Chapter 25: House-wide Communications

1. About this chapter

1.1 This chapter covers the main ways in which staff receive House-wide communications and how they can find further information about:

- changes to terms and conditions of service
- new or revised policies
- House-wide programmes and initiatives and other items of general interest.

1.2 You can find out more about specific communication channels from your line manager.

1.3 The system for consultation with recognised Trade Unions is described in chapter 7. That chapter covers channels of communication across the House. It does not include channels of communication which are specific to teams.

2. Methods of Communication

Parliamentary intranet

2.1 Everyone who is connected to the parliamentary network, whether on the Estate or remotely, has access to the parliamentary intranet. The intranet provides access to a wide range of useful information including:

- business and news about what is happening in Parliament
- messages and papers from The Board
- information about events
- learning and development opportunities
- vacancy details
- HR and finance information relating to terms and conditions of service for staff and guidance for managers
- details on how the House of Commons Service is structured and information on individual offices, key projects and their aims and objectives
- information about security and access to buildings, as well as catering
- House of Commons publications.

2.2 Information on the use of the Intranet can be found in chapter 24.

Staff notices

2.3 The main method of communicating management information on pay and terms and conditions of service is through the staff notice system. These notices are distributed to all staff either by email, or for those without access to email, as a paper copy. They are also published on the staff intranet.
2.4 Previous staff notices are on the intranet at:

House of Commons and Parliamentary Digital Service staff notices

Information notices

2.5 Information notices are published on the staff intranet, they are usually sent via email and occasionally may be distributed in paper form. They are designed to brief Members, their staff and staff of the House about developments on the Estate, particularly about building works or security issues.

2.6 The Newsletter is a fortnightly email and intranet newsletter for Commons and Digital Service staff, produced by the Central Communications team. It contains the most important news for House Service staff, in an easily digestible format:

The Newsletter

2.7 Your House Service supports and celebrates the unified House Service, highlighting the ways we work across team boundaries and includes interviews and team profiles with colleagues across the Service, as well as interesting news and events. Each issue has a different theme, and issues are regularly produced in collaboration with the House of Lords:

Your House Service

All-staff meetings

2.8 All-staff meetings take place regularly, usually every three to four months. Staff are invited to attend a meeting and encouraged to submit advance notice of a question or ideas about what the meetings should cover. Members of the Board and senior leaders or programme leaders update staff on latest developments. Staff have the opportunity to ask questions, offer feedback and share ideas. Summaries of the meetings are published on the intranet and in staff newsletters.

Staff consultation exercises

2.9 Staff consultation exercises are organised regularly to seek staff’s opinions about specific programmes and issues.

Team meetings

2.10. Staff may receive information through all-staff meetings, team meetings, and one-to-one meetings with their line manager. There are also team and House-wide electronic or hard copy communications, depending on the issue.

Ideas inbox

2.11 Staff can send in ideas to the Ideas inbox: ideas@parliament.uk
Notice boards

2.12 Teams may also communicate information about House-wide events and other important operational information on specific team notice boards. Each team is responsible for the contents of its own notice boards, which may include information on health and safety, current vacancies and general matters of interest. Staff should not post a notice on a notice board without receiving prior permission from their line manager or the appropriate contact in their team.

2.13 The Central Communications team produce a monthly email as well as posters which are displayed on notice boards advertising a ‘What’s On’ listing for events on the Parliamentary Estate.

Where to go for help and advice

2.14 The Central Communications team promotes the work of the House Service to Members and Members’ staff. As the central point of contact, the work of the House Service can be communicated consistently and effectively. The team is also responsible for House-wide corporate communications to House of Commons and Parliamentary Digital Service staff. Further information is contained on the Central Communications Team webpage.

2.15 The Diversity and Inclusion team can advise staff and managers on alternative methods of communication. They may be reached on ext. 1412 or by email at diversity@parliament.uk.

Return to the Staff Handbook.