



HOUSE OF LORDS

Information Committee

1st Report of Session 2013–14

Annual Report 2013–14

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The Information Committee

The Information Committee considers the House's information and communication services, including the Library and Parliamentary Archives, within the strategic framework and financial limits approved by the House Committee.

Current Membership

The Members of the Information Committee are:

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Lord Kirkwood of Kirkhope (Chairman)
Lord Lipsey
Earl of Lytton
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Lord Maxton
Baroness Rawlings
Lord Rennard
Baroness Seccombe
Baroness Stedman-Scott

Declaration of Interest

A full list of Member' interests can be found in the Register of Lords' Interests:

<http://www.parliament.uk/mps-lords-and-offices/standards-and-interests/register-of-lords-interests/>

General Information

General information about the House of Lords and its Committees, including guidance to witnesses, details of current inquiries and forthcoming meetings is on the internet at

<http://www.parliament.uk/business/lords.>

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Annual Report 2013–14

CHAPTER 1: THE INFORMATION COMMITTEE

1. This report is intended to inform the House about the Information Committee’s work over the course of the 2013–14 session, as well as to provide information about the work of the Parliamentary services which fall within the Committee’s remit over the last 12 months.

BOX 1

The Role of the Information Committee

The Information Committee is one of the domestic committees within the House of Lords¹ The Information Committee’s terms of reference are:

“To consider information and communication services, including the Library and Parliamentary Archives, within the strategic framework and financial limits approved by the House Committee.”²

The Information Committee’s function is primarily as a user group, “actively canvassing the views of Members and providing a forum within which they can make complaints or suggestions about services”³

The Committee considers current levels of services for members and makes recommendations for change for the following services:

- Parliamentary Information and Communication Technology (PICT);
- Information Services for members of the House of Lords;
- House of Lords Library;
- Parliamentary Archives;
- Bicameral Public Information Services based in the House of Commons (including parliamentary outreach and the education service);

The Committee met nine times during the 2013–14 session.

2. Updates from the five services that the Committee considers can be found in Appendices 1–5 to this report.
3. In its most recent Annual Report,⁴ the Committee focused on three themes: the increased use of electronic devices and other new technology to provide documents and services online and assist Parliamentarians in their work; how the House could best deliver messages on its work to the public; and how members’ services could be made more bespoke.

¹ For more information on the other domestic committees, see <http://www.parliament.uk/business/lords/house-lords-administration/how-the-lords-is-run/lords-administration/domestic-select-committees/>

² HL Deb, 16 May 2013 col 537

³ House Committee, *First Report* (1st Report, Session 2007–08, HL Paper 13).

⁴ Information Committee, *Annual Report 2010–11*, (1st Report of the Session 2010–12, HL Paper 190).

The work of the Committee in 2013–14

4. At the start of this session we heard from administration officials on the work of the services which fall within the remit of the Information Committee. The first session focused on the services which provide information to the public and services to members and the second on technological improvements and projects that would affect members' services. This framed our work over the 2013–14 session and we concentrated on three issues, similar to those considered in 2010–11.
5. The first theme was the Committee's role with regards to ICT projects, including the use of electronic circulations for select committees and piloting the migration of members' email accounts to Office 365 and upgrading to the Microsoft Office Suite 2013. We look at these issues in greater detail in Chapter 2.
6. The second theme was the work being done to increase the access of members of the public to the work of Parliament, in particular to the work of investigative select committees. We discuss this in Chapter 3.
7. As set out in Chapter 4, the Committee has also supported the work of the information services. The Committee has received updates on the work by these departments and made suggestions as to how to increase engagement with members.

CHAPTER 2: PARLIAMENTARY ICT

Tablet devices for Committees

8. In July 2013, the Committee's pilot of using iPads for committee circulations formally concluded. We are pleased that some investigative select committees have successfully adopted a paperless system of working.⁵ We understand that the experience of those committees which piloted paperless working has generally been positive, with the exception of the problems with the Wi-Fi connection as discussed below, and we encourage all committees to consider the option of paperless working. However, we continue to support the policy that committees can choose to remain a paper circulation based committee.
9. We have also received representations from members of the House, with which we agree, that the Wi-Fi connection through the parliamentary estate is not sufficient to support the paperless working system. We understand that work is being undertaken to improve this and we agree that these improvement works should remain a priority. We note that iPads are now included as an option for the central provision of equipment for members and that 89 have been issued to members to date.

Members pilot for Office 365 and Office 2013

10. We are conducting a members' pilot of the migration of email accounts of Office 365 and upgrading to the Microsoft Office Suite 2013. The role of our pilot will be to assess the impact, if any, this transition has on members' use of their network accounts. The pilot will also allow us to experience and provide feedback on the support services for members provided by Parliamentary ICT for this transition.
11. Office 365 should increase members' connectivity to their parliamentary accounts away from Westminster. We consider this a welcome step. We are also pleased to be the members' pilot and consider this a good use of the Committee's function as a user group. We hope to make suggestions at the evaluation of the pilot, to ensure that the transition of members' mailboxes to Office 365 causes minimal disruption and impact to members.

Future ICT developments

12. Last year the Management Boards of the two Houses commissioned a strategic review of Parliament's online services, which was conducted by mySociety, an external organisation. In March the Management Boards both agreed to establish a new Digital Service bringing together the management of all online and ICT services into a single organisation; and to appoint a Head of Digital to run that organisation, publicly accountable for delivering measurably rising levels of satisfaction with Parliament's digital services from members, staff and the public.
13. We look forward to hearing further reports from the Administration on its work to make the House of Lords more accessible via digital means. We received presentations at the start of the session regarding ongoing projects

⁵ The following committees used paperless circulations in 2013–14: Communications Committee; Science and Technology Committee; and the Committee on Soft Power and the UK's Influence.

including the Bills and Acts project, members' information needs 2020 and the Questions and Answers project. These projects are intended to make bills, written questions and answers to the government, and other data more available, accessible and searchable online. We consider developments in digital technologies to be a priority of our work over the next session and look forward to hearing more about these projects and the benefits they will bring for members as they develop.

CHAPTER 3: BROADCASTING SERVICES

Select Committee Coverage

14. Most public proceedings of House of Lords investigative select committees are webcast. The Parliamentary broadcasting service is putting together a business plan to alter the infrastructure behind Parliament's broadcasting service. This may provide an opportunity to assess the charging scheme for committee coverage. House of Lords select committees have seen an increased profile both within and externally to the House and we are always keen for Parliamentary information reaches as wide an audience as possible.
15. We took note of the initiatives to increase the availability of coverage of House of Lords select committees whilst recognising that the budgetary aspects of this project require decisions taken elsewhere.⁶ We were concerned to hear that currently smaller organisations feel unable to broadcast select committee coverage as the current charging system does not allow for different broadcasting qualities or tiers for pricing to be used.

⁶ Information Committee Minutes, 11 December 2013, 4th Meeting, Session 2013–14.

CHAPTER 4: OUTREACH

Outreach programmes

16. We have been closely involved with choosing the theme of the Chamber events in recent years. The profile of this event has increased year on year. In 2013, the debate focused on the question: ‘One hundred years after World War One, what is its legacy for the UK and how does it shape the nation today.’ The debate was intergenerational, involving participants aged 14–18 who were selected from the army, navy, air and combined cadet services, as well as veterans of all ages from the Royal British Legion.
17. The event helped to raise the profile of the House of Lords with a wider audience as well as demonstrating a good example of working with an external organisation to devise and deliver a project. Further information on this event is found in Appendix 2.
18. We endorsed the 2014 Chamber event theme as the World Wide Web and its effect on society, particularly in recognition of the 25th anniversary of the World Wide Web in 2014.
19. We also received an update of the University programmes in early 2014. This programme consists of an open lecture series aimed at students and academics and a Parliamentary Studies module. The open lectures were delivered by staff and members at Westminster or at a University. Videos and transcripts of the lectures were made available online afterwards. We encourage all members to be involved with this series of lectures.
20. The Parliamentary Studies module has been over-subscribed with universities keen to participate. It was piloted with Sheffield University in session 2012–13, and expanded to 13 universities in 2013–14.⁷ Each Higher Education Institution is delivering the module in a slightly different way, to suit the needs of its students. It is mostly being delivered as a final year under-graduate module, and offered to students taking a Politics degree (or joint honours degree including Politics). The feedback from the universities concerned has been generally excellent (see Box 2 below). We warmly support this programme, which is helping to spread knowledge about Parliament and the expertise within the House of Lords to a wider audience. Further information on this programme is found in Appendix 5.

BOX 2

Feedback from the Universities Programme

The feedback gathered so far on the Universities Programme has been mainly positive.

All students who have submitted feedback agree or strongly agree with the statement “I now believe I have a greater understanding having been taught from a practitioner working in that field of expertise”.

⁷ The 13 Universities are: Birkbeck, University of London; University of Bristol; Cardiff University; University of Edinburgh; University of Hull; University of Leeds; University of Leicester; University of Manchester; University of Nottingham; University of Sheffield; University of Strathclyde; Swansea University; University of Ulster.

Feedback from tutors delivering the module has been unanimously positive, with comments including:

“This has been one of the most successful collaborations I’ve been involved with in teaching.”

A number of suggested improvements have been identified, including a need to revise some of the teaching materials used, to tighten the scope of the seminars delivered by Parliament and to adapt the activities undertaken by students on Westminster visits.

Member participation in outreach

21. We also support the ongoing Peers in Schools programme, successfully run by the Lord Speaker. This programme supports members to visit schools to talk about the work of the House. As of April 2014, over 150 members had participated in over a thousand school visits across the UK since the programme’s inception in 2007, reaching more than 50,000 students in total. We believe that members are good ambassadors for the House which contributes to this programme’s success. We are discussing, and will continue to discuss in future sessions, how to encourage more members to participate in outreach and make suggestions to the outreach services on how to involve more members.

APPENDIX 1: PARLIAMENTARY ICT SERVICES 2013–14

Parliament's ICT strategy

Parliament's ICT strategy for 2010–15 aims to improve the delivery and support of ICT services to Parliament by providing a better customer experience; connecting members to the information and services they need from anywhere, at any time, and from any device; transforming the organisational capability of Parliamentary ICT (PICT) to help Parliament get the best from ICT; and reducing the cost of ICT by making significant savings from the PICT budget.

Through the implementation of the ICT strategy the two Houses are harnessing modern technology to move toward an interconnected, online working environment, where members are able to access all documents electronically as they are required, reducing the need for printed copies and associated expenditure.

Central to the ICT strategy is enabling members to work more flexibly—for example in a mobile way—and to use a wider range of devices to safely access parliamentary information, at any time and from anywhere.

Parliamentary ICT has completed a departmental restructure to create an organisation that can support the implementation of the strategy. The department now takes advantage of the latest cloud technologies and also develops and supports bespoke digital systems for Parliament's unique products (such as House of Lords Business and the Register of Lords' Interests). The department has also improved its ICT security arrangements, with a new set of security policies.

Office 365: Improving access to parliamentary email and files

As previously outlined in Chapter 2, both Houses are upgrading to Microsoft Office 365. This service will offer members and their staff access on any internet-enabled device, including tablets and mobile devices, to their parliamentary email, calendar, files, and to the latest version of their familiar Office tools (e.g. Word, Excel, PowerPoint).

The key reason for this upgrade is to ensure that members have the tools they need to do their jobs effectively and efficiently. For many people, anytime anywhere access to their email and files will allow them to work in a more mobile, flexible way.

An additional benefit is that this new, better service will cost less and make savings for the House. The business case, which was approved last May, identified savings of £3.3m over 7 years as a direct result of the move.

Parliamentary ICT are now in the process of upgrading all parliamentary users, including all members and their staff, to this service. The benefits this service will offer to members and their staff include:

- Access to email and Office functionality (including files) anytime, anywhere on any device.
- A simpler, more reliable way to access your parliamentary information when not on the Parliamentary Estate without needing to connect to the parliamentary network (with no more need for the VPN).
- A large increase in email storage capacity from 1 GB to 50 GB

- The introduction of video conferencing, enabling face-to-face electronic communications with other parliamentary users in any location accessible by the internet

PICT are following a phased approach to the upgrade, which they have refined over the course of a number of pilots and the roll out to staff of both Houses and the feedback from early Office 365 users. They have already successfully rolled out Office 2013 to the staff of both Houses (over 2,500 computers) and migrated all administration staff mailboxes to Office 365 (over 3000 mailboxes).

During the reporting period the Houses interim Wi-Fi service was extended beyond communal member areas, such as the Royal Gallery and Library, to all members' offices in the House of Lords. Thus allowing members much more convenient access to the internet using laptops, smartphones and tablets, both House provided and member-owned. Plans are well advanced to extend Wi-Fi to all the remaining areas of the Lords, principally the Administrations offices, and to upgrade the service to a new resilient and fully managed one.

PICT Online – Accessing PICT's services online

As part of the ICT strategy, PICT are making their services available online. At present, users need to contact PICT staff for almost all their parliamentary ICT enquiries and needs, and the processes for dealing with these calls are not automated. For instance, all service and product requests and all fault reporting has to be done by contacting the PICT service desk, whether by phone or by email or by completing a paper form. If a user wants an update on progress regarding their request or report, they again have to contact the service desk. All requests are then managed and delivered by PICT staff. This is a very different way of operating for anyone familiar with ordering something via the internet and being automatically updated with the progress of that order.

It is expected that PICT will launch PICT Online early in the 2014–15 session. Members and their staff will then be able to make on-line service requests to PICT and automatically receive real-time reports on their progress. There will also be lots of on-line help, with information about the most common requests and issues.

PICT have worked with users to help design this on-line service, to ensure that it is simple and intuitive to use and that it includes the services that people need. The new on-line service is an additional service for Parliamentary IT users, who will still be able to call PICT's service desk and speak to an analyst. The purpose is to give members and members' staff a more modern, online service, to make PICT more efficient in their processes, and to give members greater choice of how they access PICT's services.

Email account audit

PICT as part of its management of services commenced an audit of the email accounts of members and their staff towards the end of the session. To date over 300 accounts have been identified that are no longer used. This exercise, that will be undertaken annually in future, is proving to be a very helpful piece of administrative housekeeping and will result in savings being achieved by recovering unrequired software licences.

APPENDIX 2: THE INFORMATION OFFICE 2013–14

The Information Office is responsible for the development and delivery of the House of Lords' External Communications Strategy. The Strategy's aim is to increase understanding among the public of the role of the House and the impact of its work. It seeks to achieve this through a greater focus on targeted audiences in order to use the finite resources of the Information Office to greater effect.

The Strategy also emphasizes the vital role that member-led outreach can play in the successful delivery of this aim. Member-led outreach is co-ordinated by either the Lord Speaker's Office or the Information Office, both of whom work closely with the Parliamentary Outreach and Education Services.

Outreach

House of Lords outreach activities supported and endorsed by the Committee since the last Annual Report have included:

Lords Chamber Events

The Lords chamber events allow the public to directly engage with the House of Lords and to understand better its role, work and composition. The involvement of external partners in these events enables the House to engage with often hard-to-reach audiences through our partners who amplify our key messages to their audiences. The Lords Chamber event during this session was *Legacy and Lessons of the Great War*. This involved 150 cadets aged 14–18 and 50 armed service veterans. The lead-up to the debate involved a series of 16 training days and regional heats attended by over 650 participants, and the event was delivered in partnership with the Ministry of Defence, the Royal British Legion and the English-Speaking Union. The digital assets produced around the event—videos, an online photo gallery and news stories—will be hosted on Parliament's WW1 commemorative website when it launches in the autumn of 2014, as well as on Lords digital platforms.

Peers in Schools

The Peers in Schools programme, which is led by the Lord Speaker and involves sending members into schools to talk to students about the House of Lords and its work, continues to grow. State schools with an Ofsted rating of 2 or below are prioritised for peers' visits where possible. Lords marketing material and public information publications are mailed to schools in advance of all members' visits, which are proactively publicised to local and regional media outlets in advance of each visit.

Parliament Week

The Committee supported two major projects in support of Parliament Week (15–21 November) in 2013, which was themed 'Women in Democracy':

- (1) *Women in Democracy* videos are a series of 10 short films featuring the Lord Speaker, the Clerk of the Parliaments and a cross-section of members being interviewed on their background, expertise and thoughts on women's participation in the democratic process from a variety of

different perspectives. The videos were hosted on the Lords YouTube channel and promoted and shared widely on social media.

- (2) *Lords Digital Chamber* supports Parliament Week’s over-arching aim of greater public engagement with parliamentary democracy, and was launched during Parliament Week 2013. The Digital Chamber is a social media aggregator that pulls Lords members, groups and corporate social media accounts into one website and allows the public to access content and engage with individual peers in real time. The website was built in HTML 5, which makes it fully responsive and accessible across any device, and can be easily embedded. As of April 2014, six months since its launch, the Digital Chamber has already met its minimum 12 month target of 5,000 unique visitors. The Information Office worked closely with the other parliamentary public information services to incorporate promotion of the Digital Chamber into their programmes and initiatives which involve undergraduate students, academics and other opinion formers. The website is promoted across other Lords corporate channels and its visitor return rates are around 25%. Our next phase of work on the Digital Chamber involves developing the site and promoting it more widely as a resource and engagement tool to interest groups and other target audiences.

Members of the House of Lords were more visible across Parliament Week events in 2013. The Lord Speaker, in particular, had an active role in several high profile initiatives, including a panel discussion, chaired by writer and broadcaster Mariella Frostrup, and an open lecture at Portcullis House on women’s education, economic empowerment and political engagement.

Lord Speaker Outreach

The Lord Speaker’s regional outreach programme, supported by Parliamentary Outreach, has continued to develop, taking in most regions of the UK as well as a wide variety of schools, universities, charities and community associations. In addition to the programme delivered by parliamentary colleagues, the Information Office has developed a programme specifically aimed at professional associations. Identified as a priority audience by the Lord Speaker, the Information Office is seeking to establish the role on the professional associations’ speaker circuit. This is a long-term initiative, but one that has got off to a positive start. The first event of this type took place at the Institute of Directors in London to an audience of around 100 executives. Further activity has taken place with the Workers’ Educational Association and a keynote speech at the Open University’s Student Association is planned for June.

World War 1 Centenary

To mark the centenary of WW1, the Committee has supported a proposal to create a series of videos featuring peers talking about the members of their families who were involved in the Great War in a range of different ways. The videos will form part of the Lords’ contribution to Parliament’s wider commemorative programme, which is being co-ordinated by the Public Engagement and Learning team. The videos will be launched at key dates throughout the commemorative programme and promoted widely across Lords and parliamentary digital channels. The Information Office is also exploring collaborations with partners who are integral to the UK-wide WW1 commemorative events.

Public Enquiry Service

The Enquiry Service deals with all requests for information about the role, work and membership of the House of Lords received from the general public. It has received 5,777 enquiries by telephone so far this session (6,761 in 2012–13) and 2,033 by email (2,647 in 2012–13). The Enquiry Service plays an important part in providing the public with information about the House of Lords, particularly those audiences affected by the ‘digital divide’.

Press and Media

The Press and Media Team is the interface between the House of Lords Administration and the media. It works across all the House’s activities, promoting the work of select committees, balloted debates, oral questions and legislation through a range of traditional, online and social media channels. It also responds to reactive media enquiries, providing an out-of-hours service to meet the needs of the 24-hour rolling news cycle.

Since October 2013, the Press and Media Team has been collating more detailed statistical analysis of select committee media coverage. Up to 16 April 2014, these statistics show that proactive media work on behalf of select committees led to 590 positive media articles about Lords and joint committees across broadcast and print media (this excludes online coverage). The committees which generated the most positive coverage were the Economic Affairs Committee (102 articles), EU Sub-Committee D (88 articles), the Olympic Legacy Committee (57 articles) and the Constitution Committee (49 articles). Notable successes have included front page coverage in national newspapers for EU Sub-Committee D’s report on Food Waste, the report of the Committee on the Mental Capacity Act and the Constitution Committee report on the European Union (Referendum) Bill.

The Press and Media Team works with committee staff to develop communications plans for each select committee inquiry, making use of the full range of communications channels. In the current session, this has included using Twitter to gather questions for an EU Committee evidence session on youth unemployment. Twitter was chosen as it is a medium widely used by young people themselves. This engagement led to 84 retweets of the Committee’s announcement of the initiative, and more than 50 questions being submitted to the Committee. It also resulted in positive feedback from organisations representing young people.

The Press and Media Team has also worked with the Committee on Soft Power and the UK’s Influence to produce a ‘mind map’ of the diverse issues raised in their report. It was disseminated through social media to counter the traditional media’s focus on a single aspect of the report. The ‘mind map’ was retweeted 46 times, including by organisations actively involved in the debate on diplomacy and UK foreign policy. This was followed up by a well-attended seminar hosted by the Committee at which representatives of organisations such as the Foreign and Commonwealth Office, the US Embassy in London, Chatham House, the British Council and the BBC joined diplomatic editors and correspondents in discussing the report’s recommendations.

APPENDIX 3: LIBRARY SERVICES 2013–14

The 2012 members' survey showed that 65% of respondents used Library services every month or more frequently; and data collected by the Library during 2013/14 suggest that 689 members had made use of at least one of the Library's services in that year, and 566 had made use of multiple services, both figures representing a very high proportion of total membership of the House, and well above average attendance. Feedback on the Library's services from members was generally excellent.

Demand for Library services has remained high in 2013/14. The numbers of individual reference and research enquiries lodged by members have stabilised (at a very high level compared to previous years). This is a trend that the Library has seen previously during the latter stages of a Parliament, but is also attributable to the greater volume of proactive briefing materials now delivered to members in advance of debates—in 2013/14 the Library delivered record high numbers of Briefing Packs and Library Notes, and saw record numbers of subscribers to the Current Affairs Digest.

Research and reference services to support members

While only 3% of members responding to the 2012 survey identified Library services as a priority for improvement, the qualitative feedback suggested a number of themes for the Library to explore: further development of expert research support, delivered proactively to assist members in their parliamentary work, through a combination of investment in new posts, recruitment of more specialist researchers, and more effective collaboration with the House of Commons Library, the Parliamentary Office of Science and Technology (POST) and other information providers across Parliament.

These priorities feature prominently in the Library's latest business plan, and have provided renewed impetus for the Library to continue to develop and refine its research offer to members, including through the provision of Library Notes and Briefing Packs in advance of all substantive business in both the chamber and grand committee. In late 2013 the House Committee agreed that the Library could increase its staff complement by two posts in order to strengthen the capacity of the research team, and recruitment for these posts is currently in progress. While the Library's research team retains the flexibility of the 'generalist' model, recruitment for these posts, and recent recruitment following staff turnover, has aimed to capture the optimal range of skills and expertise across the team. The Library will soon be hosting a three-month POST PhD fellowship, funded by the ESRC, further bolstering the specialist expertise available to members.

The Library's already close relations with the Commons Library and POST have been strengthened, allowing for smarter co-operation and knowledge sharing to ensure members of both Houses can benefit from the collective expertise of researchers across Parliament. New ways of working have been trialled to allow both Libraries to collaborate on briefing products and responses to members' enquiries. POST experts have written content for Library briefing products, and new procedures have been established with the Lords Committee Office to ensure that Committee activity and expertise is fully reflected in relevant Library briefing materials.

Online resources and delivery

Alongside the Library's aim to strengthen core research and reference services, the Committee has supported the Library's strategic priority to ensure that Library services and resources are available to members in the most accessible formats and exploiting the most appropriate technologies. The Information Committee played a key role in the piloting of eBook services, in pushing the adoption of mobile solutions such as apps, and in endorsing a full refresh of the Library's intranet pages, which now provide a much cleaner and more user-friendly platform for delivering the Library's services and catalogue, as well as a growing volume of invaluable 'external' information sources, such as comprehensive press and legal databases.

The Library has committed to using new technologies, coupled with appropriate marketing and coaching activities, in order to provide members with the best possible information to make their parliamentary work as easy and effective as possible, while also maximising the usage (and therefore value for money) of resources purchased by the Library. The Library is well-positioned to support information management work at the corporate level, working with the House of Commons and PICT (and the proposed Digital Service) to safeguard and exploit Parliament's information assets, work which will deliver benefits in the internal workings of the House Administration as well as in the delivery of member services.

APPENDIX 4: PARLIAMENTARY ARCHIVES 2013–14

Information Management and Digital Preservation

Parliament completed the roll out of an Electronic Document and Records Management System (EDRMS) to all departments in both Houses. Much of the Archives' focus has been on preparing departments to receive the system and supporting them throughout the deployment. The EDRMS has been well received and the Archives has been working closely with administration staff to embed the system into business practices. Following deployment the Archives has transitioned back to business as usual and has begun to implement a new business model based on relationship management. This focus on stakeholder engagement and the proactive identification of support required by staff will enable us to strengthen further the department's reputation as the centre of expertise on the management of business information. In addition, the Archives have been working to professionalise our internal communications and to expand our training provision, all of which have proved popular with staff and received consistently positive feedback.

The Digital Preservation Project also made great progress, and an operational digital repository system is now available and, has begun preserving Parliament's digital records. In addition, the Archives has implemented a range of storage solutions for Parliament's archival data, each of which provides security and resilience, allowing Parliament to guarantee the survival of our digital archives in perpetuity. The Archives has also developed the existing catalogue interface, Portcullis, so that it provides a direct link to enable users to view digital records in our collections and this now includes 'turn the page' technology for viewing Parliament's most iconic records.

Public Services and Outreach

The Archives received 5,863 enquiries during the year 2012–13, a small reduction of 1.4% from 2011–12 (5,946). This slight drop is accounted for by the greater availability of self-service online sources via the Parliamentary website, and the effectiveness of the team in answering enquiries and supplying copies of records for remote users. 928 researchers visited the public Search Room in Westminster, an encouraging increase on last year (864). The total number of documents produced for the Search Room also jumped to 6012 (4947), representing an average of 6.5 items per researcher.

Recently, the Archives loaned the 1795 Poor Removal Act to Tate Britain for their Patrick Keiller exhibition. Displays in the Royal Gallery focused on the assassination of Prime Minister Spencer Perceval in 1812, the 1662 Book of Common Prayer and the 150th anniversary of the birth of David Lloyd George. Documents relating to the Olympic and Paralympic Games, the European Communities Act 1972 and the MP and journalist William Cobbett were also on display.

In 2013–14 exhibitions in the Royal Gallery celebrated the 150th anniversary of the London Underground, John Wilkes, and the Clerk of the House. In the autumn there was a major exhibition of works of art in Portcullis House on the 1834 fire, curated by the current Director of the Archives.

In 2012–13 two projects which formed part of Parliament's *Arts in Parliament* programme enabled the Archives to work again with two of their regional partners,

Norfolk Record Office and Glamorgan Archives. Both reflected outreach work undertaken as part of the Archives recent *People and Parliament: Connecting with Communities* project and consisted of digital artworks. The first, *Sea of Words*, commissioned from artist Trevor Woolery, is an animated film which explores the connections between Cardiff communities and Parliament through the development of Cardiff Docks in the nineteenth century. The film draws on archival material held by us and Glamorgan Archives and features contributions from Grangetown Local History Society. The second, *Administrative Processes + Events = Documents* was a video artwork produced by artist Nicola Naismith which investigates the lives of five commissioners named in the Land Tax Act of 1821, the longest Act of Parliament we hold. The film featured documents held by the Archives and the Norfolk Record Office and incorporates contributions from a community group. Both films can be viewed by visiting the Parliament website.⁸

During 2012–13, the Archives hosted 19 visits from media crews from the UK and overseas, filming our documents for programmes ranging from news broadcasts to history documentaries. Celebrity visitors included Margaret Mountford, Lucy Worsley and Celia Imrie who traced her family history in some of our records for *Who Do You Think You Are?*

Public engagement work in 2013–14 has concentrated on planning and preparation for a series of very major anniversaries over the next few years relating to the First World War, the 2015 Magna Carta/Parliament 750 commemorations and further on the horizon, 1918 ‘Vote 100’ events.

Archives Accommodation Study

During 2013–14, the Archives undertook a major study into the future of its accommodation, in the context of the Restoration and Renewal programme.

⁸ ‘People and Parliament: Connecting with Communities’ available at: <http://www.parliament.uk/communities>

APPENDIX 5: PUBLIC INFORMATION SERVICES 2013–14

Parliament's Education Services

Parliament's Education Service aims to inform, engage and empower young people to get involved in Parliament, politics and democracy, through a range of interactive educational programmes, visits, resources and activities.

School visits

A record 77,688 students interacted with Parliament via tours and visits: 46,491 students from 1,246 were core education visits, 29,625 students visited on Members' Tours, and 1,572 students participated in education plenary sessions.

Planning permission was granted for a dedicated Education Centre in Victoria Tower Gardens, which will enable the Education Service to receive 100,000 school children a year following its planned opening in Spring 2015

93,696 constituents (non-student) visited Parliament on Members' Tours; 11,337 wended their way up the Elizabeth Tower staircase.

Educational resources, events and competitions

- Following user research among teachers and school pupils, a redesign of the Education website was launched.
- Over 2,000 students in 45 schools hold Parliamentary debates using props from the new outreach Loan Boxes, which include a backdrop of the House of Lords chamber
- 941 teachers and 4,078 students across the UK benefit from education outreach programmes and teacher training
- 214 entries are received for *Lights, Camera, Parliament!* (a film competition on the theme—"If I could make one law") and are together viewed a total of 26,434 times. The Lord Speaker hosted the winners' reception and a "speed debating" session in the River Room with Baroness Garden of Frognal, Baroness Taylor of Bolton, and Baroness Andrews.
- Various other members of the House of Lords have participated in Education Service events, including: the "Art House" art competition exhibition in Millbank House, "Ask an Expert" sessions, Political speed debating, Teacher Institute (teacher training week), and a women in politics panel discussion during Parliament Week.

Education outreach

- The NW regional outreach programme saw 7,063 students from 58 schools taking part; the programme was extended to the South West and North East as a result of the pilot's success
- In East Anglia and the neighbouring surrounds, 2,735 students from 39 schools watched Everett Mann time travel through a thousand years of history in Parliament's theatre education project.

Public Engagement and Learning

The Public Engagement and Learning staff ran campaigns and events, and looked for innovative ways to engage the public with Parliament. The initiatives covered:

- *Parliament Week* – this is an annual awareness-raising initiative in November each year. Partners deliver events throughout the UK, and there are some showcase events at Parliament. In 2013 over 200 partners, and over 150 events took place. The focus in 2013 was women in democracy. Several Lords members took part in events and filmed videos for Parliament’s YouTube channel.
- *TEDxHousesofParliament* – four Lords members were speakers at the event in June 2014—Baroness O’Neill’s talk on trust, and Lord Puttnam’s on the media, were taken by the TED organisers to put onto the main TED website, where Baroness O’Neill’s talk has been viewed over 1.1 million times and Lord Puttnam’s over half a million.
- *2014 commemoration events* – a joint group of members has been advising on plans to commemorate the outbreak of the First World War.
- *2015 programme* – a joint group of members has been advising on plans for the 2015 Anniversaries Programme “Parliament in the Making”.

Outreach Service

The Parliamentary Outreach Service is a bicameral service which spreads awareness of the work, role, functions and processes of the institution of Parliament with a view to increasing levels of engagement with it.

The Service was launched in 2008 and now delivers in excess of 450 sessions a year, in addition to running a number of high profile flagship events and offering a tailored service for universities.

Work of Regional Delivery Team

Outreach has 6 regional Outreach officers, based across the UK, each covering 2 of the UK’s 12 regions. Regional Outreach officers deliver sessions on demand, often through word of mouth recommendation, to a variety of organisations, including professional networks, community groups, charities and infrastructure organisations. Due to demand outstripping capacity to supply, sessions have to meet various criteria including audience numbers and political neutrality. All of the sessions aim to increase awareness and understanding of the work and relevance of Parliament as well as emphasising the importance of public engagement with parliamentary processes.

All sessions are evaluated through feedback from delegates and partners. For example, following a recent session at the University of Salford, 71% of attendees had a greater desire to get involved, 85% to find out more about the work of Parliament and 85% to keep an eye on emerging legislation

The majority of Outreach work is delivered in partnership with third party organisations to ensure maximum reach and impact. These include national voluntary associations such as University of the Third Age, campaigning organisations such as the British Red Cross, business networks including chambers of commerce, universities and colleges, and sector-specific organisations such as Newcastle Science City and the Football League, as well as specifically arranged events for the general public.

There are also a number of programmes for specific sectors and predicated around exploiting the multiplier effect, including:

- Local authorities
- ‘Train the Trainer’ programme
- Adults with learning Disabilities.

Speakers’ engagement programme

The Outreach service also arranges a national engagement programme on behalf of the Lord Speaker. This enables her to meet a range of audiences around the UK in order to explain the work of the House of Lords and her office, and promote engagement with Parliament.

Public Bill Seminars

The service also runs an average of ten flagship Public Bill Seminars every year, providing accessible information on how to engage with Parliament’s scrutiny of legislation. These are well-received and heavily oversubscribed and feedback for Public Bill Seminars is consistently positive, with 95.5% of attendees feeling ‘better equipped’ to engage with Parliament

Engagement with universities

Recently the service has launched an engagement with universities programme. This encourages students to get involved with Parliament, supports lecturers and tutors to teach about the Houses of Parliament, and assists academics to access information and get involved with the work and business of Parliament.

The programme is described below.

- University student visits to Westminster
- www.parliament.uk/universities:
- Engagement with academic researchers,
- Open Lecture Series:
- Business as usual: Additionally, during 2013, the Outreach service delivered 69 sessions at universities (up from 28 sessions during 2012), reaching 3,943 people. The contact database holds details of over 1,600 individuals at approximately 150 universities.

Future of Outreach

Over the next year, the service faces the following challenges:

- Implementation of an e-learning strategy to increase reach without increasing staffing levels
- Re-opening the application process for the parliamentary studies module to allow other universities to apply and then managing that demand
- Delivering more Public Bill Seminars to meet demand from the public and establishing effective ways in which their content can be optimally disseminated