



# What we do

**Support** and **strengthen** the work of the House of Lords

Provide excellent services to facilitate the work of the House and its Members

Promote public understanding of and engagement with the House

Make Parliament safer, more secure, and sustainable

# Our values

Inclusivity

Professionalism

Respect

Responsibility

# Our priorities

**Deliver excellent services**

Respond effectively to changes in the work of the House, and promote understanding of that work

Use public money wisely

**Embrace diversity and improve our culture**

Achieve a positive and respectful workplace culture and effectively address bullying and harassment.

Become more inclusive and diverse

**Adapt and innovate**

Actively engage in the planning and delivery of R&R and decant

Embed high quality digital tools and working practices

**Work together**

Develop open professional dialogue with members

Become a more unified and collaborative Lords' Administration

Work in partnership with the House of Commons and bicameral services to accomplish our shared objectives