



Supporting a thriving parliamentary democracy

Our objectives

Facilitating effective scrutiny and debate

We will work as a team to support the business of the House

Involving and inspiring the public

We will open up the House to the public and show how it is essential to democracy

Securing Parliament's future

We will steer the House through the challenges it faces, and prepare for the future

To achieve

Satisfaction

of our internal and external customers

Reputation

of the House of Commons

Sustainability

and the value for money of our services

Impact

of MPs' work on Government and wider public debate

Through our behaviours

Ambitious

We aim high

Collaborative

We work together

Helpful

We help our customers and each other

Proactive

We deliver

Demonstrating our values

Maximising the potential of **digital**

Fostering our **skilled, united** and **diverse** workforce

Putting the **customer** at the centre

Working **impartially, inclusively** and in **partnership**

Spending money **wisely**