



HR and Diversity Annual Report

House of Commons and
Joint Departments

1 April 2022 - 31 March 2023

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Introduction and Overview

This annual report provides key HR and People statistics for the financial year 2022-23, covering the House of Commons Administration and the Joint Departments of both Houses; the Parliamentary Digital Service (PDS) and the Restoration and Renewal Client Team (CT).

This year's report highlights that headcount within the House of Commons and Joint Departments has increased by over 5%, with a 6% increase in new positions (the complement rate) and a small reduction in the retention rate. Our turnover figures remain considerably lower than relevant benchmarks indicating many employees continue to seek to build long and successful careers in our organisation.

A key highlight for the year includes the publication of the House's Inclusion and Diversity Strategy (I&D) 2023-2027. The House of Commons Administration has committed to resourcing the development and progression of underrepresented groups with focus on Black, Asian and minority ethnic staff, decreasing the Ethnicity Pay Gap. Delivering against this strategy will be a major focus over the coming years. Our progress on diversity and inclusion matters is also determined in part by having accurate data from our workforce, which is submitted on a voluntary basis. We continue to make good progress on improving the response rate on the annual request to update diversity data, however this remains an ongoing area of focus.

We thank all colleagues in the People and Culture team for their commitment and hard work, and hope others find the information in this report useful.

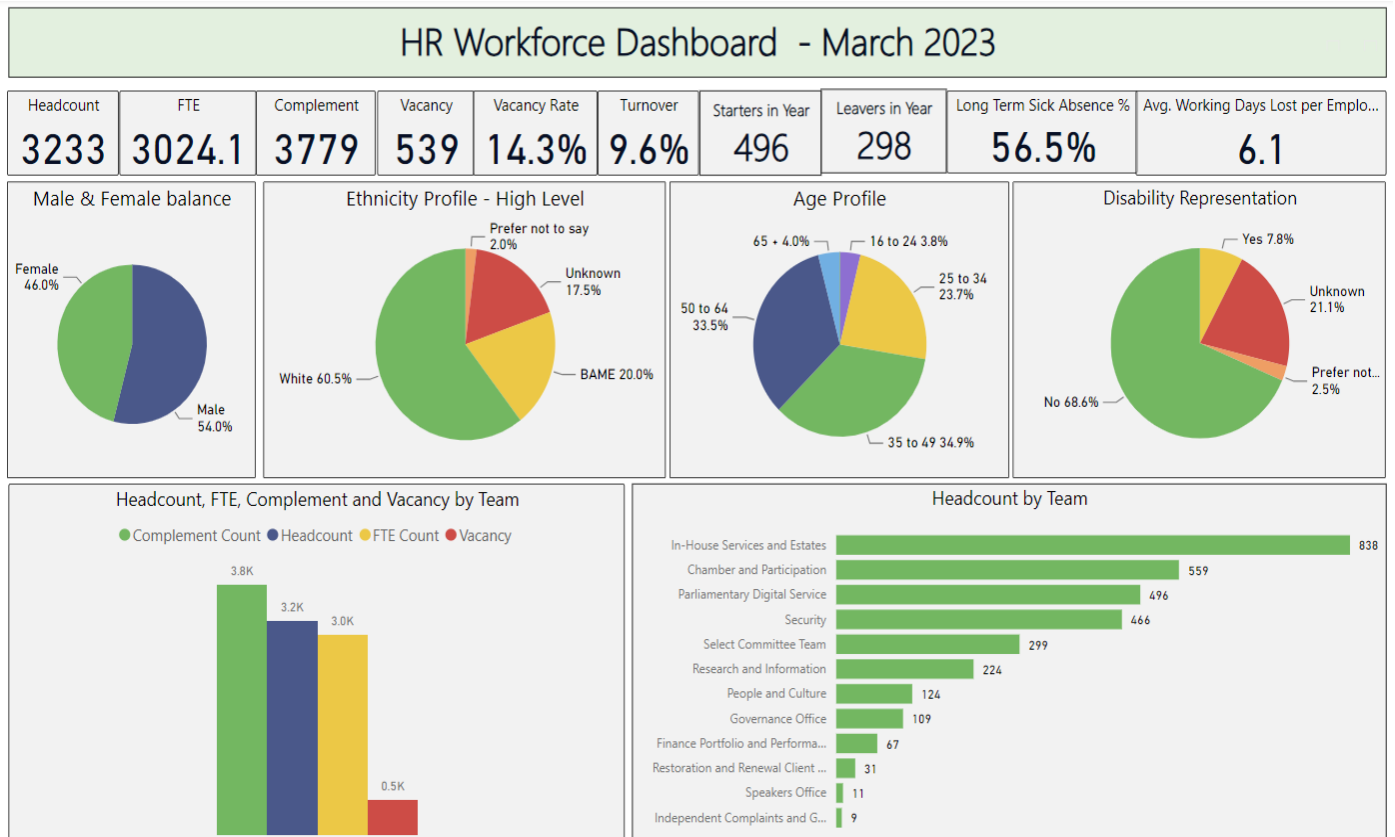
Richard Shoreland

Managing Director of People and Culture

Organisational Overview

Key People Metrics

The dashboard below provides an overview of Key People metrics (for workforce definitions see Appendices B and C):



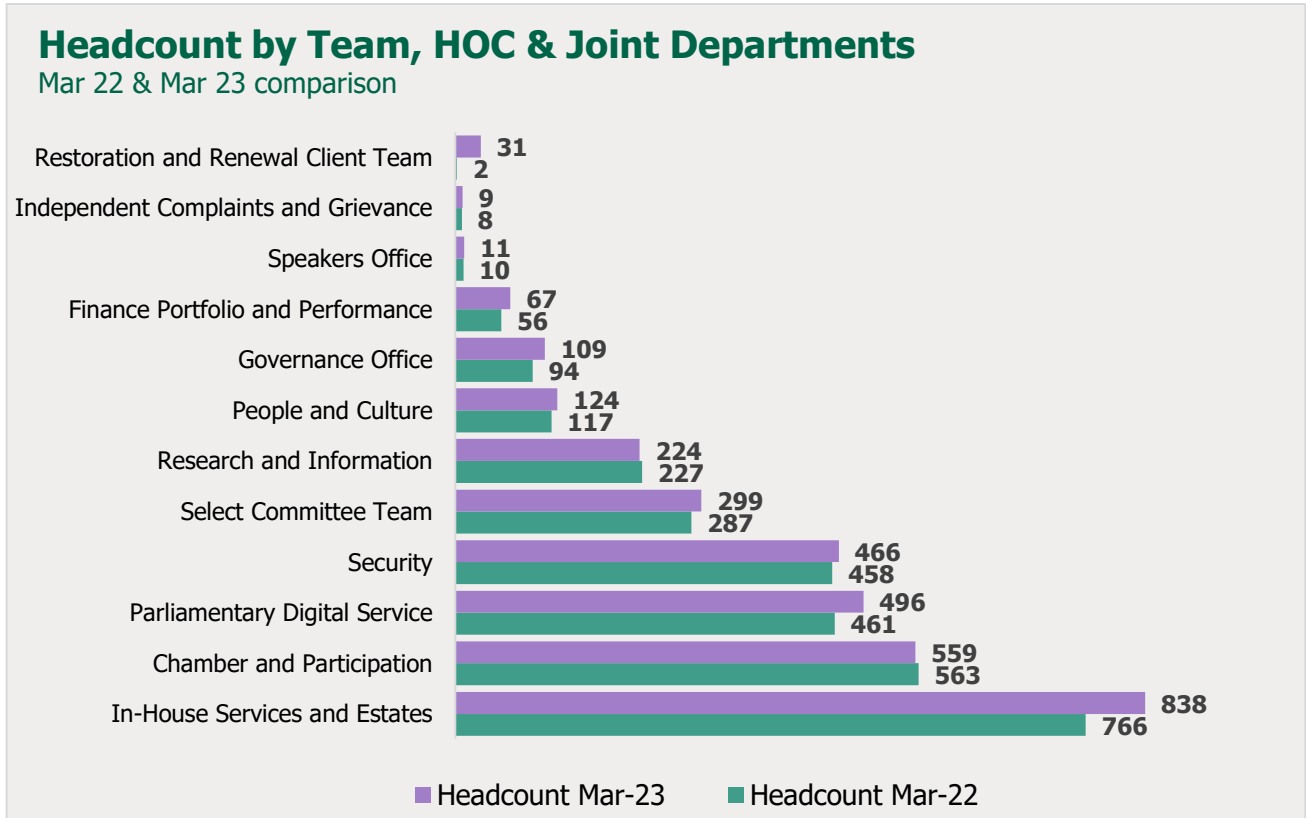
Headcount and FTE

The overall headcount for the House of Commons and Joint Departments increased by 184 (5.7%) in the last year. Within the House of Commons, the Chamber and Participation team has maintained its place as the second largest team (559 staff) after the In-House Services and Estates team (with a headcount of 838)¹. The Restoration and Renewal Client Team was transferred in following the Sponsor Body being abolished in January 2023. The resourcing budget has reduced on transfer in, and various functions including Finance and

¹ From 6 June 2022 the 'In-House Services and Estates Team' split into the Strategic Estates Team, the Parliamentary Maintenance Services Team and the Customer Experience and Service Delivery Team.

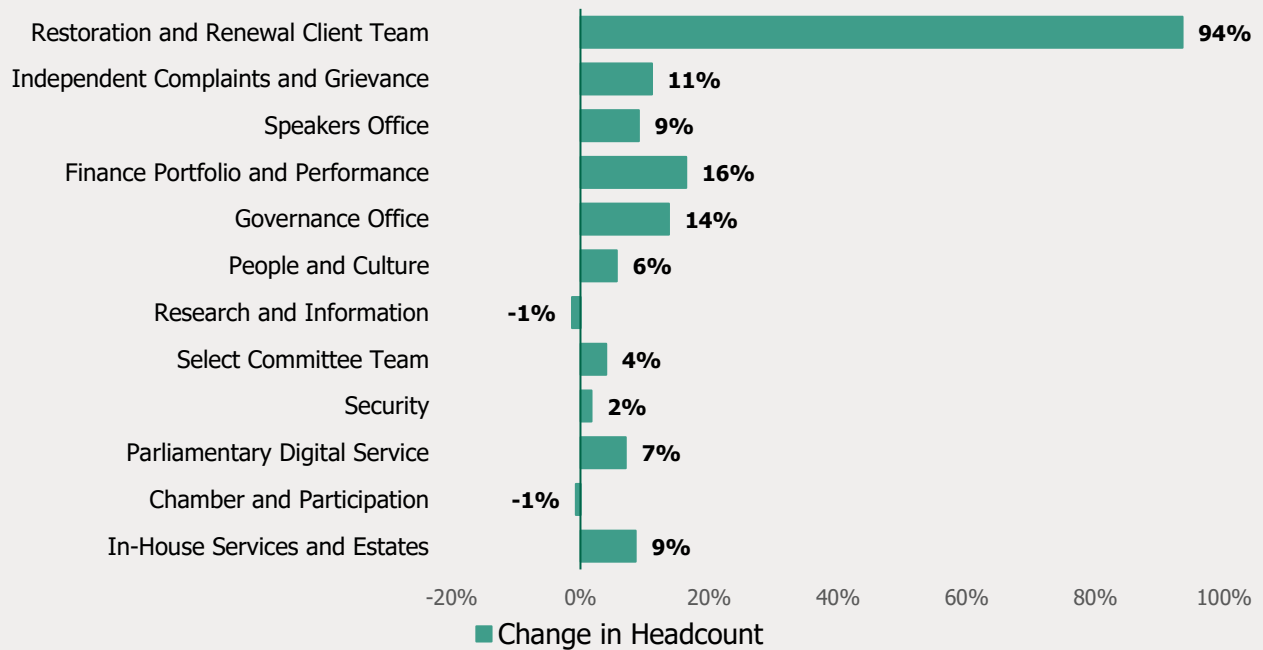
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Communications are being centralised in the House of Commons in accordance with [Independent review of financial management in the House of Commons](#). The Client Team has bolstered engagement and assurance functions. The House of Commons Restoration and Renewal Function is scheduled to transfer to The Client Team.



Changes in Headcount by Team, HOC & Joint Departments

Change from Mar-22 to Mar-23 as %

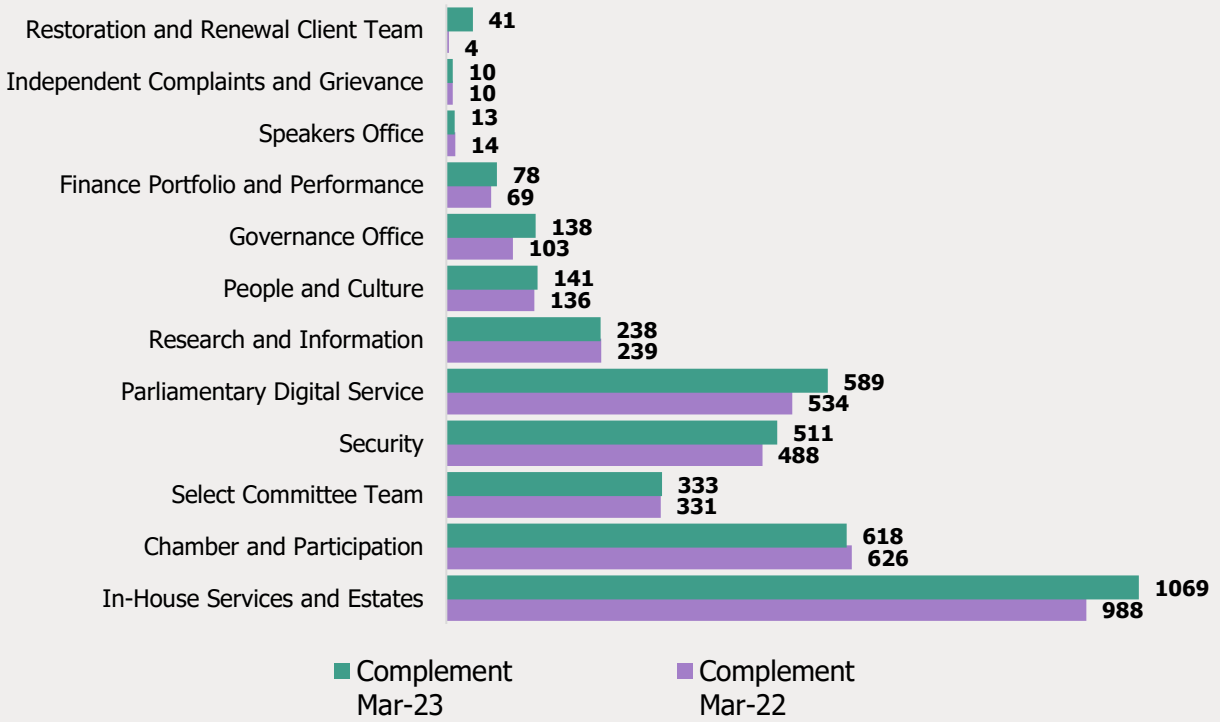


Complement and Vacancy Rates

The overall complement for the House of Commons and Joint Departments increased by 237 positions (+6.3%) in the last year. The increase of complement positions was steady for most teams, with significant increase in positions for the In-House Services and Estates team (34% of the overall increase) and Parliamentary Digital Service team (23% of the overall increase). Despite an increase in complement positions, the overall vacancy rate for the House of Commons and the Joint Departments has remained steady.

Complement by Team, HoC & Joint Departments

Mar 22 & Mar 23 comparison

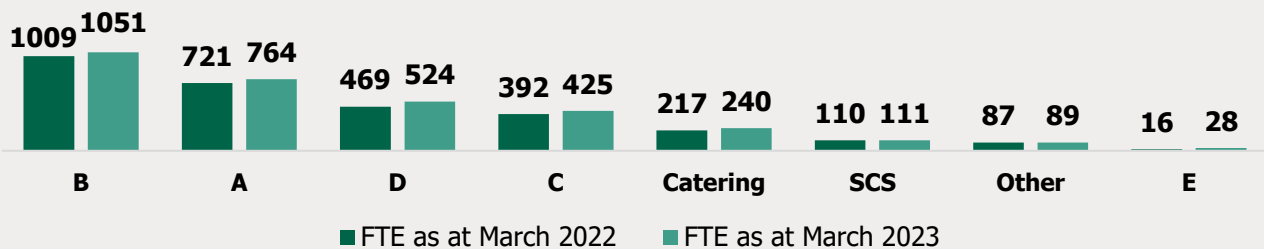


Pay Band Distribution

The highest proportion of employees are in Pay Band B, representing 33% of all staff. The second highest number of staff are in Bands A – 24%, followed by staff in Band D – 16% and staff in Band C – 13%. The lowest number of staff representing just 1% of all staff are in Pay Band E. The biggest increase of staff was noted in Pay Band D, with the figure moving from 469 to 524. With the establishment of R&R Client team, pay bands from SB1 to SB6 have been added among the 'Other' category.

Pay Band Distribution, HoC & Joint Departments

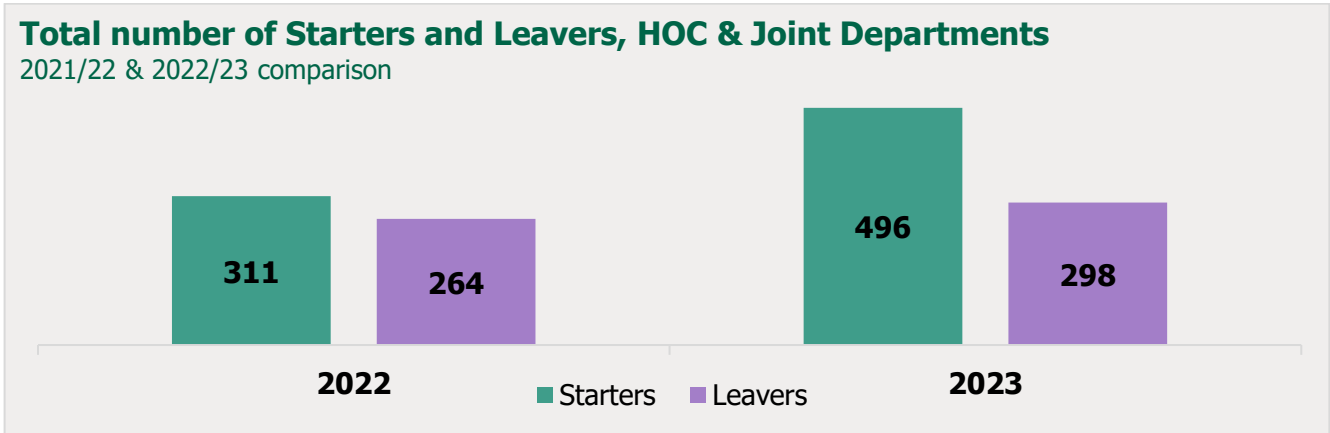
Mar 22 & Mar 23 comparison



Note: for Key to the Pay Band groups used in HR Report see Appendix A

Starters, Leavers and Turnover

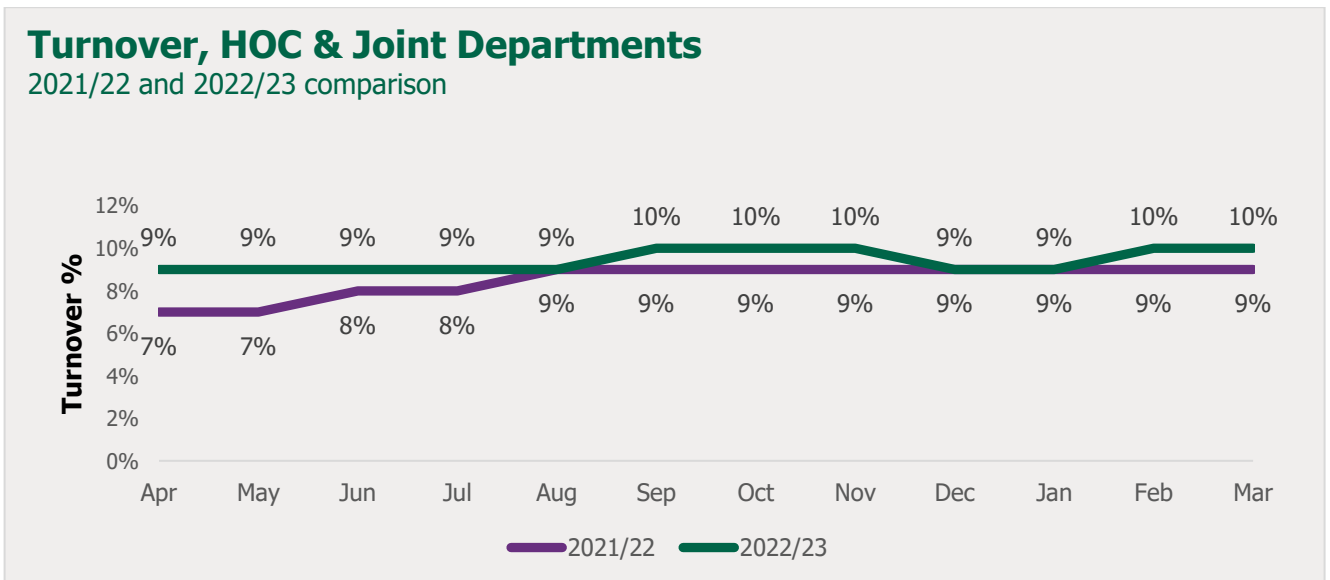
The overall annual number of new starters has increased to 59.4% (from 311 to 496) and the number of leavers has decreased by 29% in 2021/22 to 12.8% in 2022/23 (from 264 to 298). The retention rate increased by 0.5 ppt from 89.3% for 2021-22 to 89.8% in 2022-23.



Note: graph only includes employees (excludes non-employees e.g., agency, seconded-in, intern workers).

The employee turnover rate increased over the past year from 9% to 10%, with a comparable 1% increase in voluntary turnover (voluntary turnover includes resignations and retirements only).

Turnover – External Comparator Metrics



According to XpertHR's latest labour turnover rates 2023 (Published 1 February 2023), around one in six employees (16.4%) resigned from their roles in 2022. This is a noticeable increase from the 9.6% voluntary resignation rate for 2021. The total labour turnover rate was 22.5% in 2022, again higher than the 14.6% recorded in 2021. Their headline measures of labour turnover - the voluntary resignation rate and the total labour turnover rate - have increased markedly over the past few years, something not unexpected given the effects of the pandemic and then the tight labour market. Labour turnover rates can vary significantly between occupations, industries and geographical labour markets.

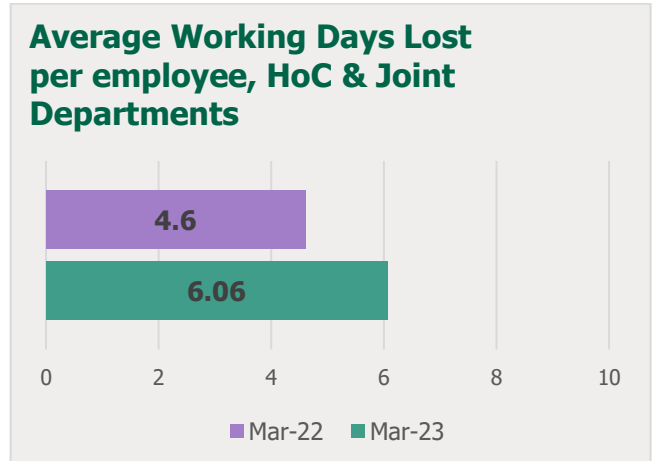
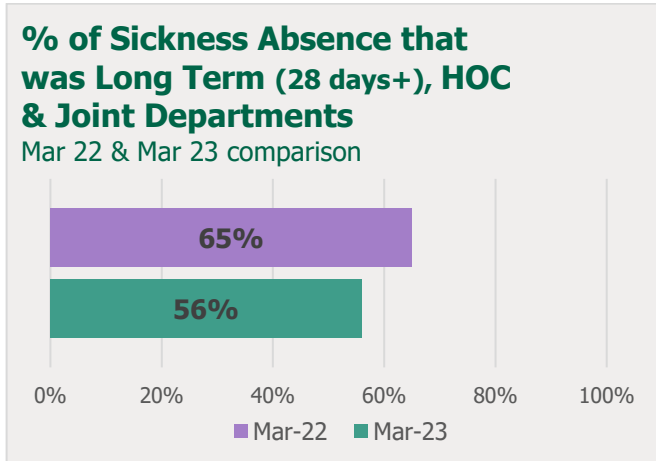
The public sector total labour turnover rate stands at 16.2% (voluntary resignation rate 12.7%) whilst the total labour turnover rate for organisations with 1000+ employees stands at 22.6% (voluntary resignation rate 16.3%). A staff retention rate of 85-90% tends to be considered a positive indicator for many organisations in terms of skills retention, performance and cost-effectiveness.

The staff turnover figure in the House of Commons and Joint Departments are considerably lower than these national and industry benchmarks and this may still be partly explained by staff seeking job security to deal with higher costs of living and overall uncertainty for employees seeking opportunities outside the organisation.

Sickness Absence

The overall position of sickness absence remains relatively stable. There has been a small increase in the number of average working days lost per person due to sickness this year. In March 2023, the House of Commons rate of 6.06 days lost, despite the overall increase of 1.36 (from the 4.7 days in 2021/22), is still below the 7.7 days lost per worker in the Public Sector (5.0 in the Private Sector) (Latest ONS data set: [ONS Sickness Absence in the UK Labour Market 2022 – worksheet 11b](#)).

Levels of long-term sickness absence (absence of 28 calendar days or more) have decreased moderately by 9% in the same period.



Note: the sickness absence figures above do not include COVID-19 related absences

People Focus

Inclusion and Diversity

The new [Inclusion and Diversity Strategy 2023-2027](#), has been developed and endorsed by the House of Commons Executive Board. The strategy sets out actions to be delivered over the course of a four-year period building on the actions of the Diversity and Inclusion Priorities plan of 2023. The strategy supports the [House Administration Strategy 2023-2027](#) and our approach to I&D, particularly focusing on the House Administration's strategic aim "support our people to thrive" ties into our People Strategy 2022-2025. The People Strategy sets out the type of organisation we strive to be. It contains five outcomes, which we will work towards over the lifetime of the House Administration Strategy.

The I&D Strategy has been developed through consultation with key stakeholders and focuses on the following three key areas:

- Decreasing the ethnicity pay gap
- Improving accessibility
- Fostering inclusive environments.

Our new approach targets priority areas of improvement affecting everyone. In the past, we have categorised our actions by focusing on protected characteristics, but this new strategy will focus on improving inclusion and diversity in the experiences we all share - from the process of joining Parliament through to day-to-day and longer-term experiences.

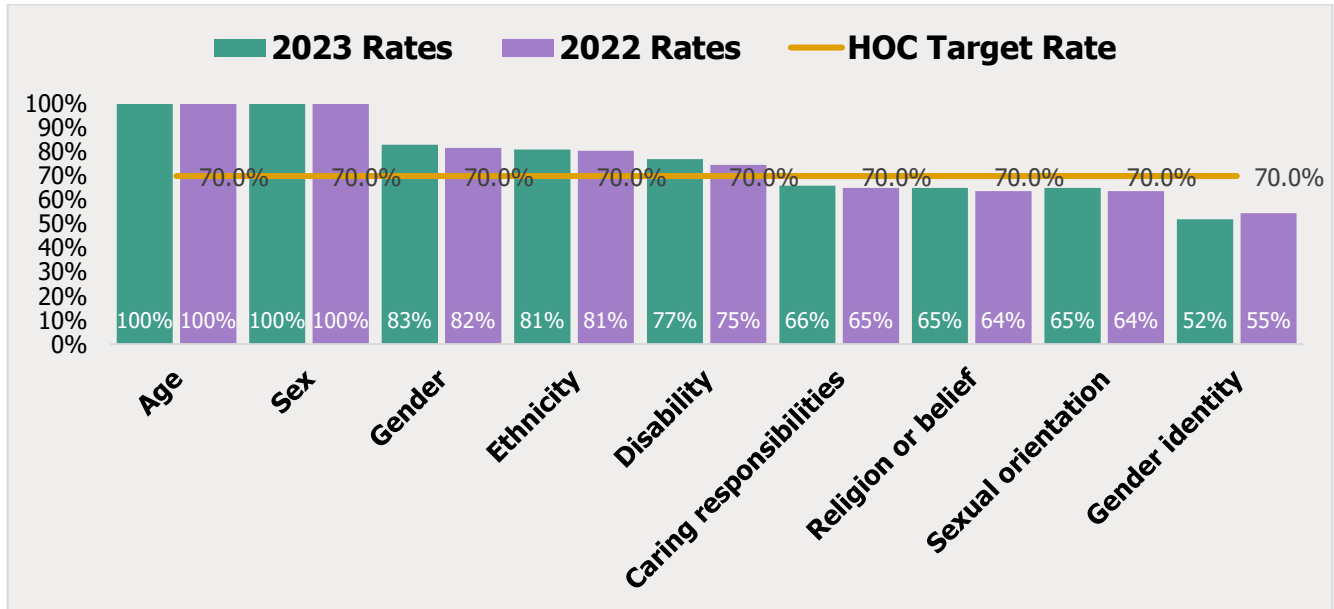
The performance of the I&D strategy is monitored by the Inclusion Diversity (I&D) Steering Group that is chaired by the Clerk of the House.

Diversity Profile of Staff

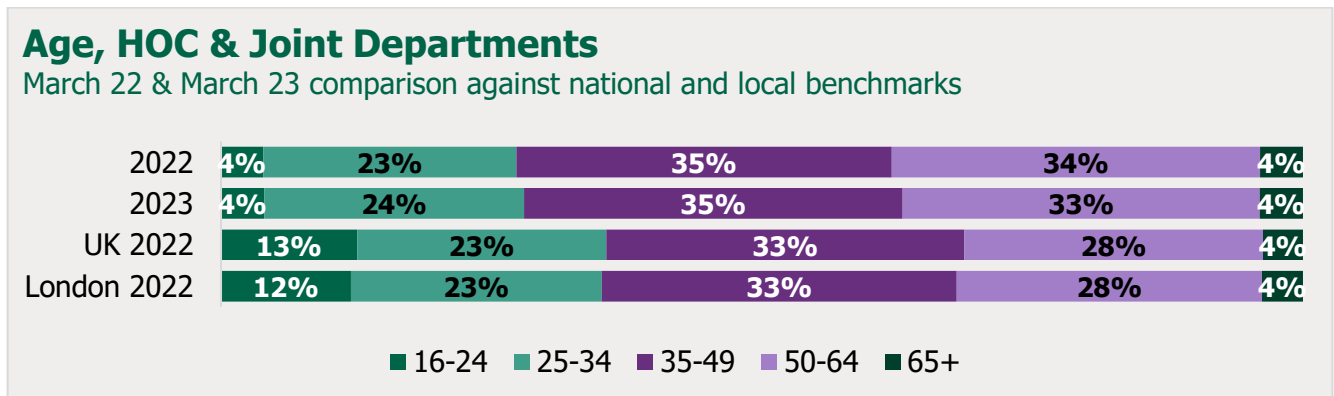
Response Rates: The response rates have slightly increased across all the categories by at least 1%, except for Gender Identity which has decreased by 3%. However, the overall response rates in some categories remain below the HOC target rate of 70%. Since the House collects data on age and sex for pension purposes, response rates for these characteristics are 100%. There has been a marked improvement in response rates for the Socio-Economic Background questions for another consecutive year, but despite that they are still below the

HOC Target rate. Until there is more data available only high-level response rate data can be provided.

Diversity Response Rates



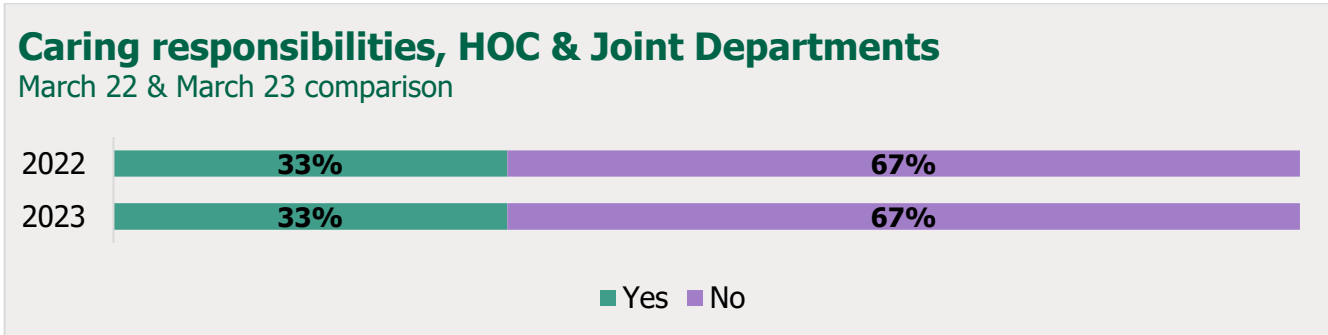
Age: The age profile of the House remains largely unchanged and is older than local and national benchmarks². The House of Commons and Joint Departments remain committed to developing agile people focused solutions to harness the benefits of an age diverse workforce.



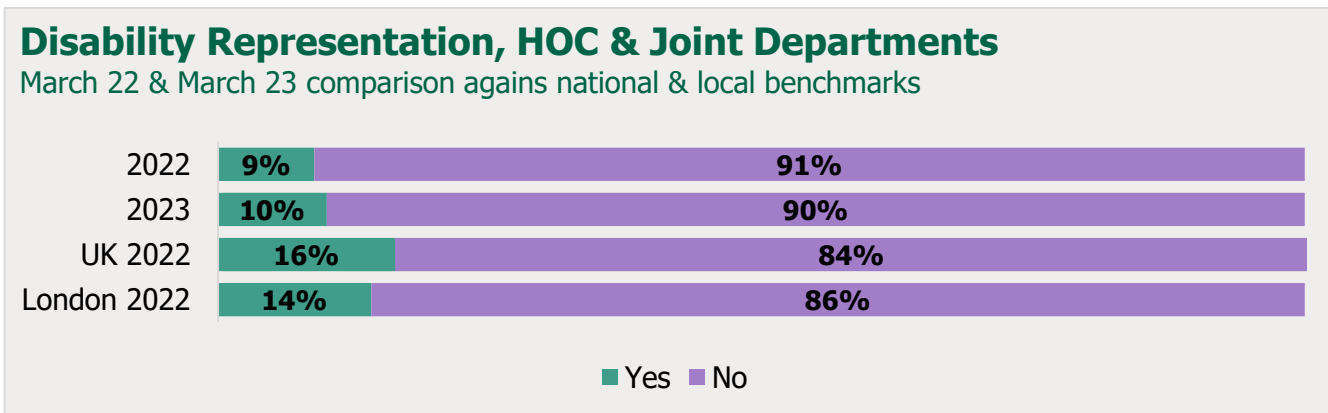
² Unless otherwise stated, all benchmarking data is derived from the Annual Population Survey, March 2022 (economically active 16-64 year-olds). Civil Service data is taken from the Civil Service statistics: 2021.

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Caring responsibilities: The proportion of staff who have dependents remained unchanged at 33% in comparison to 2022. The House of Commons and Joint Departments are committed to ensuring that the House has an inclusive working environment and continues to work towards providing support to carers through continuing to raise awareness with events and networking opportunities with the Workplace Equality Network ParliCare, but also with continuing to provide facilities for parents and carers on the Parliamentary Estate.

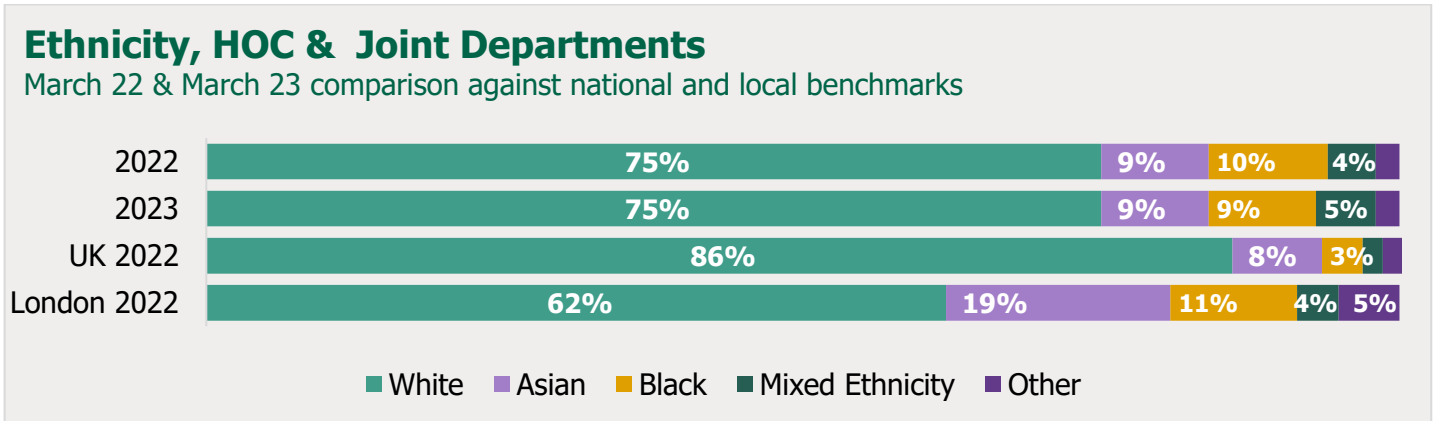


Disability: The proportion of staff indicating that they have a disability rose from 9% in 2022 to 10% in 2023, but this is still behind national (16%) and local (14%) benchmarks. The House and Joint Departments were reaccredited in 2023 by the Disability Confident employer scheme; the process for re-accreditation is underway. Improving accessibility is a key priority area of the new I&D strategy and new Corporate I&D actions are being developed as part of the 4-year strategy, alongside the remaining actions from our Disability Action Plan that are due to be delivered in the next year.

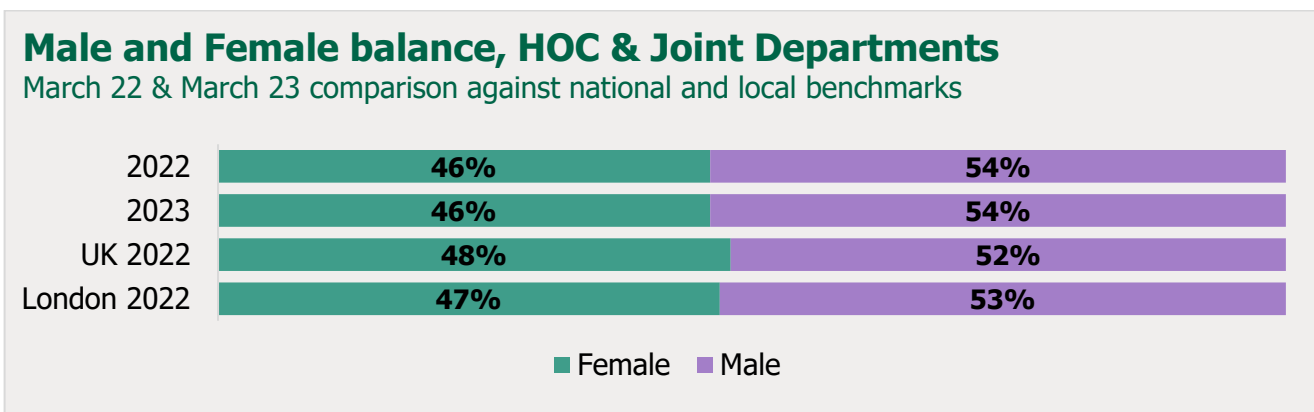


Ethnicity: Representation of Black, Asian and minority ethnic staff remains unchanged at 25% of staff for a second consecutive year, higher than the UK population, but lower than the

London population. Underrepresentation of Black, Asian and minority ethnic staff at senior levels is one of the drivers of our ethnicity pay gap. The new I&D strategy has identified reducing the Ethnicity Pay Gap as a priority area, as part of this strategy actions are being developed over the next 4 years to building on the work of the I&D priorities plan of 2023.



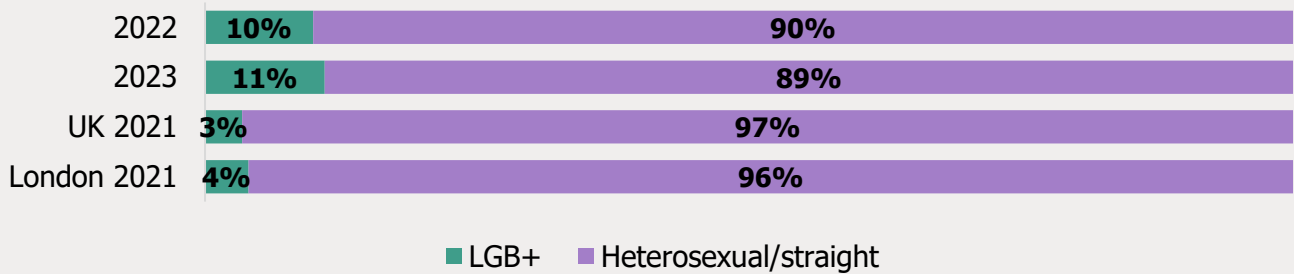
Sex: Representation of female staff has remained unchanged for the second consecutive year, 1% lower than the London population and 2% lower than the UK population. Improving female representation at senior levels continues to be a priority for the House of Commons and Joint Departments as part of ensuring we are fostering an inclusive working environment where everyone thrives.



Sexual Orientation: The proportion of LGB+ staff increased by 1% from 2022 to 2023 and still remains well above local (4%) and national (3%) benchmarks at 11% of all staff. However, their response rates remain the lowest among all protected characteristics.

LGB+ proportion, HOC & Joint Departments

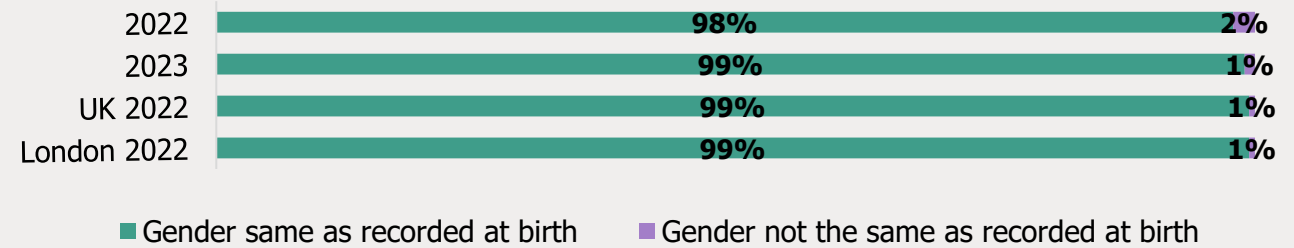
March 22 & March 23 comparison against national and local benchmarks



Gender Identity: The proportion of trans and non-binary colleagues decreased by 1% from 2022 to 2023. The Inclusion and Diversity Team with Workplace Equality Network ParliOUT continue to promote inclusion and raise awareness to ensure that our LGBT+ colleagues feel safe and secure at work.

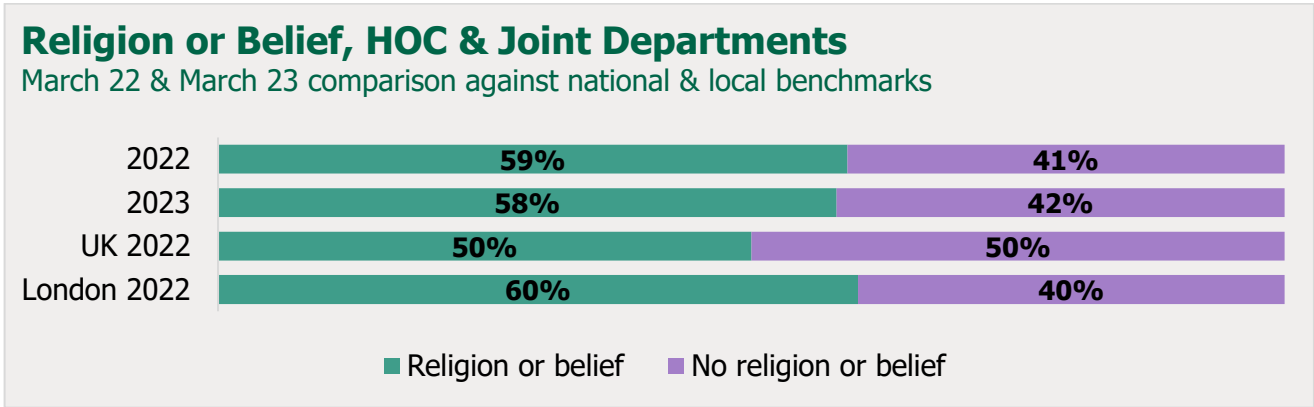
Gender Identity, HoC & Joint Departments

March 22 & March 23 comparison

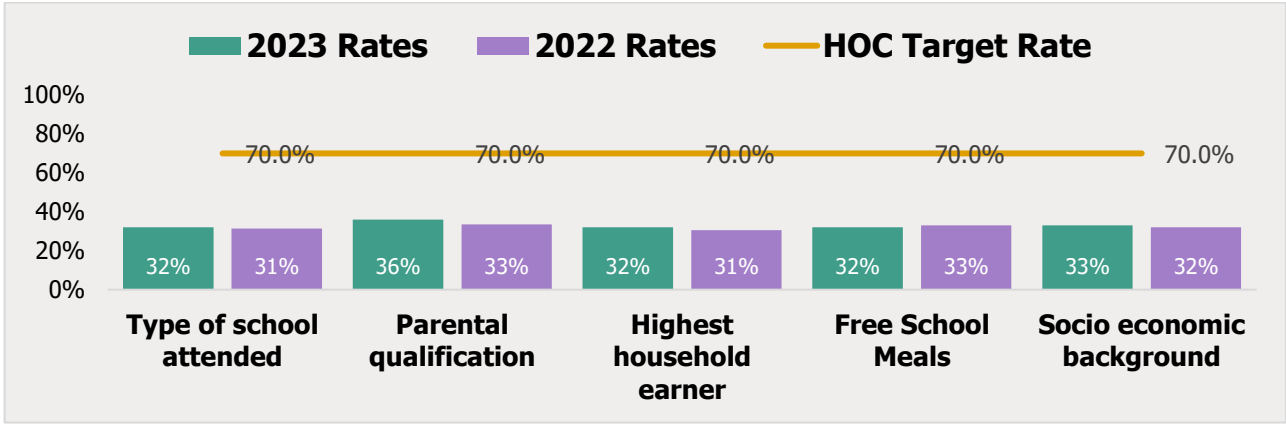


Note: Proportion of staff whose gender identity is not the same as recorded at birth.

Religion or Belief: Although the proportion of religious staff decreased by 1% from 2022 to 2023 to 58%, it is higher than the national population (50%), but below the local (60%) benchmark. We have continued to focus on making House of Commons a supportive place for those who follow a particular faith, through awareness raising events such as faith and literacy bite-sized sessions organised by the Inclusion and Diversity Team, and the Speaker’s Office ensuring all major festivals are marked across the House. Overall, response rates for religion and belief have decreased by 1%, with (+1%) more staff declaring no religion or belief.



Socio economic background (SEB)³: This is the third year for collecting socio-economic background data. Although the response rates have passed the 30% mark across all the categories, we are currently unable to accurately draw conclusions on the data at this time and would advise caution when reviewing the figures below as just over 32% of staff have responded to the questions, similar to 2022 figures. Further work will be carried out to improve the SEB declaration rates, in conjunction with our Workplace Equality Network ParliON.



HR case work

2022-2023 has seen an increase in employee relations case work across most areas. Case numbers had decreased in the past couple of years, predominately due to the effects of Covid-19 as well as the ability to work in a hybrid manner, but 2022-2023 has seen more staff return

² For Key to the five social mobility questions see Appendix D

to the Parliamentary estate and, where roles allow, even greater flexibility around on site and hybrid working, which has led to a change in our casework profile.

Employee casework for April 2022 - March 2023 shows a drop in attendance management and grievances cases, however, there has been a significant increase in flexible working requests attributed in part to the introduction of the Estate and Hybrid Working Policy, and disciplinary casework. Further year on year comparison is below:

Number of HR Cases, HOC staff

By case type, 2021/22 and 2022/23 comparison

Case Type	2021/22				2022/23			
	Cases	People	% Cases	% of Headcount	Cases	People	% Cases	% of Headcount
Attendance Management	81	81	45%	3.5%	80	73	38%	3.0%
Disciplinary	39	39	22%	1.7%	50	49	24%	2.0%
Employment Tribunal	4	4	2%	0.2%	1	1	0%	0.0%
Flexible Working	11	11	6%	0.5%	31	29	15%	1.2%
Grievance	21	21	12%	0.9%	14	12	7%	0.5%
Performance Management (inc Probation)	25	25	14%	1.1%	32	29	15%	1.2%
Whistleblowing	0	0	0%	0.0%	1	1	0%	0.0%
Total	181	181	100%	7.9%	209	194	100%	8.1%

Notes

% of headcount is based on the number of cases, not the number of people to which the cases relate to

Points of note:

Flexible Working Requests – These figures relate to the number of flexible working requests the HR team have supported and/or given advice on; these figures do not reflect the number of flexible working request formally agreed to, as some are agreed without HR involvement.

Appendices

This section provides additional information on the data within the report.

Appendix A

Key to the Pay Band groups used in HR Reports

Pay Band Group	Definition
SCS	Includes pay bands SC1, SC1A, SC2, SC3 and Clerk of the House (band COTH)
Grade A	Includes pay bands A1, A2 and A3
Grade B	Includes pay bands B1, B2 and protected pay bands B1H1 and B2J1, MPSC and MPST
Grade C	Includes pay band C, CPT and MPSE
Grade D	Includes pay bands D1 and D2 and protected pay bands PD1A, PD1B, PD2S and MPST
Grade E	Includes pay bands E1, E2 and E2NS
Catering grades	Includes all pay bands prefixed CG*
Other	Includes craft grades CL1, fire service grades FSD, FST and FSV, the pay band PAPP, CAPP, sandwich students (STU) and TSO, and R&R Client Team SB1 to SB6 pay bands

Appendix B

Contract types which are included for the purpose of this report in terms of the Headcount and FTE for HOC and Joint Departments employees and non-employees

Contract type	Headcount	FTE
Permanent	✓	✓
Fixed Term Contract	✓	✓
Casual	✓	✓
Sandwich Student	✓	✓
Intern		✓
Secondment In		✓

 Agency

 Contractors

 Non-Executive Director

Appendix C

HR Workforce Definitions

HR workforce definitions provide information on of how the figures in the report are derived / grouped.

Complement Total number of agreed budgeted positions

Headcount Total number of people currently filling agreed posts (sometimes the headcount figure can be seen to be higher than the figure of FTE due to part time workers)

FTE An FTE is the hours worked by one employee on a full-time basis or refers to the hours of full-time position

Vacancy Rate The number of vacant positions, divided by the total number of agreed complement positions, multiplied by 100 to show a percentage amount

A	HOC Headcount	3060	Excl. Agency Staff Secondees In, Interns, Contractors
B	All Headcount	3135	Incl. Agency Staff Secondees In, Interns, Contractors
C	Total No of Agreed Positions	3691	
D	Vacancy (C- B)	3691-3135= 556	
E	Vacancy Rate (D/C)	$(556/3691) * 100 = 15.06\%$	

Appendix D - Social Mobility Questions

Section I: Social mobility

What type of school did you mainly attend between the ages of 11 and 16?

- | | | | | | |
|--------------------------|-----|---|--------------------------|-----|--------------------------------|
| <input type="checkbox"/> | (A) | State-run or state-funded school—
non-selective | <input type="checkbox"/> | (E) | Attended school outside the UK |
| <input type="checkbox"/> | (B) | State-run or state-funded school—
selective on academic, faith or
other grounds | <input type="checkbox"/> | (F) | Don't know |
| <input type="checkbox"/> | (C) | Independent or fee-paying school—
bursary | <input type="checkbox"/> | (G) | Prefer not to say |
| <input type="checkbox"/> | (D) | Independent or fee-paying school—
no bursary | <input type="checkbox"/> | (H) | Other |

What is the highest level of qualifications achieved by either of your parent(s) or guardian(s) by the time you were 18?

- | | | | | | |
|--------------------------|-----|--|--------------------------|-----|-------------------|
| <input type="checkbox"/> | (A) | At least one has a degree level
qualification | <input type="checkbox"/> | (E) | Don't know |
| <input type="checkbox"/> | (B) | Qualifications below degree level | <input type="checkbox"/> | (F) | Prefer not to say |
| <input type="checkbox"/> | (C) | No formal qualifications | <input type="checkbox"/> | (G) | Other |
| <input type="checkbox"/> | (D) | Not applicable | | | |

Thinking back to when you were aged about 14, which best describes the sort of work the main/highest income earner in your household did in their main job?

- | | | | | | |
|--------------------------|-----|--|--------------------------|-----|---|
| <input type="checkbox"/> | (A) | Professional occupations such as:
accountant, civil servant, solicitor,
teacher, nurse, social worker, musician,
police officer, software designer | <input type="checkbox"/> | (E) | Routine manual and service
occupations such as:
HGV driver, van driver, cleaner, porter,
packer, sewing machinist, messenger,
bar staff |
| <input type="checkbox"/> | (B) | Intermediate occupations such as:
secretary, office clerk, call centre agent,
nursery nurse, restaurant manager,
warehouse manager | <input type="checkbox"/> | (F) | Unemployed |
| <input type="checkbox"/> | (C) | Senior managers and administrators
usually responsible for planning,
organising and co-ordinating work
and for finance such as:
finance manager, chief executive | <input type="checkbox"/> | (G) | Retired |
| <input type="checkbox"/> | (D) | Technical, service and craft
occupations such as:
mechanic, fitter, plumber, printer,
gardener, train driver, postal worker,
machine operative, security guard | <input type="checkbox"/> | (H) | Not applicable |
| | | | <input type="checkbox"/> | (I) | Don't know |
| | | | <input type="checkbox"/> | (J) | Prefer not to say |
| | | | <input type="checkbox"/> | (K) | Other |

Were you eligible for Free School Meals at any point during your school years?**(A)** Yes**(D)** Don't know**(B)** No**(E)** Prefer not to say**(C)** Not applicable (finished school before 1980 or went to school overseas)**Would you describe yourself as coming from a disadvantaged background?****(A)** Yes**(C)** Don't know**(B)** No**(D)** Prefer not to say