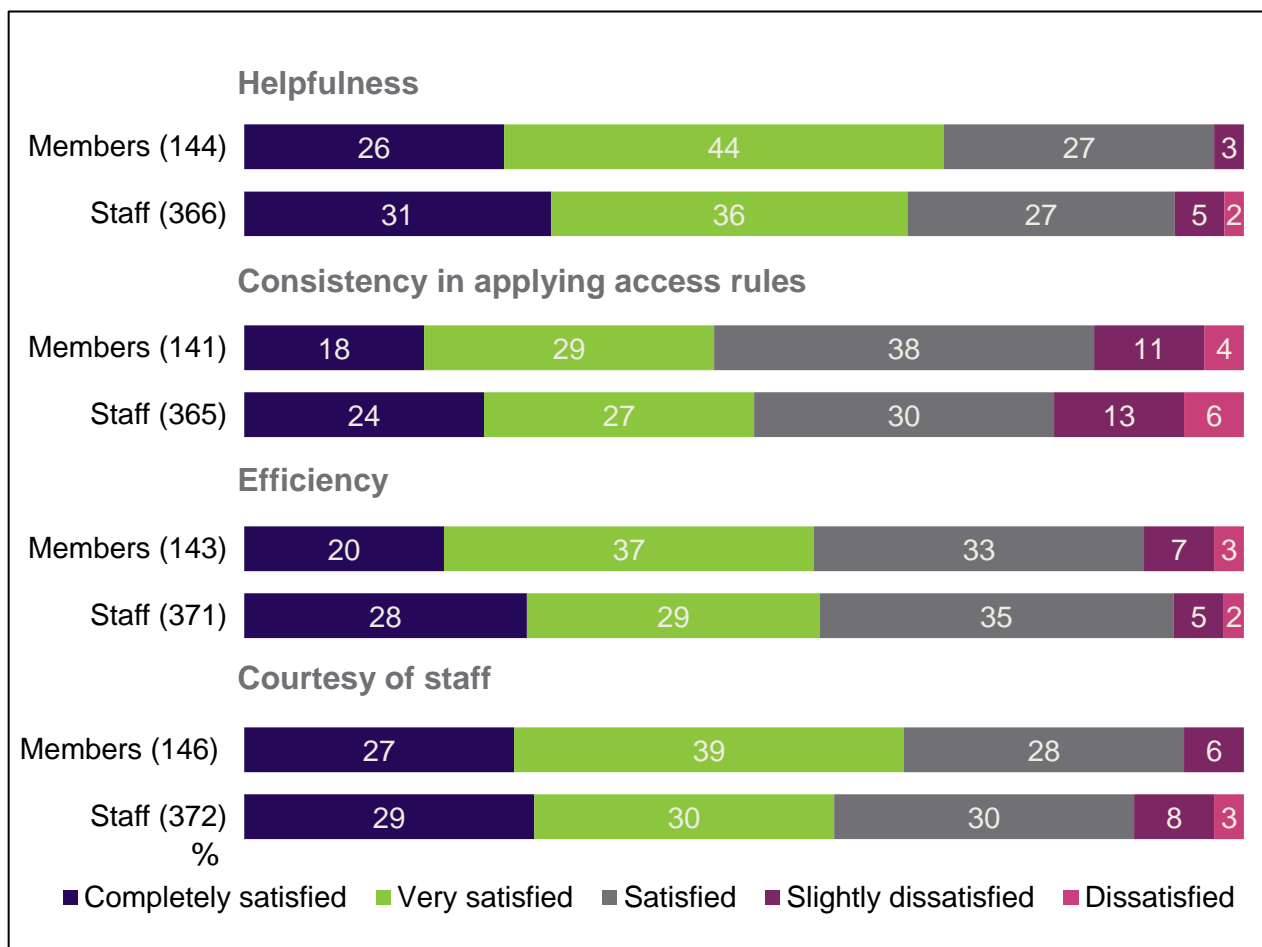
⁹ The figure in 2009 was 59%, so the 2012 figure represents a return to the pre-2010 election level.

Security staff

There were high levels of satisfaction with various aspects of the service provided by security staff, with at least 85% saying they were satisfied with each element covered in the research, as shown in figure 3.3 below.

However, around 10% of Members' staff expressed dissatisfaction with the courtesy of staff and consistency in applying access rules, while 15% of Members were dissatisfied in this area.

Figure 3.3 Q15. How satisfied are you with the House of Commons security staff (including the police, security officers and Serjeant at Arms)?



Base: All with a view

Compared with 2010 the total proportion of Members and their staff who gave satisfied ratings was similar in 2012; however, there were fewer 'completely satisfied' ratings in 2012 from Members (for consistency, 28% of Members said they were completely satisfied in 2010, 28% for efficiency and 36% for courtesy of staff).

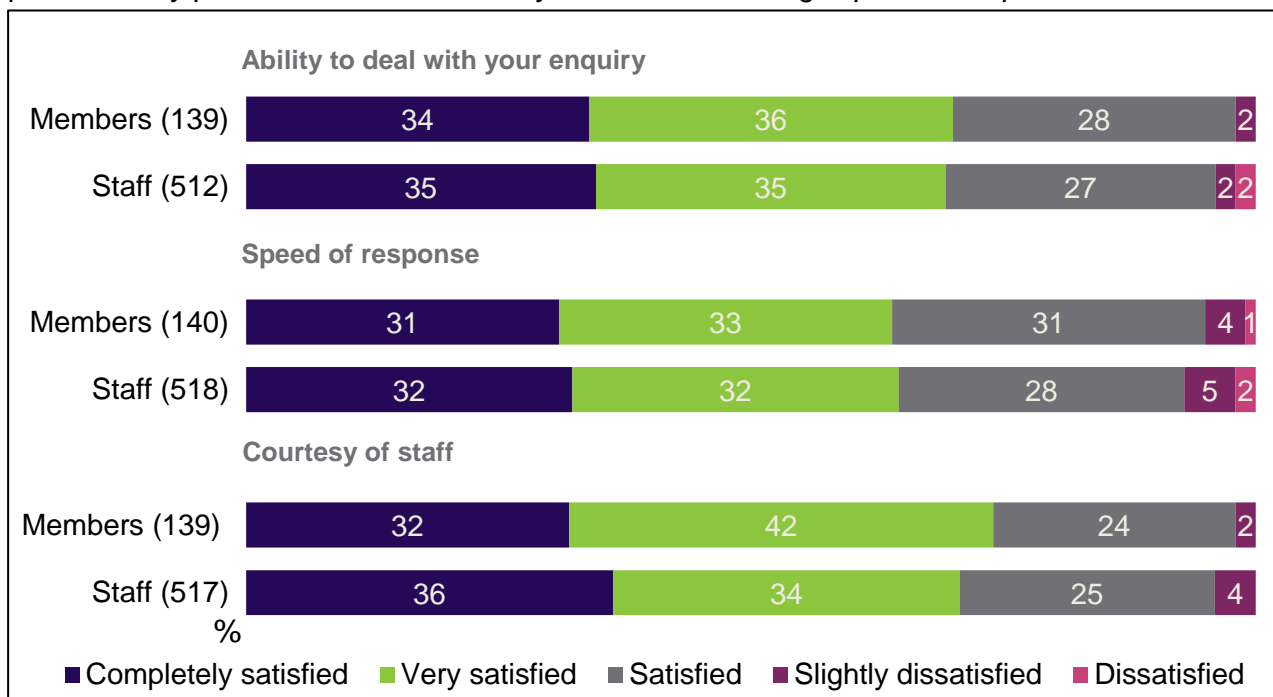
Pass Office

Each aspect of service provided by the Pass Office received high satisfaction ratings from both Members and their staff, with over 90% satisfied with the ability to deal with enquiries, speed of response and the courtesy of staff. More Members were completely satisfied with how enquiries were dealt with (34%) and speed of response this year (31%) than in 2010 (28% and 24% respectively).

Compared with 2010, Members' staff were more likely to express 'delight' with each of the service areas.

Almost half (47%) of constituency-based staff said they did not use the Pass Office, but those who did were just as satisfied as Westminster-based staff with the service provided to them.

Figure 3.4 Q16. The Pass Office processes security applications and issues Parliamentary photo-identity passes. How satisfied are you with the following aspects of its performance?



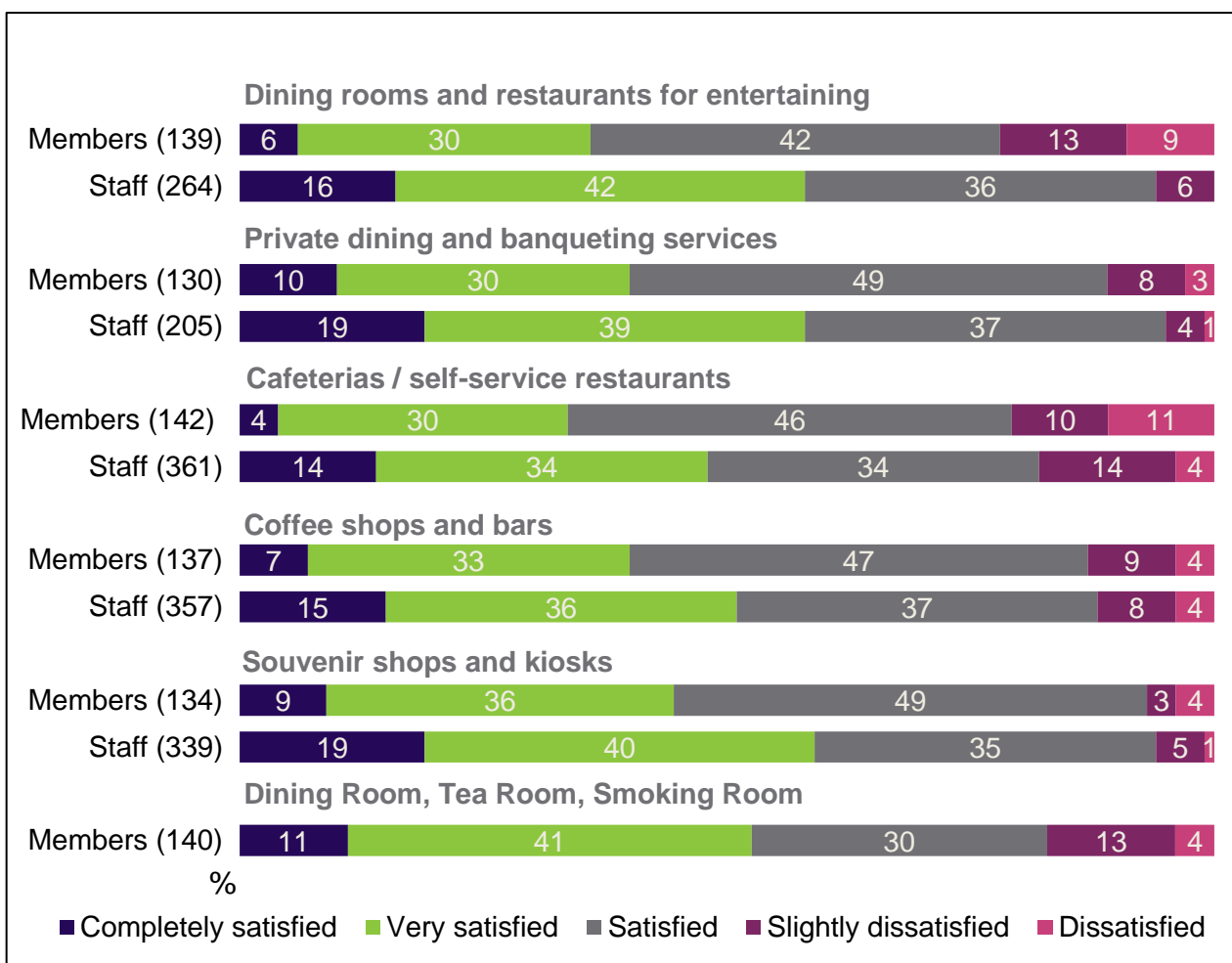
Base: All with a view

Facilities

Catering and retail services

There was generally high satisfaction with catering and retail services amongst both Members and their staff. Around four in five Members and their staff were at least 'satisfied' with each of the catering and retail services provided at Westminster, although staff were significantly more likely to be very or completely satisfied than Members with each aspect of the service.

Figure 4.1 Q21. For each of the services listed, how satisfied are you?



Base: All with a view

Members were most likely to be satisfied with souvenir shops and kiosks (94% were satisfied), while the dining rooms and restaurants for entertaining were the least satisfactory aspect of services (78%), although it is encouraging to note that this proportion rose in 2012 from 68% in 2010.

Satisfaction with the Members' Dining Room, Tea Room and Smoking Room remained high, with around half (52%) of Members very or completely satisfied, compared to 55% in 2010.

A relatively large proportion of Members' staff, mainly those based in constituency offices, reporting not using some catering services:

- 42% of staff did not use Private Dining and Banqueting services
- 27% of staff did not use the dining rooms or restaurants for entertaining

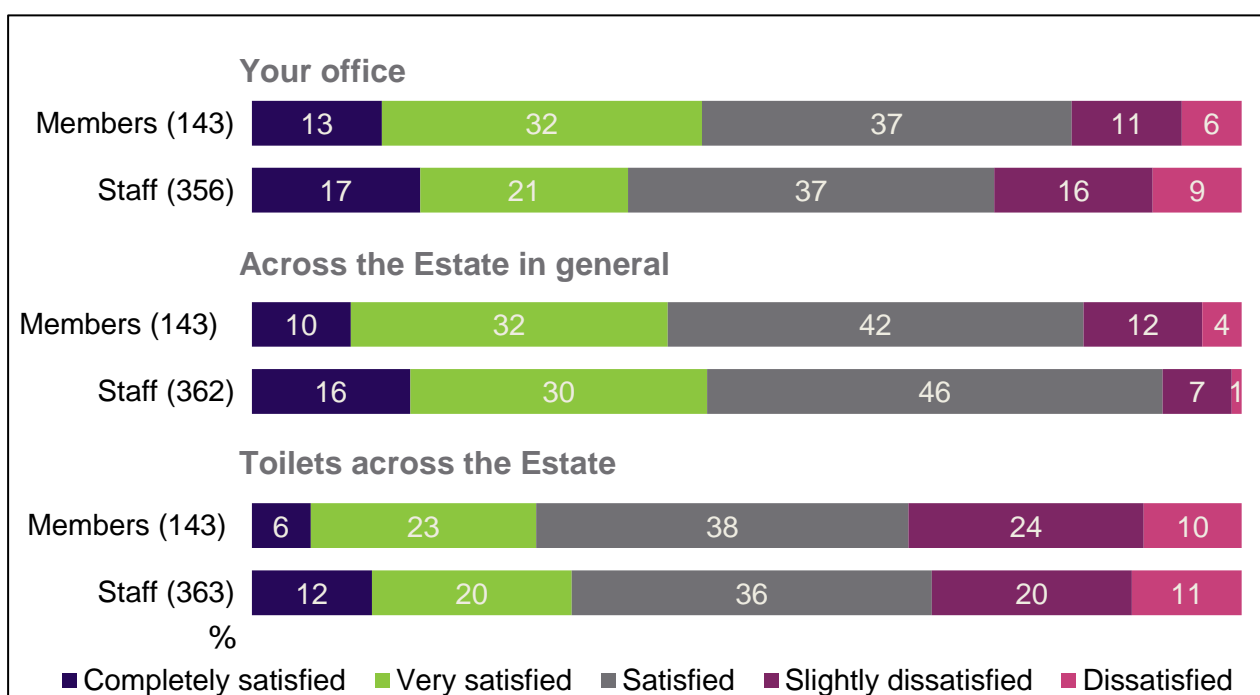
However, amongst those who did use the services, there was little difference in the satisfaction ratings between Westminster-based and constituency-based staff in terms of catering.

Cleaning

The majority of Members and their staff were satisfied with cleaning on the Parliamentary Estate, with satisfaction particularly high when related to cleaning in offices and across the Estate in general. However, there were pockets of dissatisfaction in these areas, particularly around office cleaning with 17% of Members and 25% of Members' staff expressing dissatisfaction with the cleaning in their office.

As seen in previous years, there was lower satisfaction with the cleaning of toilets, with around a third dissatisfied with the standard of cleanliness.

Figure 4.2 Q20. How satisfied are you with the general standard of cleanliness?



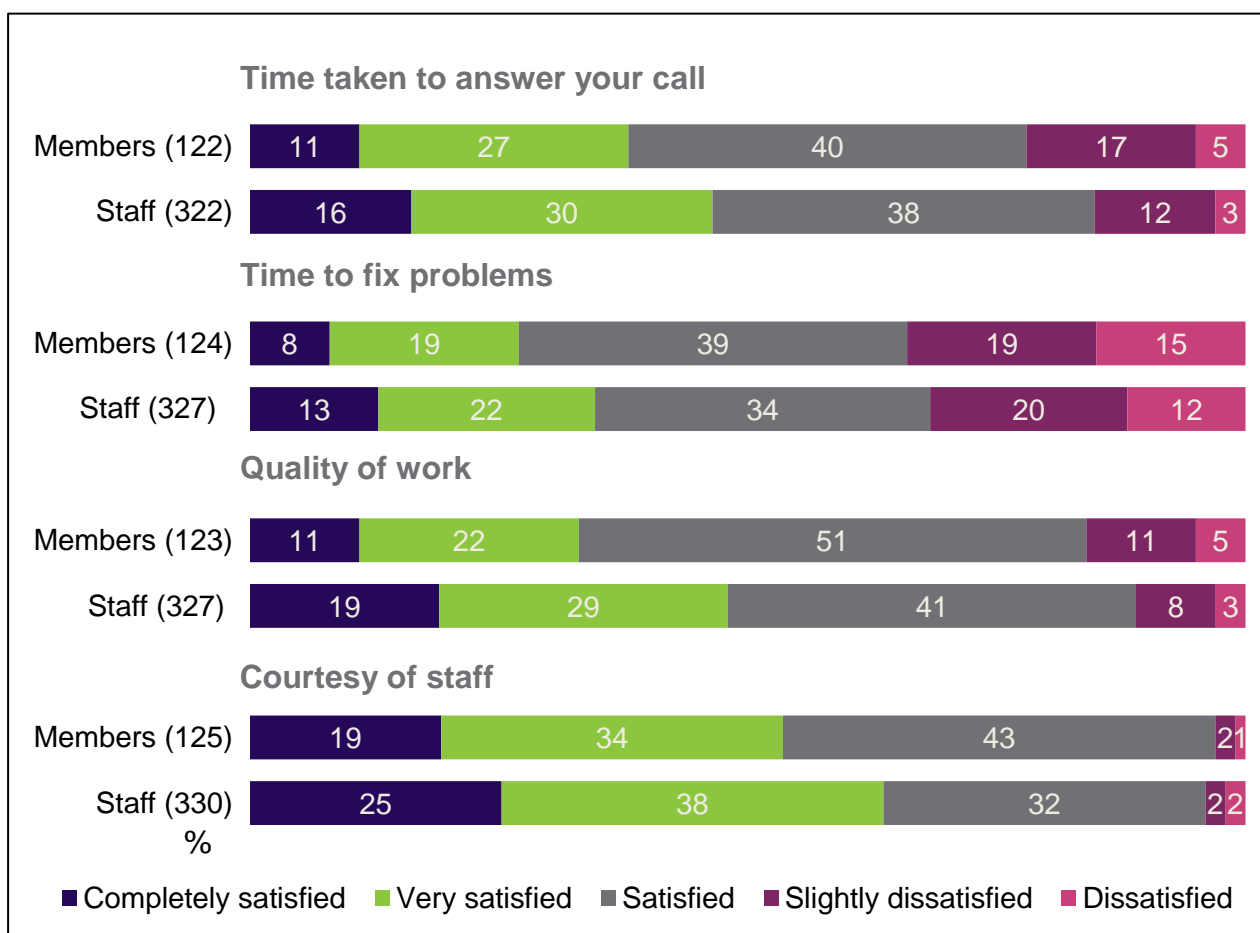
Base: All with a view

Members' and their staff's levels of satisfaction with the cleanliness across the Parliamentary Estate in general have both decreased since 2010, with significantly fewer staff stating they are very or completely satisfied (55% in 2010 compared to 46% this year).

Maintenance

Members and their staff were generally very satisfied with the courtesy of maintenance staff, with almost 100% saying they were satisfied. Satisfaction with the quality of work and time taken to answer calls was slightly lower but still good; however regarding the time taken to fix problems, around a third of Members and their staff gave dissatisfied ratings.

Figure 4.3 Q17. How satisfied you are you with the services provided by Parliamentary Estate?



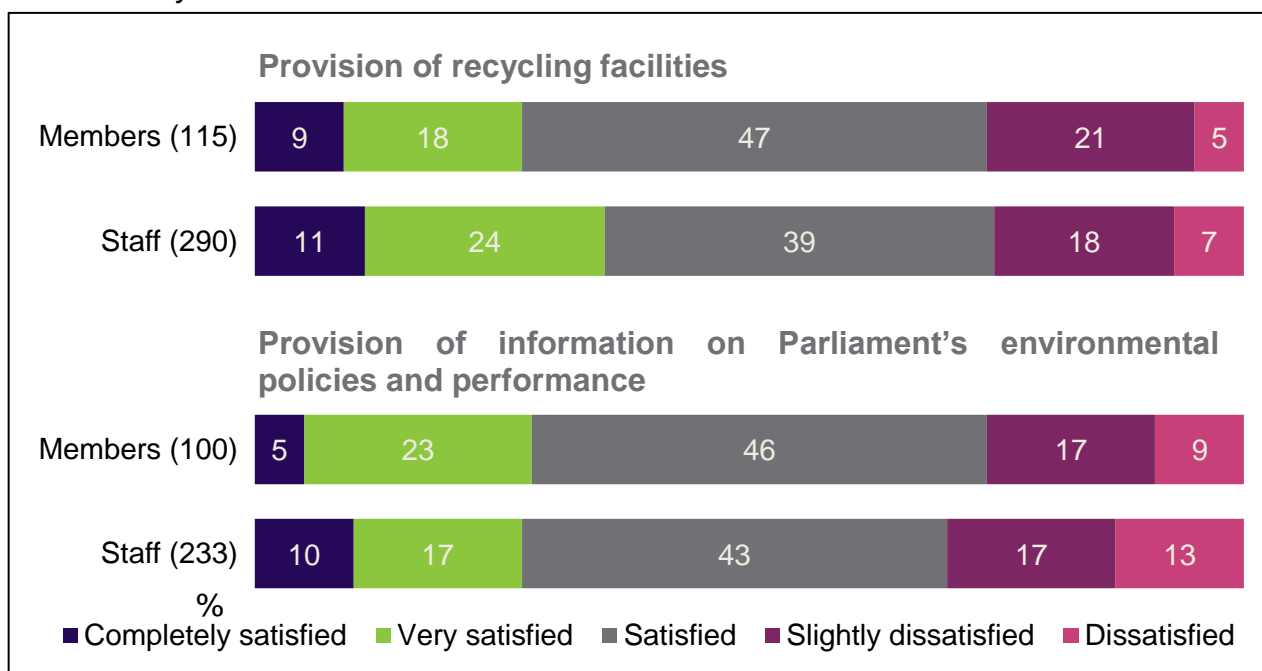
Base: All with a view

As with last year, many raised specific issues but the main two areas of concern were response times (including missed appointments), and time taken to answer calls (with some respondents noting that it could take numerous calls for an issue to be addressed).

Environmental impact

Although three quarters of Members and their staff were satisfied with the provision of recycling facilities and information on Parliament’s environmental policies and performance, there remained a quarter or more who were dissatisfied and the proportion who were ‘completely satisfied’ was relatively low at around one in ten. These figures largely mirrored those seen in 2010.

Figure 4.4 Q18. How satisfied are you with the environmental services and facilities on the Parliamentary Estate?

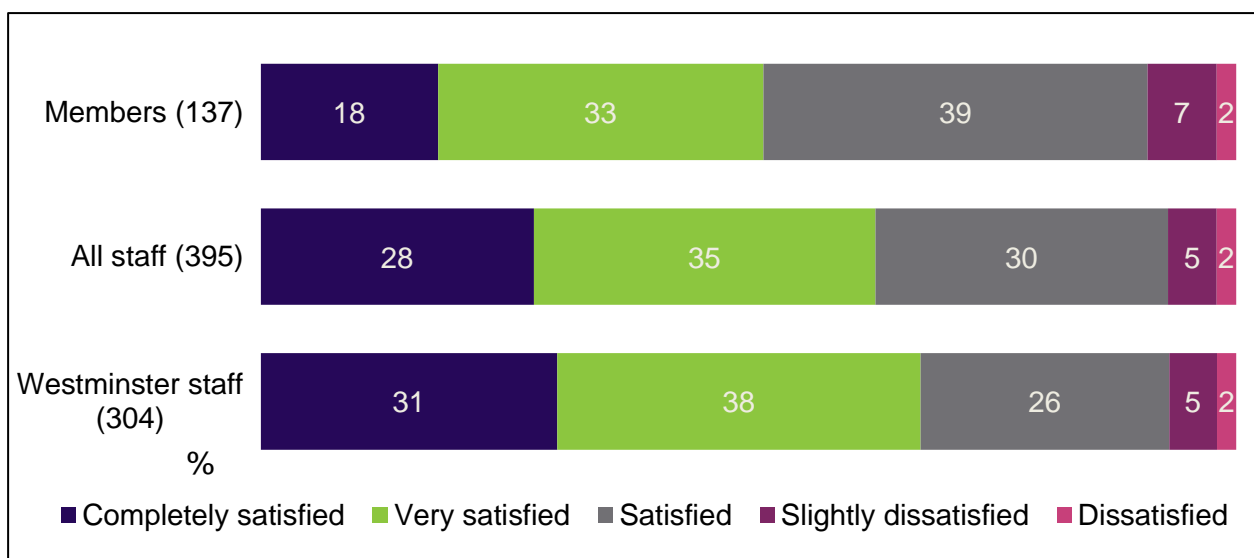


Base: All with a view

Mail delivery service

Although overall satisfaction with the mail delivery services remained high in 2012 (91% of Members were satisfied and 93% of their staff), the proportion of Members and staff claiming to be very or completely satisfied with the service decreased significantly since 2010 (from 73% to 51% this year for Members, and from 72% to 63% for Members' staff).

Figure 4.5 Q28. How satisfied you are you with the Mail Delivery Service on the Parliamentary Estate?



Base: All with a view

Information services

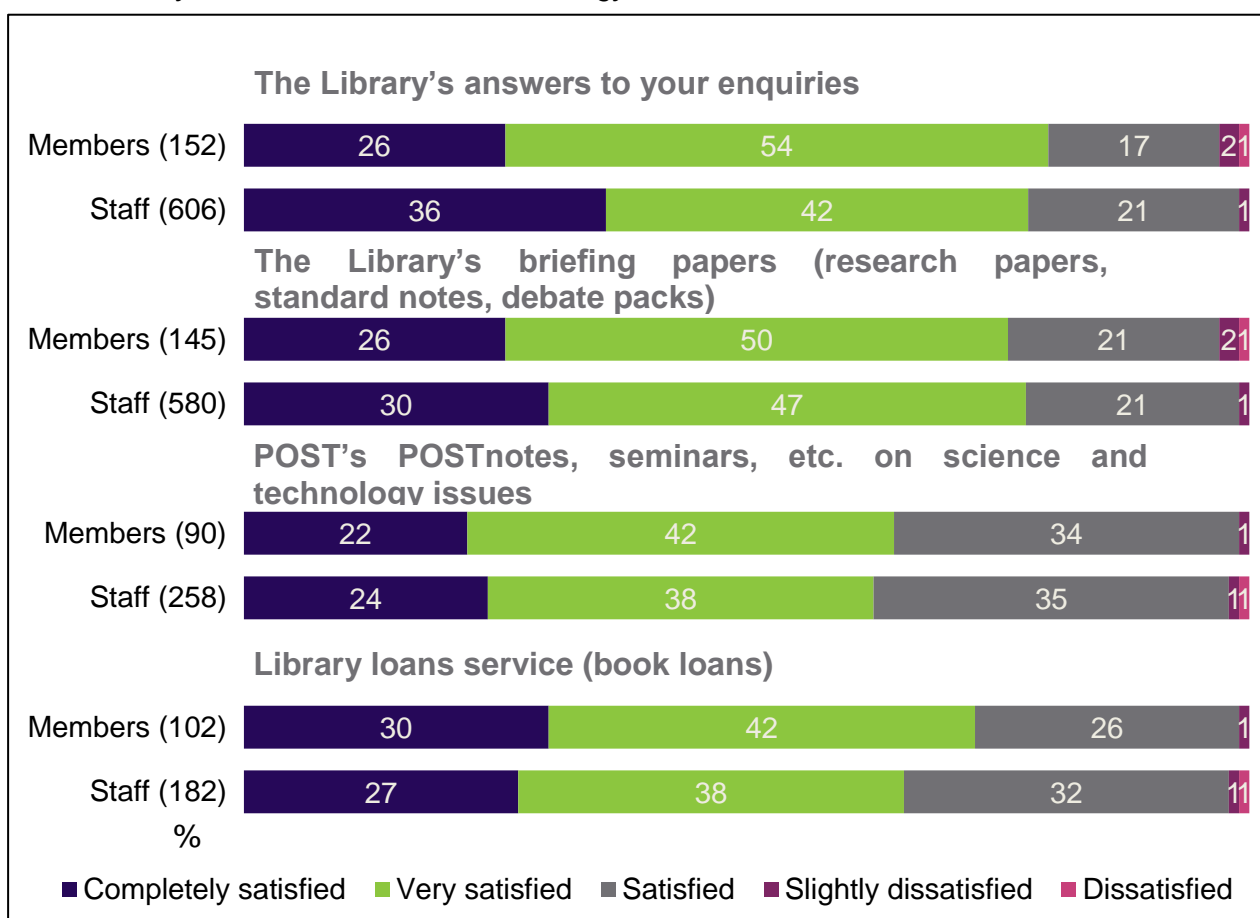
Core services

The Library provides support to Members and their staff through responses to enquiries, the production of briefing papers, access to printed and online material as well as providing training to Members and their staff.

Overall, satisfaction levels for the services provided by the Library and POST remained very high in 2012, with nearly all Members and their staff at least 'satisfied' with each of the services provided.

At least three quarters of Members and their staff were either very or completely satisfied with the Library's answers to their enquiries and briefing papers, while at least three in five (62%) were very or completely satisfied with POST's POSTnotes, seminars etc. and/or the Library's book loans service.

Figure 5.1 Q9. How satisfied are you with the following services offered by the Library and Parliamentary Office of Science and technology?

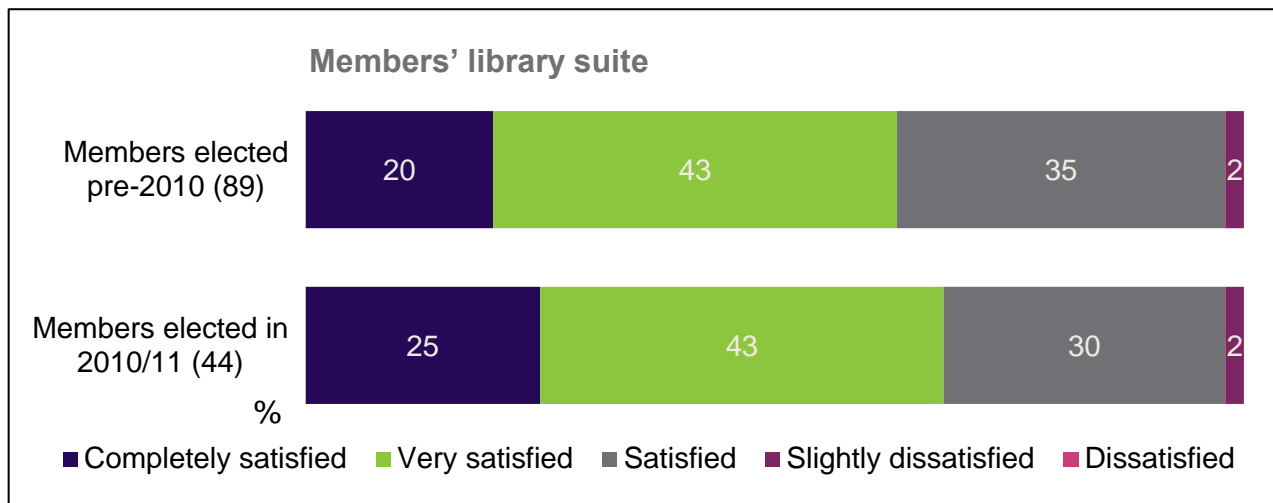


Base: All with a view

It is worth noting that 30% of Members said they did not use POST's POSTnotes, seminars, etc. and 23% did not use the Library loans service. Among Members' staff, the majority of those based in constituencies did not use these two services (80% and 75% respectively). Even among Westminster-based staff, at least one third of those responding to this question did not use either of these services.

The Members' library suite received high satisfaction ratings from Members, with a satisfaction rating of 98%. There was no significant difference between 'older' and 'newer' Members.

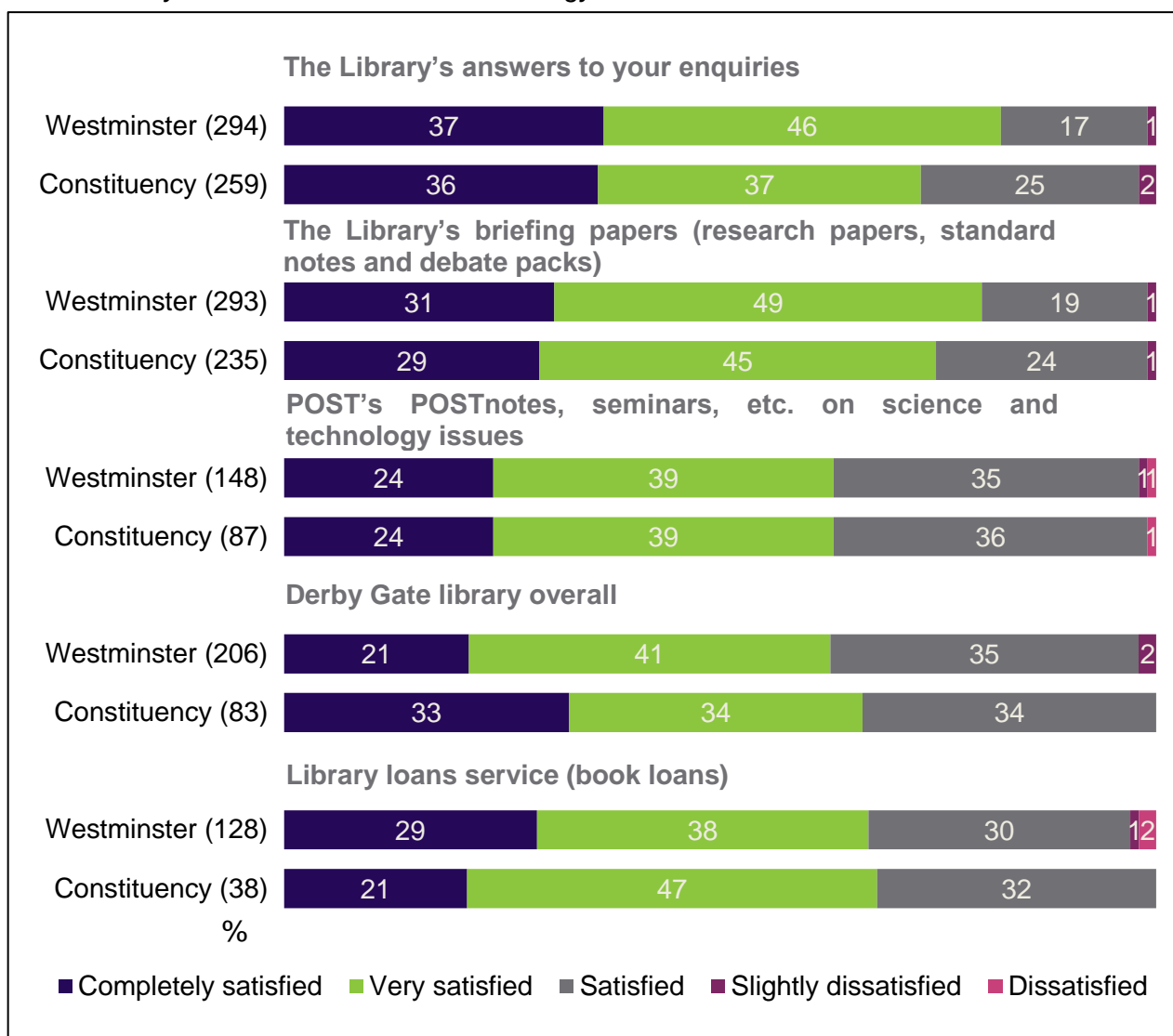
Figure 5.2 Q9. How satisfied are you with the Members' library suite? (Figures in chart are percentages)



Base: All **Members** with a view

There were few differences in satisfaction with Library and POST services by Westminster and constituency-based staff, although those based in Westminster were slightly more likely to be very or completely satisfied with the Library's answers to enquiries and briefing papers than those based in constituency offices – potentially because researchers, who have slightly different information needs, may be more likely to be based at Westminster

Figure 5.3 Q9. How satisfied are you with the following services offered by the Library and Parliamentary Office of Science and Technology?



Base: All **Members' staff** with a view

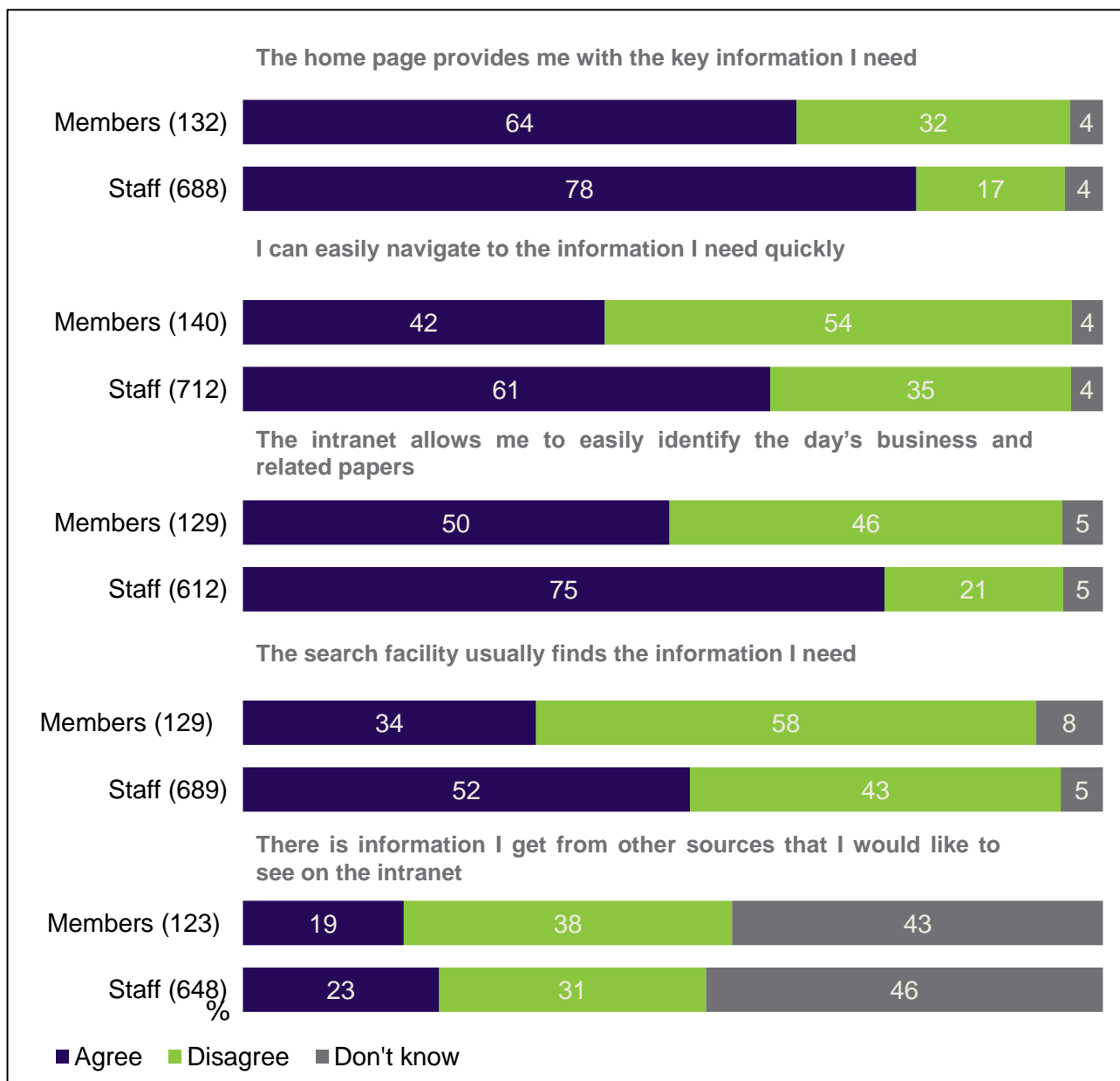
It is clear that the Library is regarded as an exemplary service, with many Members and staff commenting very favourably about the service. However, once again this year a number of comments were made regarding the search facility provided on the intranet site, which was considered by some to be in need of improvement. However it was acknowledged by some that the Library may have limited control over this facility.

Parliamentary intranet

75% of Members and 89% of their staff said they use the Parliamentary intranet (separate from the public website) on most working days. 35% of Members and half (49%) of staff used the intranet as a regular source of news. These figures were unchanged since 2010.

Respondents were asked their agreement with features of the intranet, as shown in figure 5.4.

Figure 5.4 Q11. Which of the following statements do you agree or disagree with regards to the Parliamentary intranet (separate from the public website)?



Base: All who use the services

In many cases Members and their staff agreed that the intranet was a useful tool in their everyday work, with at least two thirds agreeing that the home page provide them with the key information they needed, and half of Members (rising to three quarters of Members' staff) agreeing that the intranet allowed them to identify the day's business and related papers. The search facility continued to be a slight issue, with only a third of Members and half of Members' staff agreeing that it usually found the information they needed.

Comparing levels of agreement between 2010 and 2012, the figures are broadly the same, however significantly fewer Members and Members' staff agreed that there was information that they get from other sources that they would like to see on the intranet.

Although the differences were not statistically significant, the proportion of Members agreeing that the intranet allowed them to identify the day's business and related papers fell from 60% in 2010 to 50% in 2012, while the proportion agreeing that the search facility usually found the information they needed fell from 40% to 34%.

Figure 5.5 Q11. Which of the following statements do you agree or disagree with regards to the Parliamentary intranet (separate from the public website)?

% agree	2012	2010
Members		
Provides me with the key information I need	64	56
I can navigate to the information I need quickly	42	44
Allows me to identify the day's business and related papers	50	60
Search facility usually finds the information I need	34	40
Information I get from other sources that I would like to see on the intranet	19	44
Members' staff		
Provides me with the key information I need	78	74
I can navigate to the information I need quickly	61	60
Allows me to identify the day's business and related papers	75	72
Search facility usually finds the information I need	52	49
Information I get from other sources that I would like to see on the intranet	23	44

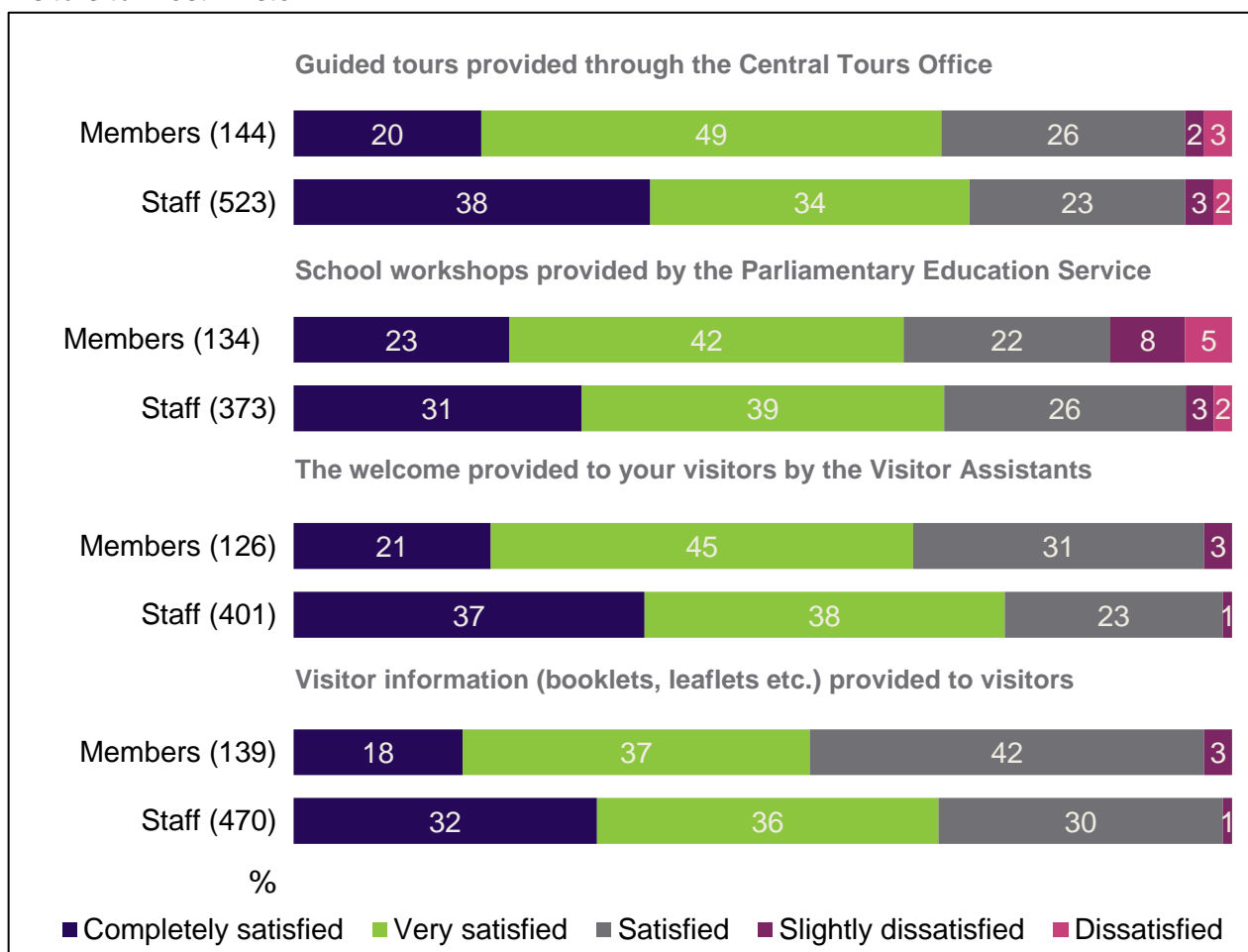
Base: all users

Visitor services

Levels of satisfaction with the services provided for the public and visitors to Westminster remained high this year, and staff continued to be more ‘delighted’ with services than Members – between three and four in ten staff were completely satisfied with each service compared up to a quarter of Members.

Over one in ten Members (13%) were dissatisfied with the school workshops provided by the Parliamentary Education Service, while staff expressed a significantly higher level of overall satisfaction with this service than Members. Similarly, a significantly higher proportion of Members’ staff than Members claimed to be very or completely satisfied with the booklets, leaflets, etc. that are provided to visitors.

Figure 5.6 Q12. How satisfied are you with the following services provided for the public and visitors to Westminster?



Base: All with a view

A substantial proportion of Members' staff had no experience of each of the four service aspects – ranging from around a quarter (27%) up to nearly half (46%). These staff members were generally based in constituencies but 37% of Westminster-based staff had no experience (or were not aware) of school workshops.

Among constituency-based staff who responded and were aware:

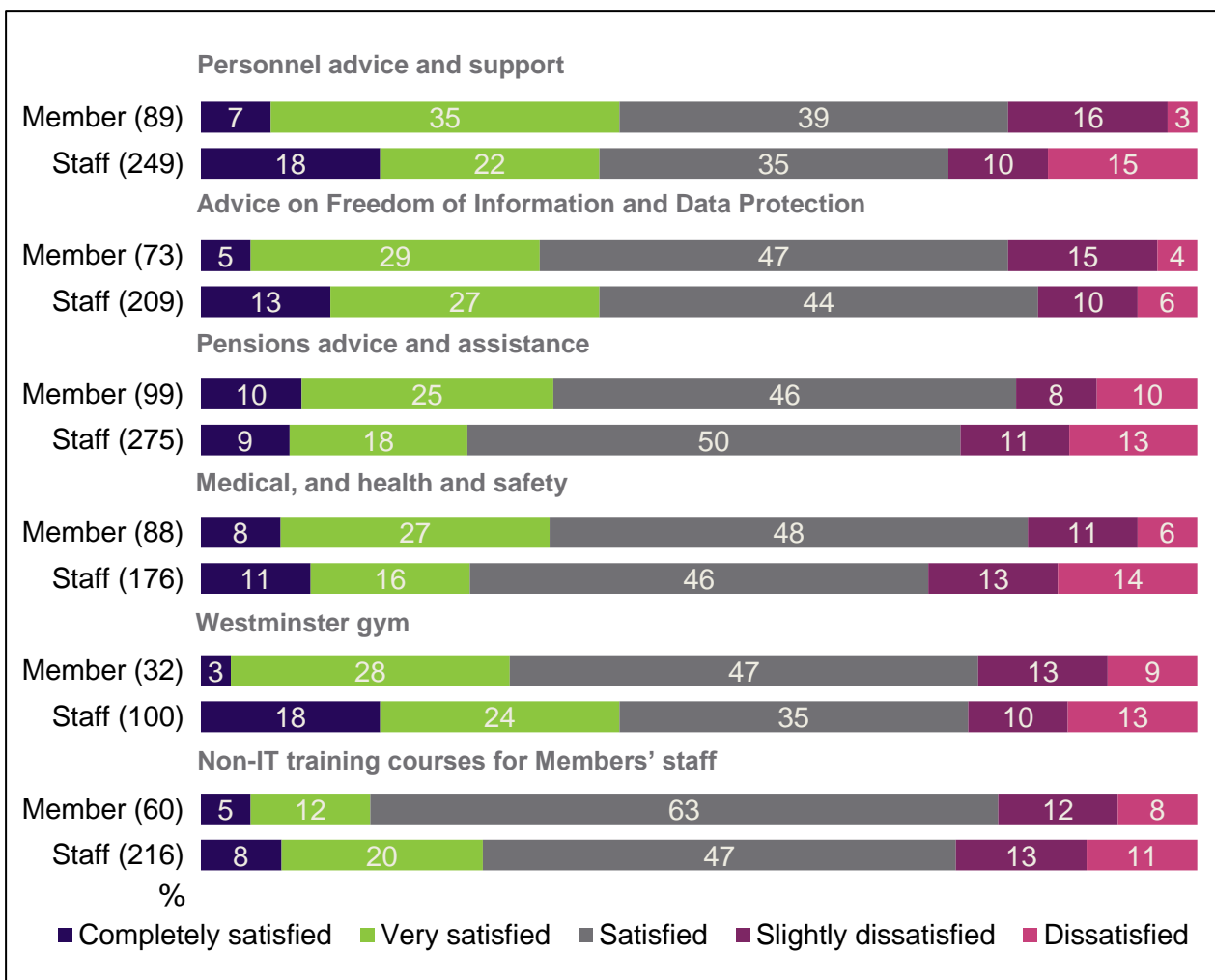
- 43% had no experience of guided tours
- 60% had no experience of school workshops
- 60% had no experience of the welcome provided by Visitors Assistants
- 52% had no experience of visitor information booklets.

Personnel and related services

Most Members and their staff were satisfied with personnel and related services. Despite levels of ‘delight’ being lower than in other areas, the proportion claiming to be very or completely satisfied increased for four of the six service areas – personnel advice and support; advice on freedom of information and data protection; pensions advice and assistance; and medical, health and safety.

Members tended to be slightly more satisfied than their staff with each of the service areas, in particular support on medical, and health and safety issues¹⁰, whereas Members’ staff were generally more satisfied than Members with advice on Freedom of Information and Data Protection.

Figure 6.1: Q28: How satisfied are you with the following services?



Base: All with a view

¹⁰ Members’ staff have limited access to the medical/safety services.

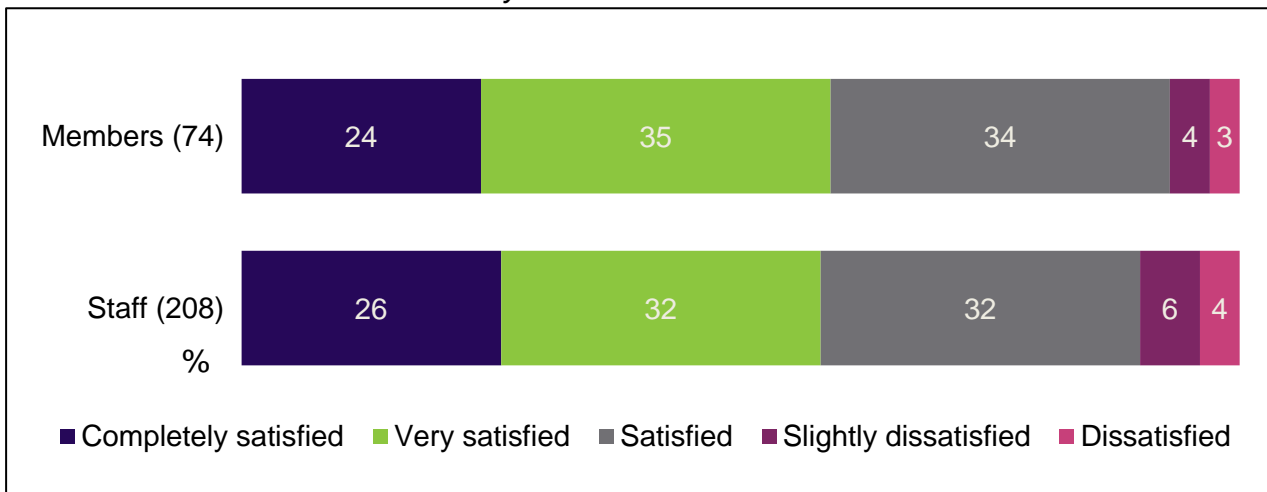
While the majority were satisfied, at least one in six Members and staff expressed dissatisfaction with each element of the service provided. Dissatisfaction amongst Members was roughly the same for each service, ranging from 17% for medical, health and safety, up to 22% for Westminster gym.

Parliamentary Travel Office

Those with a view gave the PTO high satisfaction ratings; 93% of Members were at least 'satisfied', as were 90% of their staff. Around three in five were very or completely satisfied.

Overall satisfaction with the PTO in 2010 was roughly the same, with only around one in ten Members or staff dissatisfied. However, there were more very or completely satisfied ratings amongst both Members and their staff in 2010 compared with this year (in 2010 68% of Members, and 66% of Members' staff, gave very or completely satisfied ratings, compared with 59% and 58% respectively in 2012).

Figure 7.1 Q26. How satisfied are you with the Parliamentary Travel Office for booking travel between Westminster and constituency offices and associated services?



Base: All with a view

Two fifths of Members (41%) and more than half of Members' staff (54%) did not use the PTO regularly enough to comment. When asked why not, two fifths of Members said they preferred to book online and a third said their constituency office was within commuting distance. Of the Members' staff who did not use the PTO, the majority (69%) did not use it as they did not book travel for their Member.

Information and Communication Technology (PICT)

Members (70%) and their staff (82%) are generally satisfied with the services provided by PICT. However, as has been seen in previous waves, there are cases of lower satisfaction with PICT than other service areas.

It is acknowledged that to provide ICT services across Parliament and in constituency offices is an extremely difficult and important task, and that where problems occur, they are more likely to cause frustration than in some other areas due to the centrality of the service to modern work.

The areas of greatest dissatisfaction, where at least 30% of Members or their staff are slightly dissatisfied or dissatisfied, are:

- Wireless access across the Parliamentary Estate (Members and their staff)
- Remote access to the network via PINSAFE and, in particular, CISCO (Members only)
- Arrangements for the purchase of additional equipment (Members only)
- Time taken by service desk personnel to resolve problems (Members only); and
- IT training for Members and their staff by PICT (Members only)

While these are the areas most in need of attention, it is important to point out that there were also areas of strength. The equipment, installation and support provided by PICT is generally thought to be satisfactory or better by Members and their staff, particularly desktop PCs (83% of Members and 89% of staff are satisfied).

Wireless and remote access continues to be the least satisfactory service for both Members and their staff (just 40% and 49% satisfied respectively are satisfied with wireless access across Parliament).

Benchmarking performance

This year, a survey question was introduced in order to benchmark satisfaction with PICT against comparable industry data collected by Soctim, the membership association for ICT professionals in public and third sector organisations.

The benchmarking question asks respondents to rate their satisfaction with ICT services on a seven point scale, rather than the five point scale used throughout the rest of the House of Commons Survey of Services. An 'average rating' is then obtained and used as the basis for comparison of satisfaction with ICT services in different organisations.

In a survey conducted by Soctim within five boroughs, the average satisfaction rating was 4.9 (out of seven). The comparative figure within the House of Commons survey of services 2012 is 4.5 for Members, and 5.1 for their staff. This indicates that levels of satisfaction with PICT are broadly comparable to satisfaction with other external ICT service providers within public sector bodies.

Figure 8.0 Q22. Please give your overall opinion of the quality of the (PICT) services provided by selecting a number from the following scale, where 1 is poor and 7 is excellent.

	Average rating (out of seven)
Members	4.5
Members' staff	5.1
External benchmark from Soctim	4.9

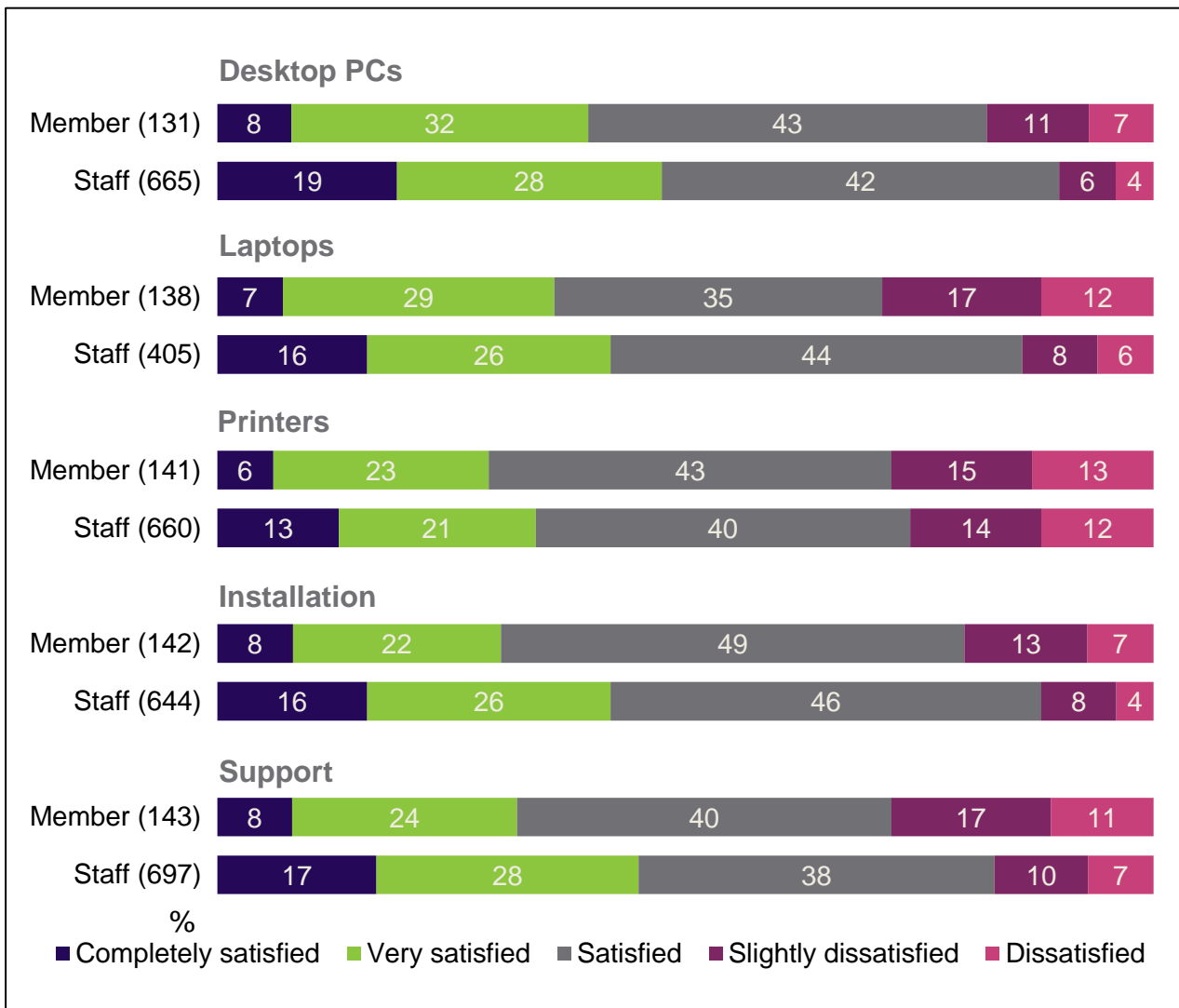
Base: All with a view (Members: 142; Members' staff: 711)

Equipment, installation and support

The majority of Members and their staff were satisfied with the equipment, installation and support provided by PICT in 2012: at least 70% were satisfied with each aspect of PICT’s service. Members’ staff were generally more satisfied than Members, who in turn were more likely to give dissatisfied ratings. The areas in which dissatisfaction was highest were with laptops (29% of Members expressed some level of dissatisfaction), support (28% of Members) and printers (also 28% of Members were dissatisfied, as were a quarter of Members’ staff).

Levels of satisfaction remained largely unchanged compared with 2010; however satisfaction with installation and support had increased slightly amongst both Members and their staff.

Figure 8.1 Q23. How satisfied are you with the following services provided by PICT?



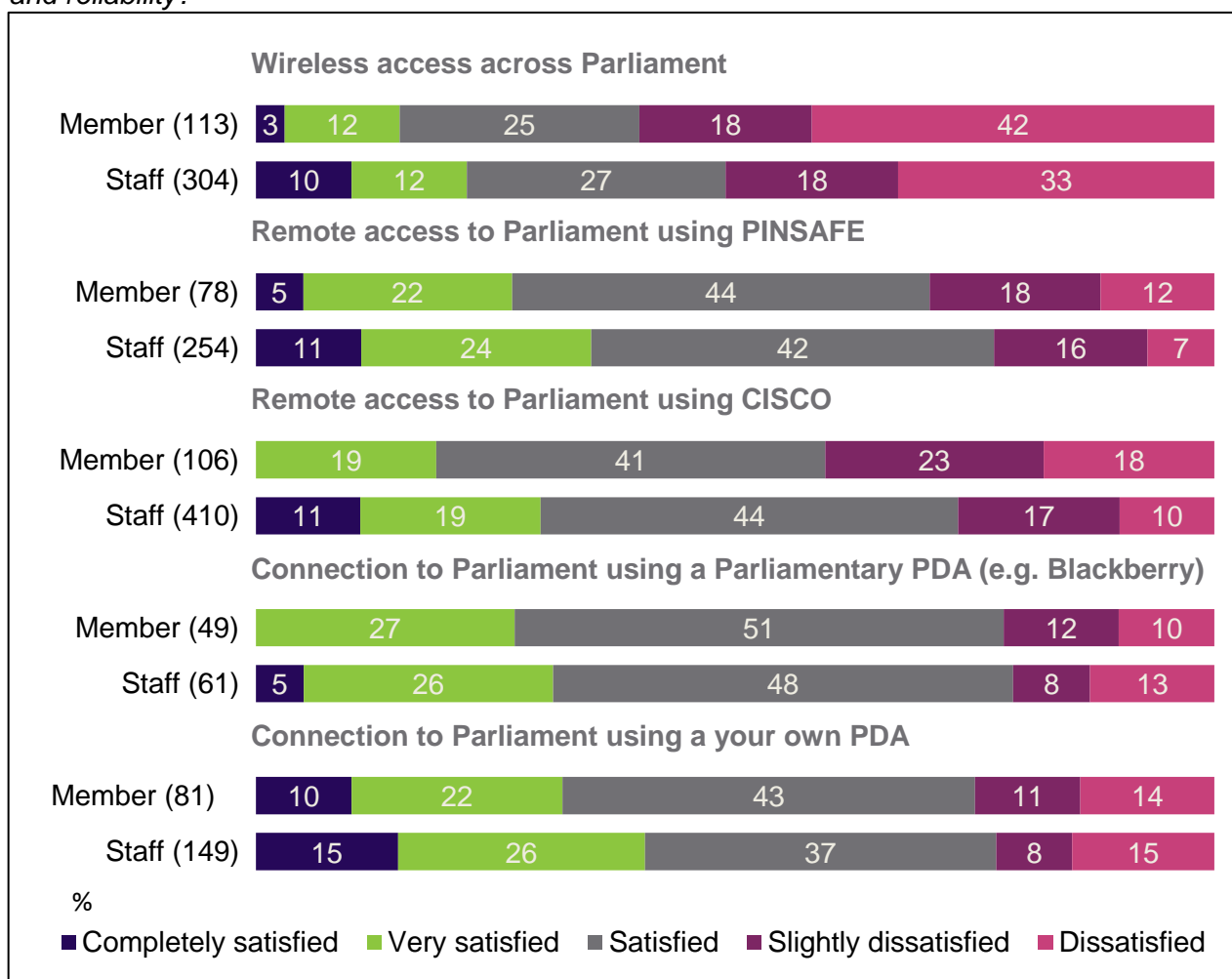
Base: All with a view

Wireless and remote access

PICT provides a number of mechanisms for wireless and remote access both on the Parliamentary Estate and in constituency offices. While most Members and their staff were satisfied with many of these, there were significant pockets of dissatisfaction, particularly around wireless access across Parliament where over half of Members and Members' staff were dissatisfied. The proportion of those dissatisfied rose substantially when compared with 2010 (when 26% of Members and 23% of Members' staff were dissatisfied with wireless access).

Remote access via CISCO caused more dissatisfaction than connection via PINSAFE, although in both cases a quarter or more were dissatisfied. Satisfaction was highest when considering connection to Parliament via PDAs, both personally owned and PICT issued. Satisfaction with connections to Parliament via PDAs increased substantially this year (in 2010 almost half of Members and their staff were dissatisfied, compared with a quarter in 2012).

Figure 8.2a Q23b. How satisfied are you with the following services in terms of both quality and reliability?



Base: All expressing a view

Remote access is a particular issue for those working in constituency offices. Those based in constituency offices were significantly likely to be satisfied with remote access via PINSAFE than Westminster based staff; in relation to remote access via CISCO, there was no difference of opinion between Westminster and constituency based staff.

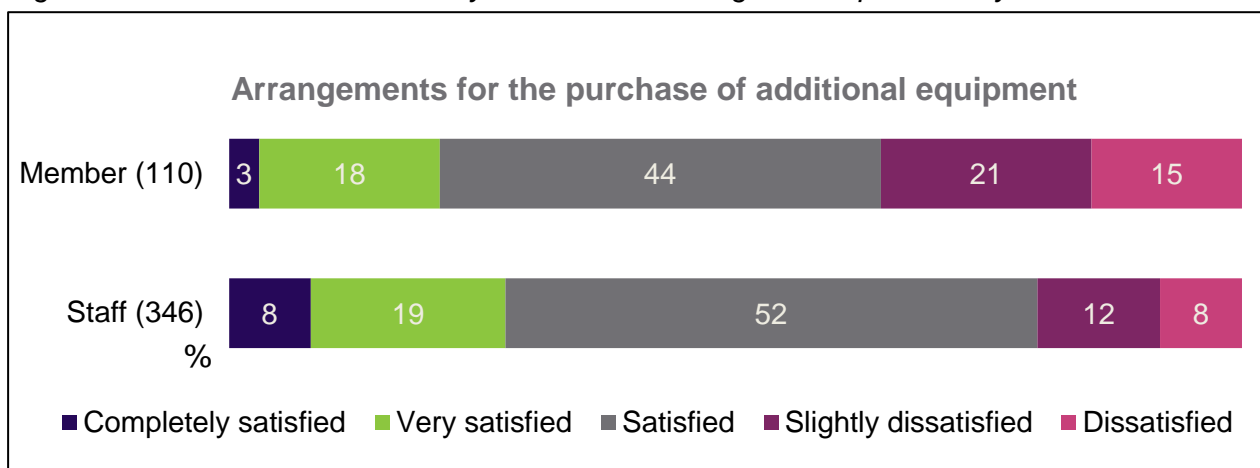
Figure 8.2b Q23b. How satisfied are you with the following services in terms of both quality and reliability?

	Staff based at Westminster	Staff based in constituency offices
Percentage satisfied		
Base	n=138	n=117
Remote access via PINSAFE	69%	85%
Base	n=118	n=292
Remote access via CISCO	72%	74%

Purchase of additional equipment

More than half of Members and their staff were satisfied with arrangements to purchase additional ICT equipment; however a substantial proportion were dissatisfied (36% of Members, and 20% of Members' staff). There was very little change year on year, however Members this year were more likely to say they were 'slightly dissatisfied' this year, rather than 'dissatisfied', potentially indicating a slight improvement.

Figure 8.3 Q23c. How satisfied are you with the following service provided by PICT?



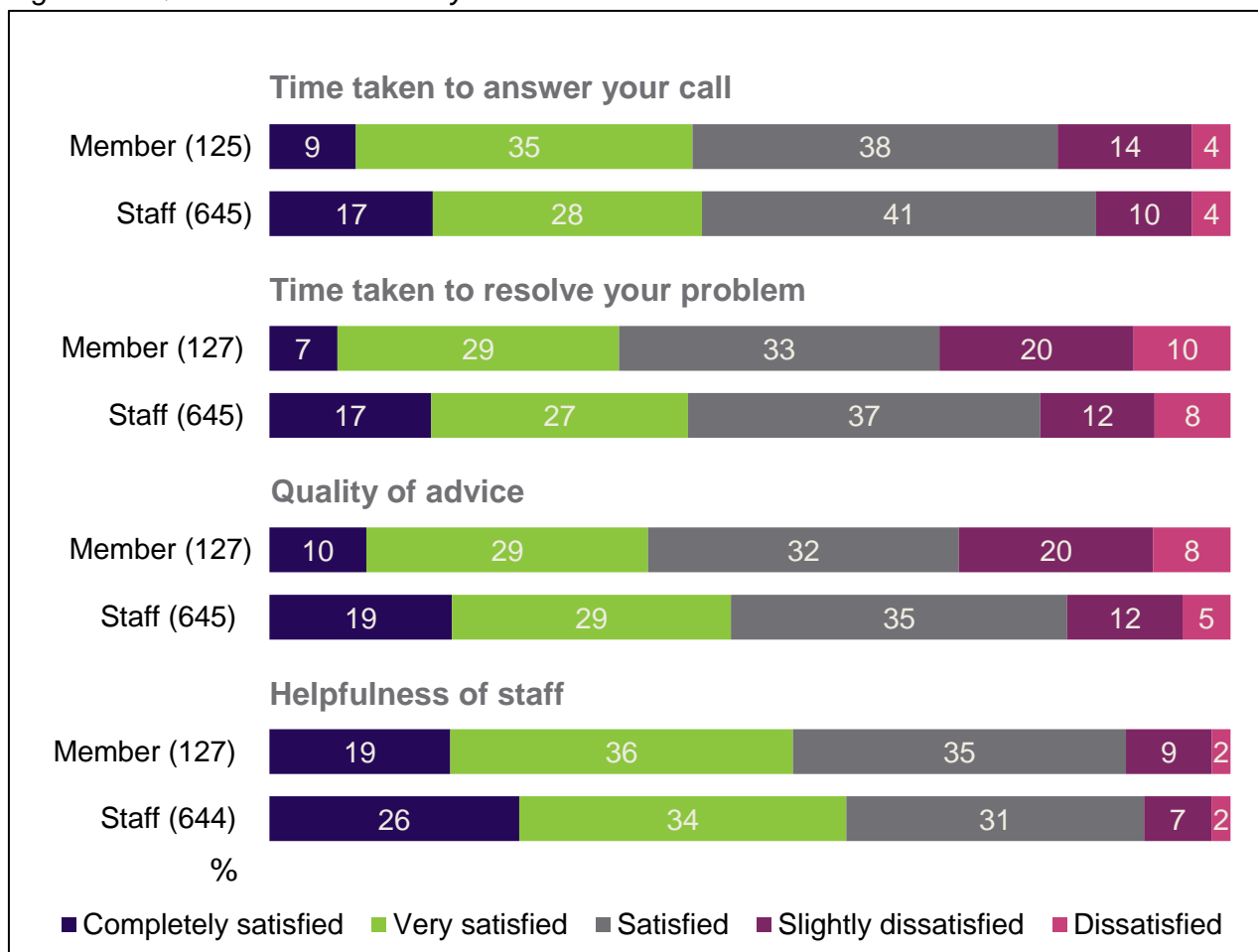
Base: All with a view

PICT service desk

More than two thirds of Members were satisfied with each aspect of the PICT service desk, ranging from 69% satisfied with the time taken to resolve problems, up to 90% satisfied with the helpfulness of staff. Members' staff were generally more satisfied than Members, with four-fifths (81%) satisfied with the resolution time for problems, up to 91% satisfied with the helpfulness of staff.

There were concerns about the time taken to resolve problems and the quality of advice, where around three in ten Members, and a fifth of Members' staff, were dissatisfied.

Figure 8.4 Q25. How satisfied are you with the PICT Service Desk?



Base: All with a view

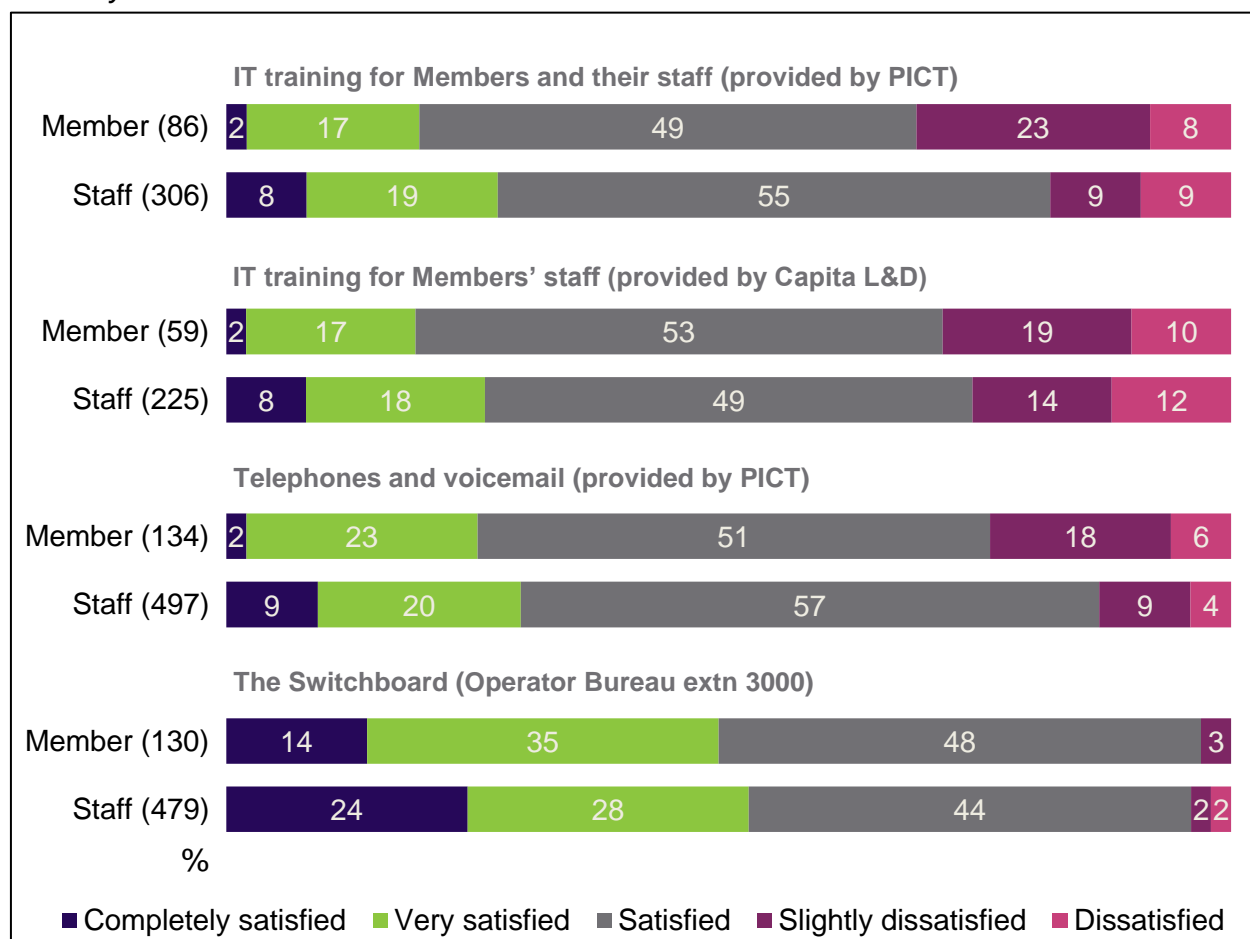
IT training and telephone services

Members and their staff gave very high satisfaction ratings to the Switchboard service provided by PICT, with 97% and 96% satisfied respectively. Indeed, around half of each group were very or completely satisfied (49% of Members and 52% of their staff). These figures were consistent with 2010.

In general Members and their staff are satisfied with telephones and voicemail, although a quarter (24%) of Members, and one in seven (13%) staff express dissatisfaction. Both of these proportions are similar to those observed in 2010 (22% and 12% respectively).

Encouragingly, Members' staff gave slightly higher satisfaction ratings for IT training provided to them (by both PICT and Capita L&D) compared with 2010. Members' satisfaction with training decreased slightly.

Figure 8.5 Q23c. How satisfied are you with the following services in terms of both quality and reliability?



Base: All with a view

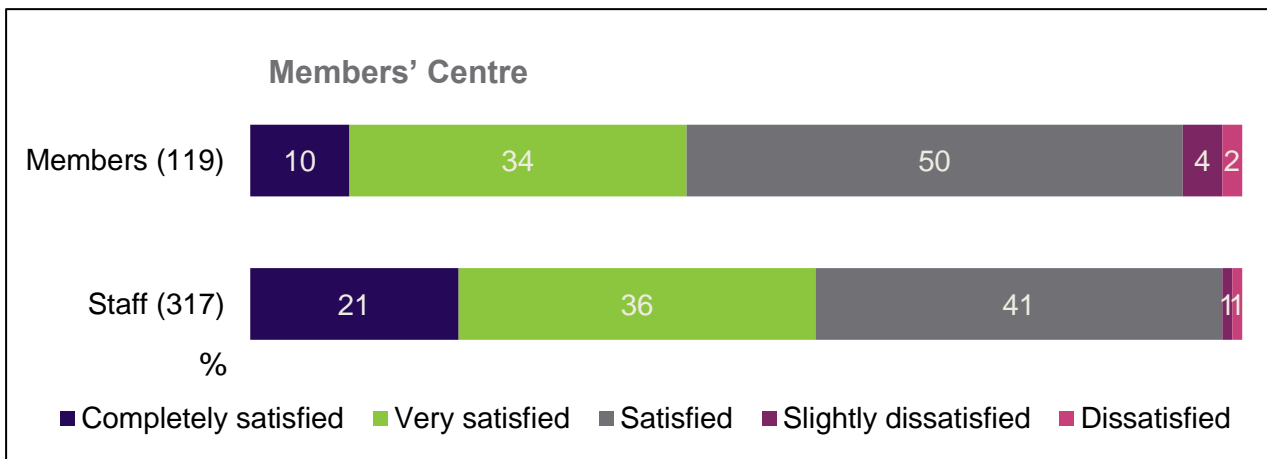
Other service aspects

Members' Centre

More than 90% of Members and their staff were satisfied with the Members' Centre, with very low dissatisfaction. Compared with 2010, Members gave slightly lower ratings this year – in 2010 15% were completely satisfied, and 43% were very satisfied compared with 10% and 34% respectively this year. However the overall level of dissatisfaction remained unchanged at 6%.

Members' staff, who were not asked about the Members' Centre in 2010, were more likely to be very or completely satisfied than Members this year.

Figure 9.1 Q28: How satisfied are you with the Members' Centre in Portcullis House?



Base: All answering

Two of the four Members who chose to make further comments about the Member's Centre called for more computers to be provided; another for an induction session on how to use the Member's Centre more effectively; and the other praised the friendliness and helpfulness of the staff.

Communication

All Members and their staff were asked if they think this House Administration does enough to communicate with them. Around three-quarters (73% of both Members and their staff) said yes – these proportions remain consistent from 2010 (76% of Members and 75% of their staff).

Staff based at Westminster were significantly more likely to agree that the House Administration did enough to communicate with them than those based in constituency offices – this again echoed findings from previous surveys.

Figure 9.2 Q29/Q31. Do you think this House Administration does enough to communicate with you/your staff?

	Yes (%)	No (%)
Members about themselves (136)	73	27
Westminster-based staff about themselves (324)	77	23
Constituency-based staff about themselves (358)	69	31
Members about their staff (128)	70	30

Base: All with a view

Complaints

Significantly more Members (34%) claimed they would know how to make a complaint or offer positive feedback about House services compared to their staff (20%). However, the majority said they would not know how to make a complaint (or offer positive feedback) if they needed to do so.

Appendix A – sample breakdown

Table A1.1 Sample breakdown for Members

	Percentage		Percentage
Gender: (131)		Experience (116)	
Male	74%	Elected in 2010/11	45%
Female	26%	Elected pre-2010	55%
Political Party: (127)			
Conservative	51%		
Labour	40%		
Liberal Democrat	7%		
Other	2%		

Table A1.2 Members' staff

	Percentage		Percentage
Gender: (674)		Working environment: (687)	
Male	33%	Only in the constituency	38%
Female	67%	Mostly in the constituency	16%
		Mostly in Westminster	13%
Political Party: (657)		Only in Westminster	32%
Labour	46%		
Conservative	42%	Experience: (688)	
Liberal Democrat	10%	Less than a year	16%
Scottish National	1%	1 to 2 years	25%
Other	1%	2 to 5 years	22%
		6 to 10 years	15%
		More than 10 years	22%



HOUSE OF COMMONS

Welcome to the 2012 House of Commons Survey of Services.

We invite you to take this opportunity to tell the House of Commons Administration what you think of the services they offer to Members and their staff.

Your honest feedback is extremely valuable, not only to enable them to gain an understanding of how they are performing but also to allow them to prioritise resources more efficiently.

Following the 2010 Survey the House Service has taken action on a number of areas on which Members and their staff expressed concern, including improving the search facility on the intranet, and putting a greater emphasis on “greening Parliament”, with good progress on meeting our targets for water use, waste recycling and carbon emissions.

The questionnaire should take no more than 10 minutes to complete. Please complete all sections of the survey unless otherwise indicated. The Survey is open until 3 February 2012.

The questionnaires will be examined by SPA Future Thinking - the company managing the survey - and **no information will be made available to the House of Commons in a form that allows any individual's responses to be identified.**

Throughout the survey you may wish to add further comments, for example if certain areas of service are below your expectations. We are keen to hear your further feedback and have provided space for this at the end of the questionnaire.

If you have any questions about the survey please call SPA Future Thinking on 020 7843 9777 and ask for Euan Williamson, SPA Future Thinking Project Manager or email sos2012@spafuturethinking.com

We would like to thank you in advance for taking part in this survey.

SATISFACTION SUMMARY

1) Please indicate your satisfaction with each of the following service areas.

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Chamber & Committee business and advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hansard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information and research services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT & Communications services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your office accommodation at Westminster	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Catering, banqueting & retail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2) Taking all these services together, how satisfied are you with the services provided by the House?

Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3) Has your satisfaction increased since last year?

Yes, increased	No, stayed the same	No, decreased	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4) Are there any services that are not currently offered that would be of use to you in your work?

Yes	No	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF YES, PLEASE WRITE IN, IF NOT PLEASE SKIP TO THE NEXT PAGE

CHAMBER AND COMMITTEE SERVICES

5) How satisfied are you with the following Members' services, provided in support of business in the Chamber and / or Westminster Hall?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use
Clerks at the Table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Office Bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Table Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Journal Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vote Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Serjeant at Arms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorkeepers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SELECT COMMITTEES

6) Have you been a member of a Select Committee in the last year?

Yes Go to Q7
No Go to Q9

7) How satisfied are you with the support provided by the Select Committee staff?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Quality of written briefs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality reports of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality advice of	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency of administrative support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8) Is there any aspect of support to Select Committees which you think should change?

Yes Please write in below
No Go to Q9

INFORMATION SERVICES

9) How satisfied are you with the following services offered by the Library and POST (Parliamentary Office of Science and Technology)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
The Library's answers to your enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Library's briefing papers (research papers, standard notes and debate packs)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
POST's POSTnotes, seminars etc. on science and technology issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members' Library suite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library loans service (book loans)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10) How could Library services be improved?

IF NO IMPROVEMENTS NECESSARY, PLEASE SKIP TO THE NEXT PAGE

INTRANET

11) Which of the following statements do you agree or disagree with as regards the Parliamentary Intranet (separate from the public website)?

	Agree	Disagree	Don't know	Don't use for this
I use the intranet most working days	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The home page provides me with the key information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I use the intranet as a regular source of news	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can easily navigate to the information I need quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The intranet allows me to easily identify the day's business and related papers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The search facility usually finds the information I need	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is information I get from other sources that I would like to see on the intranet (if you agree, please specify below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE USE THIS BOX IF THERE IS INFORMATION THAT YOU WOULD LIKE TO SEE ON THE PARLIAMENTARY INTRANET, OTHERWISE SKIP TO THE NEXT PAGE

VISITOR SERVICES

12) How satisfied are you with the following services provided for the public and visitors to Westminster?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	No experience	Not aware of this service
Guided tours provided through the Central Tours Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
School workshops provided by the Parliamentary Education Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The welcome provided to your visitors by the Visitor Assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Visitor information (booklets, leaflets, etc.) provided to visitors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

HANSARD

13) Thinking specifically about the Hansard staff and the reports of proceedings they produce, how satisfied are you with their services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Accuracy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of access to final reports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for reviewing speeches before publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECURITY

14) In the context of the current security climate, how secure do you feel on the Parliamentary Estate?

Extremely secure	Very secure	Fairly secure	Not very secure	Not at all secure	Don't know	N/A – don't use the Parliamentary Estate
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECURITY STAFF

15) How satisfied are you with the House of Commons security staff (including the police, security officers and Serjeant at Arms)?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Helpfulness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consistency in applying access rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PASS OFFICE

16) The Pass Office processes security applications and issues Parliamentary photo-identity passes. How satisfied are you with the following aspects of its performance?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Ability to deal with your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

MAINTENANCE

17) How satisfied are you with the maintenance services provided on the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know
Time taken to answer your call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time to fix problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENVIRONMENTAL SERVICES

18) How satisfied are you with the environmental services and facilities on the Parliamentary Estate?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
Provision of recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provision of information on Parliament's environmental policies and performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19) What more do you think the House should do to reduce the environmental impact of the Parliamentary Estate and its occupants (e.g. energy, waste, food miles, etc.)?

IF NOTHING MORE, PLEASE SKIP TO Q20

CLEANING

20) How satisfied are you with the general standard of cleanliness?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't know
Your office*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Across the Estate in general	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets across the Estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*If you do not have an office on the Parliamentary Estate, please tick this box

CATERING AND RETAIL

21) For each of the services listed, how satisfied are you?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Not aware of this service
Dining rooms and restaurants for entertaining	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private Dining and Banqueting services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Members' Dining Room, Tea Room, Smoking Room	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cafeterias / self service restaurants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coffee Shops and Bars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Souvenir shops and kiosks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PARLIAMENTARY INFORMATION AND COMMUNICATION TECHNOLOGY (PICT)

22) Please give your overall opinion of the quality of the PICT services provided by selecting a number from the following scale, where 1 is poor and 7 is excellent.

(We appreciate this question is similar to one asked earlier. This specific question will be used for the purpose of benchmarking against other organisations, whereas the earlier question is used for benchmarking against other House services)

	1	2	3	4	5	6	7	
Poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Excellent

PICT EQUIPMENT AND SUPPORT

23) How satisfied are you with the following products and services provided by PICT?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this
Desktop PCs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laptops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

WIRELESS AND REMOTE ACCESS

24) How satisfied are you with these products and services provided by PICT?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this
Wireless access across Parliament	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament using PINSAFE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remote access to Parliament using CISCO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using a Parliamentary PDA (e.g. Blackberry)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Connection to Parliament using your own PDA (e.g. Blackberry or iPhone)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PURCHASING EQUIPMENT, TRAINING AND TELEPHONES

25) And how satisfied are you with these products and services provided by PICT?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	I am not aware of this
Arrangements for the purchase of additional equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT training for Members and their staff (provided by PICT)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT training for Members' staff (provided by Capita L&D)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Telephones and voicemail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Switchboard (Operator Bureau extn 3000)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PICT SERVICE DESK

IF YOU HAVE NOT USED THE PICT SERVICE DESK IN THE LAST SIX MONTHS, PLEASE SKIP TO Q28

26) How satisfied are you with the following aspects of the PICT Service Desk?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Don't know	I am not aware of this service
Time taken to answer you call	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time taken to resolve your problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of advice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Helpfulness of staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OTHER PICT SERVICES

27) Are there any services you would like PICT to provide or improve?

IF NONE, PLEASE GO TO Q28

PARLIAMENTARY TRAVEL OFFICE

28) How satisfied are you with the services provided by the Parliamentary Travel Office?

Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use regularly enough to comment	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29) If you do not use the Parliamentary Travel Office regularly, please indicate why not – otherwise please skip to Q30.

Please tick all that apply

- Constituency is within commuting distance
- It doesn't offer the best prices
- It's not conveniently located
- I prefer to book online
- I prefer to book direct with carrier
- Other (specify below)

OTHER SERVICES

30) How satisfied are you with the following services?

	Completely satisfied	Very satisfied	Satisfied	Slightly dissatisfied	Dissatisfied	Don't use	Not aware of this service
Members' Centre in Portcullis House	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meeting room cleanliness, catering and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail delivery service on the Parliamentary Estate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personnel advice and support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Advice on Freedom of Information and Data Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pensions advice and assistance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical, and health and safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Westminster Gym	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-IT training courses for Members' staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMUNICATION WITH YOU

31) Do you think the House Administration does enough to communicate with you?

- Yes Go to Q33
- No Go to Q32

32) What do we need to do to improve communication with you?

COMMUNICATION WITH YOUR STAFF

33) Do you think the House Administration does enough to communicate with your staff?

- Yes Go to Q36
- No Go to Q34

34) What, if anything, do we need to do to improve communication with your staff based at Westminster?

35) What, if anything, do we need to do to improve communication with your staff based in constituencies?

COMPLAINTS

36) Would you know how to make a complaint or offer positive feedback about House services?

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

37) If you have made a complaint recently, was it resolved to your satisfaction?

Yes	No	Not made a complaint
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ANY OTHER FEEDBACK

38) If you would like to comment further on any aspect of the service provided by the House of Commons Service Administration, please do so in the box below. If possible please state the question number you are referring to.

DEMOGRAPHICS

So that we may group responses into subsets, we would like to collect some brief personal details. We would like to stress that all responses will be anonymous and all information given below will be held in strictest confidence.

39) Are you...?

Male	Female	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Equality Act 2010 defines a person with a disability as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

40) Do you consider yourself to have a disability?

Yes (Please specify below if you wish)	No	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

41) Please write in the year you were first elected to Parliament:

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42) Which political party are you a member of?

Conservative	<input type="checkbox"/>
Democratic Unionist	<input type="checkbox"/>
Labour	<input type="checkbox"/>
Liberal Democrat	<input type="checkbox"/>
Plaid Cymru	<input type="checkbox"/>
Scottish National	<input type="checkbox"/>
Sinn Fein	<input type="checkbox"/>
Social Democratic and Labour Party	<input type="checkbox"/>
OTHER: Speaker; Independent; Green; Alliance	<input type="checkbox"/>
Prefer not to say	<input type="checkbox"/>

43) We will be conducting some qualitative discussions on this survey at a later stage. Please tick if you would not like to be approached for this.

THANK YOU for taking the time to provide your feedback