

Approved for tabling

REPUBLIC OF KENYA



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**TWELFTH PARLIAMENT**  
*(SECOND SESSION)*

**FIRST REPORT OF THE COMMITTEE ON MEMBERS' SERVICES AND  
FACILITIES**

**ON**

**A BENCHMARKING VISIT TO THE PARLIAMENT OF THE UNITED  
KINGDOM AND THE NORTHERN IRELAND ASSEMBLY  
(MARCH 12 - 16, 2018)**

**The Clerk's Chambers  
National Assembly  
Parliament Buildings  
NAIROBI**

**APRIL, 2018**



## FOREWARD

The Constitution under Article 127 of the Constitution of Kenya mandates the Parliamentary Service Commission with among other things to provide services and facilities as are necessary for the efficient and effective functioning of Parliament. The National Assembly Standing Orders No. 212B establishes the Select Committee on Members' Services and Facilities. The Committee is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being, advising and reporting on all matters connected to these services and facilities. The Committee is therefore the forum through which the Members of the National Assembly channel their views on their welfare to the Commission.

In its bid to enhance its capacity by understanding how best to discharge its mandate, the Committee undertook a study visit to the Parliament of the United Kingdom and Northern Ireland Assembly from 12<sup>th</sup> to 16<sup>th</sup> March, 2018. The delegation comprised of the following Members and staffers of the National Assembly:

- 1) The Hon. Ezekiel Machogu Ombaki, MP, **Chairperson/Leader of the Delegation**
- 2) The Hon. Janet Nangabo Wanyama, MP
- 3) The Hon. (Eng.) Thuddeus Kithua Nzambia, MP
- 4) The Hon. Elisha Ochieng Odhiambo, MP
- 5) The Hon. Rigathi Gachagua, MP
- 6) The Hon. Christopher Wangaya Aseka, MP
- 7) Mr. John N. Mutege, Principal Clerk Assistant I/Delegation Secretary
- 8) Dr. Mose Kefa Misuko Omoti, Principal Research Officer

The Delegation was received by the outgoing Kenyan High Commissioner to the United Kingdom, His Excellency Mr. Lazarus Amayo and the Management of the UK Parliament while in the United Kingdom and the Speaker of the Northern Ireland Assembly while in Northern Ireland.

The objectives of the study visits were:

- (a) to understand the workings of the two Houses of Parliament of the United Kingdom (the House of Commons and the House of Lords) and the Northern Ireland Assembly with regard to matters relating to Members Services and Facilities;
- (b) to understanding the rules and terms engagement between the Commissions of the two legislatures and their respective Committees overseeing or advising on the services offered to members of the respective Houses of Parliament; and
- (c) to share and exchange views on the best practices that would enhance the Committee's discharge its mandate in a more effective and efficient manner.

Arising from the study visit to the Parliament of the United Kingdom and Northern Ireland Assembly the Committee made the following observations:

- (a) The House of Lords, the Services Committee mandate includes oversight over the delivery of the day to day policy of the Commission on Member services thus enabling the Committee to respond to the needs of Lords without unnecessary red tape bureaucracy overlapping committee mandates.
- (b) The House of Commons Administration Committee is responsible for services provided for Members, their staff and visitors by the House of Commons Service and makes recommendations to the Commission, the Speaker and management officials. The Committee is also empowered to, from time to time, make rules and give directions to officials of the House in relation to specific areas within the Committee's mandate.
- (c) The Committees' recommendations on improvement of services and facilities are usually implemented within a 24 hour time frame.
- (d) In United Kingdom Parliament, the Houses provide sufficient budgets and allow the catering facilities to operate professionally by employing highly efficient and competent service personnel.
- (e) In Northern Ireland Assembly, catering services are outsourced from a Service Provider to ensure that the Members of the Assembly concentrate on their constitutional duties. The delegation noted that high quality catering services were guaranteed because the Service Provider ensured that all personnel engaged in the provision of the services were properly trained to fulfil their roles
- (f) At the Northern Ireland Assembly, the catering Service provider issues a weekly and monthly menu to guide patrons on availability of their favourite dishes
- (g) The food and service provided for functions and wedding receptions at the Northern Ireland Parliament were required to be at par with the quality and costs of 4/5 star hotels in the greater Belfast area.
- (h) In Northern Ireland Assembly, the cleaning of the MLAs' offices are be done before 8.15am or after 6pm. On sitting days' access to these offices may vary. The Service Provider is expected to maintain a cleaning rota to ensure that all MLAs office space has been cleaned to the required standards and frequency.
- (i) In the UK, the Buildings Maintenance Department is adequately resourced and able to serve the Houses. The Houses of Parliament were therefore in a good state of repair because the Houses jointly employed 120 staffers who work with 2 contractors and subcontractors to carry out repairs and maintenance as necessary.
- (j) Serjeants at Arms of the Houses of Parliament keep doors and provide security inside committee room meetings, control public access to galleries and the Parliamentary press

gallery. Because of their important security and crowd control role, Serjeant at Arms officers are always recruited from the military and other security agencies. This ensures professionalism and efficiency in crowd control.

- (k) The Northern Ireland Assembly Department of Information technology is focused on serving Members of the Assembly and their staff, including those at the Constituency offices, Party support staff and Commission secretariat. The office operates separate help lines for Assembly and Constituency Staffers.

From the foregoing, the Committee makes the following recommendations to the National Assembly:

### **Short term**

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.

### **Medium Term**


5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.
8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.

9. THAT the Commission to consider developing s and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.
10. THAT the Parliamentary Service Commission to consider measures to professionalize the management of Catering Services by employing professional chefs, deploying a procurement specialist and accountant as well re-training the existing staff.
11. THAT there is need for the Commission to set up two more catering units in addition to the Main Restaurant and Continental House at the Red Cross Building and County House to cater for the membership of the House and each unit to be allowed to work competitively to facilitate efficiency in service delivery.
12. THAT the Commission to consider developing a training plan for the catering staff based on the proposed skills audit; and, that the Commission to explore attachment for Catering Staff in five star hotels within the country.
13. THAT there is need for the Commission to install suggestion boxes be in various strategic points within parliamentary buildings for feedback on quality and responsiveness of catering and cleaning services among other services.

**Long Term**

14. THAT the Commission to consider overhaul renovation of the current Kitchen, Restaurant, Bar, stillroom and Members Lounge/Lobby.
15. THAT the Commission to consider increasing the number of Artisan staffers working in the Maintenance Department in order to improve efficiency in their operations and enhance the quality of in-house services.

May I take this opportunity to thank all the Members of the Committee for their input and valuable contributions and time during the deliberations and report writing exercise. The Committee also takes this opportunity to thank the Offices of the Speaker and of the Clerk of the National Assembly for the logistical support accorded to it during the exercise. The Committee is also indebted to the CPA, UK Branch and the outgoing Kenyan High Commissioner to the United Kingdom, His Excellency Mr. Lazarus Amayo for making the study visit seamless and fruitful.

Signature: .....  
  
 The Hon. Ezekiel Machogu Ombaki, MP  
Chairperson/Leader of the Delegation

.....10.4.2018,  
 Date

## **PREFACE**

### **1. ESTABLISHMENT AND MANDATE OF THE COMMITTEE**

The Select Committee on Members' Services and Facilities is established under the National Assembly Standing Orders No. 212B. The Committee is charged with the mandate of—

- (a) receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being; and
- (b) advising and reporting on all matters connected to these services and facilities.

It is therefore the forum through which the Members of the National Assembly channel views regarding their welfare to the Commission.

The Select Committee on Members' Services and Facilities was constituted by the House on Thursday, December 14, 2017 and further reconstituted on February 21, 2018. The Committee comprises of the following Members:

1. The Hon. Ezekiel Machogu Ombaki, M.P. -**Chairperson**
2. The Hon. Catherine Waruguru, MP -**Vice Chairperson**
3. The Hon. Aisha Jumwa Katana, MP
4. The Hon. Janet Nangabo Wanyama, MP
5. The Hon. Samwel Moroto Chumel, MP
6. The Hon. Silas Kipkoech Tiren, MP
7. The Hon. Rigathi Gachagua, MP
8. The Hon. Eng. Nzambia Thuddeus Kithua, MP
9. The Hon. Catherine Wambilyanga, MP
10. The Hon. Charity Kathambi Chepkwony, MP
11. The Hon. Florence Chepngetich Koskey, MP
12. The Hon. Christopher Wangaya Aseka, MP
13. The Hon. Elisha Odhiambo, MP
14. The Hon. Elsie Muhanda, MP
15. The Hon. Rehema Hassan, MP

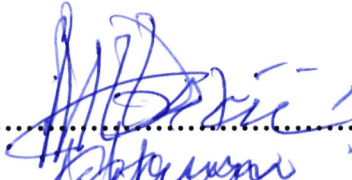
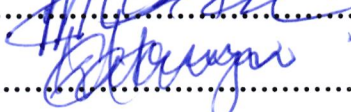
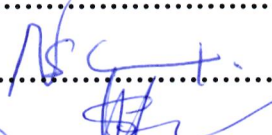


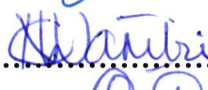


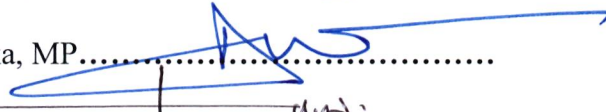


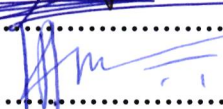
### **SECRETARIAT TO THE COMMITTEE**

1. Mr. Peter Chemweno, Deputy Director, Committee Services
2. Mr. John N. Mutega, Principal Clerk Assistant I
3. Dr. Kefa Omoti, Principal Research Officer
4. Ms. Clarah Kimeli, Legal Counsel I
5. Mr. Douglas Katho, Clerk Assistant III
6. Ms. Zainabu Wario, Serjeant-At-Arms

## 2. ADOPTION OF THE COMMITTEE REPORT

ADOPTION OF THE FIRST REPORT OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES ON A BENCHMARKING VISIT TO THE PARLIAMENT OF THE UNITED KINGDOM AND THE NORTHERN IRELAND ASSEMBLY (MARCH 12 - 16, 2018)

The Honourable Members of the Select Committee on Members' Services and Facilities do hereby affix their signatures to this First Report on a benchmarking visit to the Parliament of the United Kingdom and the Northern Ireland Assembly (March 12 - 16, 2018), to affirm their approval and confirm its accuracy, validity and authenticity:

1. The Hon. Ezekiel Machogu Ombaki, M.P. **Chairperson**.....
2. The Hon. Catherine Waruguru, MP -**Vice Chairperson** .....
3. The Hon. Aisha Jumwa Katana, MP .....
4. The Hon. Janet Nangabo Wanyama, MP.....
5. The Hon. Samwel Moroto Chumel, MP.....
6. The Hon. Silas Kipkoech Tiren, MP.....
7. The Hon. Rigathi Gachagua, MP .....
8. The Hon. Eng. Nzambia Thuddeus Kithua, MP .....
9. The Hon. Catherine Wambilyanga, MP.....
10. The Hon. Charity Kathambi Chepkwony, MP.....
11. The Hon. Florence Chepngetich Koskey, MP.....
12. The Hon. Christopher Wangaya Aseka, MP.....
13. The Hon. Elisha Odhiambo, MP .....
14. The Hon. Elsie Muhanda, MP .....
15. The Hon. Rehema Hassan, MP .....

## LIST OF ABBREVIATIONS

BICS- British Institute of Cleaning Services  
CPA- Commonwealth Parliamentary Association  
ELU- External Outreach Unit  
FM- Facilities Management  
H&S- Health and Safety  
IPSA- Independent Parliamentary Standards Authority  
IS- Information Systems  
KPIs- Key Performance Indicators  
MEC- Member Estimates Committee  
MLAs – Members of Legislative Assembly  
NIAC- Northern Ireland Assembly Commission  
PPE- Personal Protective equipment  
PSC- Parliamentary Service Commission  
UK -United Kingdom



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### 3. INTRODUCTION

#### 3.1. Background

1. The Constitution of Kenya under Article 127 establishes the Parliamentary Service Commission. The Commission is mandated with among other things to provide services and facilities as are necessary for the efficient and effective functioning of Parliament. The National Assembly Standing Orders No. 212B establishes the Select Committee on Members' Services and Facilities. The Committee is charged with the mandate of receiving and considering views of Members of the National Assembly on the services and facilities provided to them by the Parliamentary Service Commission for their benefit and well-being. The Committee is also charged with advising and reporting on all matters connected to these services and facilities. The Committee is therefore the forum through which the Members of the National Assembly channel their views on their welfare to the Commission.
2. The Committee in a meeting held on 17<sup>th</sup> January, 2018, resolved to undertake study visits to various parliamentary jurisdictions with a view to understanding how best the Committee can discharge its mandate. The Committee resolved to visit the Parliament of the United Kingdom; Northern Ireland Assembly and the New Zealand National Assembly. This was based on the fact that, the above three parliaments have a Commission and Committees with mandate to the Select Committee on Members' Services and Facilities.
3. In implementing the decision of the Committee on the study visits, the Office of the Clerk of the National Assembly wrote to the three legislatures. Following communications between the said institutions through the required diplomatic channels, the requests of the Committee to visit the Parliament of the United Kingdom and Northern Ireland Assembly were acceded to. The study visit to the UK Parliament was scheduled for 13<sup>th</sup> and 14<sup>th</sup> March, 2018 while the study to the Northern Ireland Assembly was slotted for Friday, 16<sup>th</sup> March, 2018. The objective of the visits was to share and exchange views with the two Parliaments and the various Committees of the respective legislatures charged with overseeing the services and facilities to Members of Parliament.

### 3.2. Objective of the Study Visit

4. For the UK Parliament visit, the Committee set the following objectives:

- (a) to understand the workings of the two Houses of Parliament of the United Kingdom (the House of Commons and the House of Lords) with regard to matters relating to Members Services and Facilities;
- (b) to understanding the rules and terms engagement between the two Commissions and the respective Committees overseeing or advising on the services offered to members of the respective Houses of Parliament; and
- (c) to share and exchange views on the best practices that would enhance the Committee discharge its mandate in a more effective and efficient manner.

5. For the Northern Ireland Assembly, the Committee had the following objectives:

- (a) to understand the workings of the Northern Ireland Assembly Commission with regard to matters relating to Members Services and Facilities;
- (b) to understanding the facilities and services provided to Members of the Northern Ireland Assembly; and
- (c) to share and exchange views on the best practices that would enhance the Committee discharge its mandate in a more effective and efficient manner.

### 3.3. Delegation Membership

6. The delegation comprised of the following Members and staffers of the National Assembly:

- (1) The Hon. Ezekiel Machogu Ombaki, MP, **Chairperson/Leader of the Delegation**
- (2) The Hon. Janet Nangabo Wanyama, MP
- (3) The Hon. (Eng.) Thuddeus Kithua Nzambia, MP
- (4) The Hon. Elisha Ochieng Odhiambo, MP
- (5) The Hon. Rigathi Gachagua, MP
- (6) The Hon. Christopher Wangaya Aseka, MP
- (7) Mr. John N. Mutega, Principal Clerk Assistant I/Delegation Secretary
- (8) Dr. Mose Kefa Misuko Omoti, Principal Research Officer

## 4. MEETINGS AT THE UK PARLIAMENT

### 4.1. The House of Commons, UK Parliament

7. The delegation commenced its meetings at the UK Parliament with a session with Mr. Jan Davies, Chief Executive, Commonwealth Parliamentary Association, UK Branch who was accompanied by Mr. Yash Chandra, Africa regional Programme Manager and Ms. Zahra, Programme Officer at the CPA UK Branch. The delegation outlined to the Session the objective of the visit.
8. The delegation was informed that the UK Parliament represents the people of the United Kingdom by checking the excesses of the executive, making laws and holding the power to set taxes. The delegation noted that the United Kingdom (UK) Parliament consists of three organs: the House of Commons, the House of Lords and the Monarch.
9. The House of Commons has a membership of 650 Members who are elected at Constituency level by citizens of the United Kingdom to represent their interests and developmental concerns. The House of Lords on the other hand, has around 800 Members appointed because of their distinguished careers or other significant contribution to British life. Although the two Houses work independent of each other, they both have the task of making laws and checking the excesses of government. The role of the Monarch is fairly formal, primarily the appointment of Lords, announcing government plans for years ahead and assenting to new laws.
10. The delegation was informed that the Houses of Parliament are suitably structured to provide Members' with the services and facilities necessary to carry out their parliamentary duties effectively, including catering services, library, health club, information communications technology, cleaning and constituency office staffers. The Houses services and facilities are made available with the objective of enabling MPs to perform their parliamentary duties. The administration and management of service provision is through in-house institutions and committees where Members of the respective House serve as Committee Members. Both Houses have separate Commissions. In a meeting held with Sir Kevin Baron, MP and Dr. Robin James, it emerged that the Member service focused committees of the Houses work independently but collaborate whenever necessary.

#### **4.1.1. The House of Commons Commission**

11. The House of Commons Commission is responsible for the administration and services of the House, including the maintenance of the Palace of Westminster and the rest of the Parliamentary Estate. The Commission does not manage day to day operations but has delegated this power to the senior officials who make up the House of Commons Management Board. Annually, the Commission presents to the House the Estimate for House of Commons administration which includes expenditure on administration and services of the House for the financial year, for its approval. The Commission meets once a month to provide non-executive governance of the House by Members but delegates the management of day to day operations to the Executive Committee of the House of Commons.
12. The Executive Committee's main delegated responsibilities consist of delivery of the strategy as agreed by the Commission and ensuring that the terms and conditions of staff are consistent with the Commission's statutory duties. The delegation observed that the Executive Committee comprised of the Director General of the House of Commons as chair, the Clerk of the House of Commons, the Head of the Department of Chamber and Committee Services, the Head of the Department of Facilities, the Director of Finance, the Head of the Department of Human Resources and Change, the Head of the Department of Information Services and two external members. In addition, the Executive Committee may co-opt the Director of the Parliamentary Digital Service and/or the Parliamentary Security Director into its membership.
13. The delegation also observed that the House of Commons Commission is not responsible for expenditure on Members' salaries, pensions and allowances. The Members' pensions are considered by the Members' Estimate Committee, which has the same membership as the Commission. Members' salaries and allowances are handled by the Independent Parliamentary Standards Authority (IPSA).

#### **4.1.2. The House of Commons Administration Committee**

14. The House of Commons Administration Committee considers the services provided for Members, their staff and visitors by the House of Commons Service and makes

recommendations to the Commission, the Speaker and Officials. The Committee has a cross-party membership of eleven members and holds weekly private meetings and occasional public evidence sessions aimed at ensuring that the services provided to Members, their staff, and visitors to Parliament meet the various needs of each group as well as offering value for money. The Committee acts as an advisory committee to the House of Commons Commission. Its work covers a wide range of topics including:

- (a) Catering and banqueting;
- (b) Visitor services and retail;
- (c) Digital services;
- (d) the broadcasting of Parliament;
- (e) Education, public outreach and engagement;
- (f) rules of access and use of facilities; and
- (g) the management of the buildings and facilities which make up the Parliamentary Estate.

15. In addition to its advisory role, the Administration Committee is also empowered to, from time to time, make rules and give directions to officials of the House in relation to specific areas within the Committee's mandate. It works closely with related committees of the House of Commons such as the Finance Committee and the House of Lords Services Committee when considering matters which affect both Houses of Parliament.

#### **4.1.3. The House of Commons Finance Committee**

16. The delegation met Members of the House of Commons Finance Committee and was informed that, the Finance Committee considers expenditure on services for Commoners. The delegation observed that the Committee has particular responsibility for the preparation and detailed scrutiny of the House's budgets. The Committee performs the following roles:

- (a) Advising the Commission on pay for each year's financial planning round;
- (b) Development of financial plans for future years for both the Administration and Members Estimates, including both resource and capital elements;
- (c) Preparing draft Estimates for consideration by the Commission and the Members Estimate Committee;
- (d) Monitoring spending against budgets during the year (quarterly);

- (e) Proposals for significant changes in spending or revenue-raising not covered by the financial plans for future years, including proposals from other Committees or from the Government;
- (f) Progress of major ongoing programmes;
- (g) Specific areas of spending, annually or termly, such as estates/works, security, catering, grants, works of art;
- (h) Adequacy of financial information for determining priorities;
- (i) Progress towards the House's environmental targets; and
- (j) Any other matters referred by the Commission.

17. The delegation further observed that the Committee meets on average once a month when the House is sitting, with most meetings being held in private. The Committee relies on the support of appropriate parliamentary staff including the Head of Finance.

#### **4.1.4. Members' Estimate Committee**

18. The Members' Estimate Committee (MEC) provides oversight of the House of Commons Members Estimate in areas such as:
- (a) Agree on the Estimates for the House of Commons: Members to codify and keep under review the provisions of the resolutions of the House relating to expenditure charged to the Estimate for House of Commons;
  - (b) Members to modify those provisions from time to time as the committee may think necessary or desirable in the interests of clarity, consistency;
  - (c) accountability and effective administration, and conformity with current circumstances;
  - (d) to provide advice, when requested by the Speaker, on the application of those provisions in individual cases; and
  - (e) to carry out the responsibilities conferred on the Speaker by the resolution of the House of 5th July 2001 relating to Members' allowances and insurance.
19. The Committee is not empowered to create new forms of charge on the Estimate, or to increase any rate of charge or payment determined by resolution of the House. It reports to the House from time to time, and in any case not less than once a year on the provisions of the resolutions



of the House relating to expenditure charged to the Estimate for House of Commons. The committee has power to sit notwithstanding any adjournment of the House.

#### **4.1.5. Governance Office**

20. The House of Commons Governance Office supports the Clerk of the House of Commons and the Director General of the House of Commons in their roles. Members observed that the Governance Office is equivalent to the Parliamentary Service Commission Secretariat in Kenya. The key functions of the Governance Office include:

- (a) Provision of secretariat for the Commission and Commons Executive Board;
- (b) Coordination of the strategic business planning and performance management;
- (c) stipulation of assurance through risk management, business continuity planning and internal audit; and
- (d) harmonization communications to Members, Members' staff and House staff.

#### **4.1.6. Meeting with the Parliamentary In-House Services Staff**

21. The Parliamentary In-House Service is responsible for providing a wide range of services to the Members of Parliament, which include accommodation and logistics services, catering services, and maintenance services. The delegation was informed that the In-House Service office coordinates the provision of a variety of services including but not limited to:

##### ***a) Accommodation and Logistics Services***

This is responsible for a wide range of office and reception services including the management of contracts for cleaning, internal logistics, mail, stationery and late night transport provision. The logistics service is shared with the House of Lords. Members of the House of Commons operate offices in London and at the constituencies.

At the constituency level, Members are allowed to employ staff who help in conducting constituency activities such as visits to schools and hospitals, tree planting, housing and land use consultations among other local level activities. Members also have resources for recruitment of two staffers to help in parliamentary research, speech writing, social media content, and coordination of meetings with Government Ministers and office administration.

All Lords and Members of the House of Commons have offices conveniently located within 10 minutes walking distance to the chambers. The offices are equipped with the necessary support services and logistics including stationery, reception services, photocopier machines, furniture and are regularly cleaned in house staff while shared areas were cleaned with support of contracted cleaning services. The delegation observed that cleaning of all areas except the debating chamber is under contracted staff. The delegation also observed that, Members are provided with contracted gym and health club services, nursery facilities for pay, mail delivery and security scanning services, free parking lots and hair dresser services.

#### ***b) Catering Services***

Catering Services is responsible for catering facilities throughout the House of Commons, including cafeterias, fine dining, banqueting and bars. Catering services provides both buffet and *ala carte* dining arrangements, where some selected dining areas serve meals under the buffet regime while others provide *ala carte*.

The delegation was informed that, the In-House Services Department is allowed to offer services to members of the public especially wedding receptions, banqueting and parties with a view to generating revenue to supplement internal financial resources. The delegation was informed that this arrangement has helped to reduce dependence on the exchequer. It was also revealed that 75% of catering staff are permanent employees of Parliament while 25% were contract staff.

#### ***c) Parliamentary Maintenance Services***

The delegation was informed that the Parliamentary Maintenance Services is responsible for maintenance and restoration works of the Parliamentary Estate. The Houses have maintained workforce of 120 staffers that works with 2 contractors and subcontractors to carry out repairs as necessary. The service is shared with the House of Lords, is it also responsible for Historic Furnishings and Decorative Arts, fire safety, energy and environment and overseeing contracted specialist services such as fire alarm and security systems maintenance. Members of both Houses are free to raise complaints regarding the quality and status of office accommodation facilities by writing to the Directorate responsible for building maintenance, and expect response within 24 hours.

***d) Research and Information Services***

The participants visited the Commons Library to explore the resources available to Members from the House of Commons library in the undertaking of their parliamentary duties. The delegation was briefed by the Head of Library Loans service, Mr. Greg Howard and learnt that the Research and Information service works through specialized research and reference teams that convey information services for Parliamentarians, their staff and House staff. The library stocks a collection of latest publications and also loans books to Members on a short term basis, although all books available in the library were also accessible online. Other Service rendered include:

- (a) replies to Member enquiries;
- (b) indexing of parliamentary materials;
- (c) provision of private working and study environment;
- (d) Briefing notes on legislation, other House business and issues of National importance;
- (e) Staff training in the use of online resources and library services;
- (f) Maintaining the Library's collections of books, periodicals, and online subscriptions;
- (g) Providing content and support to procedural and parliamentary systems; and,
- (h) Managing controlled vocabularies to add value to parliamentary material on the intranet and website.

The delegation was informed that the House of Commons Library is always keen to provide impartial information and research services to its clients in support of their parliamentary duties. Among the main products of the Library are the research briefings, which are published on the parliamentary website. The briefing papers offer an independent summary and analysis of subjects of interest, particularly legislation proceeding through Parliament. The Library also includes the collection of documents, known as deposited papers, which MPs and ministers place in the Library in reply to parliamentary questions.

***e) Parliamentary Office of Science and Technology***

The delegation was informed that the Parliamentary Office of Science and Technology (POST) is the UK Parliament's in-House source of scientific advice. POST uses the latest research evidence to analyze public policy issues and publishes its findings in POST notes; provides both formal and informal advice to select committees; runs horizon scanning exercises to identify

trends in policy, science and technology; and organizes events to build connections between parliamentarians and leading experts.

***f) Department of Restoration & Renewal (R&R)***

At the time of the visit, the Houses of UK Parliament were planned to undergo a major renewal coordinated by the Department of Restoration and Renewal. The restoration and renewal targets all important facilities of the Westminster complex such as the security system, waste water management, electrical system, heritage conservation, mechanical maintenance, ventilation and shafts, fire protection and accessibility for disabled persons. The department works closely with programme level contractors, and corporate teams to deliver a renovated and well functioning legislative environment. The restoration programme was necessitated by the current maintenance challenges affecting drainage, heating and electrical systems that make it impossible for piecemeal repairs. The programme is estimated to cost 3 billion Pounds over a period of 7 years. The delegation noted that there were plans to procure a new complex where the Houses would be relocated to while the Westminster estate undergoes renovation.

***g) Serjeant-at-Arms Directorate***

The delegation was informed that the Serjeant-at-Arms Directorate had the operational responsibility for access in the House of Commons as well as a range of ceremonial duties. The responsibilities of the Serjeant-at-Arms apply to maintaining order in the House of Commons Chamber, public galleries, committee rooms and the Commons' areas of the Parliamentary Estate. In doing this it works closely with the Office of the Parliamentary Security Director. It manages the work of the Admission Order Office and the Door keepers.

Door keepers perform a crucial role that underpins the security of the House, ensure public access and support a framework of procedural duties and customs with which the commons can function effectively. They also provide security inside committee room meetings, replacing metropolitan police officers who initially performed similar roles. Serjeant at Arms also controls public access to public galleries and the Parliamentary press gallery. Because of their important security and crowd control role, Serjeant at Arms officers are always recruited from the military and other security agencies.

## **4.2. House of Lords, UK Parliament**

### **4.2.1. The House of Lords Commission**

22. The House of Lords Commission is the main domestic committee of the House. It is supported by two select committees namely the Services Committee and Finance Committee. The House of Lords Commission is chaired by the Lord Speaker and consists of the Senior Deputy Speaker; the Leaders of the Conservative, Labour and Liberal Democrat parties; the Convener of the Crossbench Peers; the Chairmen of the Services and Finance Committees plus two other backbench members from the groups not holding the chairmanship of either the Services Committee or Finance Committee; and two external non-executive members. The House of Lords Commission usually meets monthly when the House is sitting. It meets jointly with the House of Commons Commission as required and holds annual retreats with the House of Lords Management Board.
23. The Commission is responsible for the provision of high-level strategic and political direction for the House of Lords administration on behalf of the House. Specifically, the Commission approves annual estimates, supervises arrangements relating to financial support for Members and works closely with the Management Board to develop, set and approve the strategic business and financial plan for the House administration and monitor the implementation of the same.

### **4.2.2. The House of Lords Finance Committee**

24. The House of Lords Finance Committee supports the House of Lords Commission by considering expenditure on services provided from the Estimate for the House of Lords; with the assistance of the Management Board, preparing the forecast outturn, estimate and financial plan for submission to the Commission; monitoring the financial performance of the House Administration; and reporting to the Commission on the financial implications of significant proposals. The Chairman presents any Committee reports to the House and replies to debates on those reports.

### **4.2.3. The House of Lords Audit Committee**

25. The House of Lords Audit Committee has a membership of seven including five House and two external members. Committee Members are usually appointed by the House of Lords Commission which is responsible for its membership and terms of reference. The Audit

Committee considers internal and external audit reports and management responses and provides advice to the Clerk of the Parliaments and senior management on the effectiveness of internal controls.

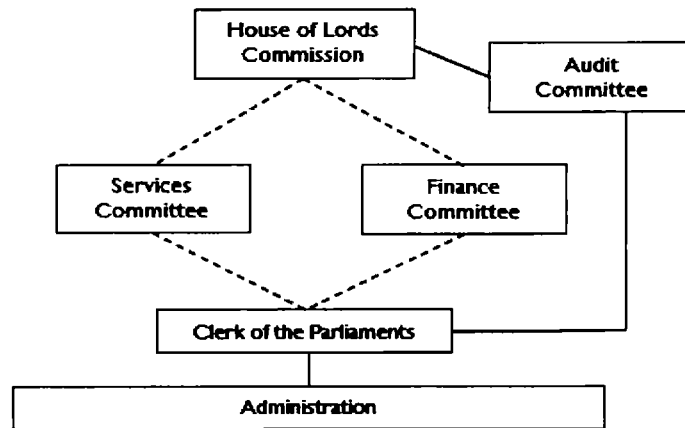
26. The House of Lords Audit Committee performs the following functions:

- (a) considers internal and external audit reports and other material, and to assess management responses thereto;
- (b) reviews the annual internal audit work programme and to monitor progress against the audit plan;
- (c) provides advice to the Clerk of the Parliaments in the exercise of his responsibilities as Accounting Officer;
- (d) evaluates the adequacy of the risk management system and the suitability of the control arrangements reported to it; and to advise the Clerk of the Parliaments as Accounting Officer and the Management Board accordingly;
- (e) encourages value for money, good financial practice, appropriate internal controls, and effective governance throughout the administration of the House;
- (f) reviews the annual financial statements and accounts;
- (g) makes an annual report to the House, to be submitted, in the first instance, to the Commission and to be published with the House of Lords' Annual Report;
- (h) works with the House of Commons Administration Estimate Audit Committee to monitor areas of joint interest of both Houses; and,
- (i) reviews regularly the effectiveness of the Audit Committee.

27. The Committee therefore, provides advice on risk management, financial good practice, value-for-money and governance; and reviews the annual financial statements and accounts for the House. It typically meets six times a year, including two joint meetings with the House of Commons Administration Estimate Audit Committee, and reports annually to the House. The members hold no other office in the House and, with the exception of the Chairman, do not sit on any other domestic committee.

28. The committee relationships and reporting inter-linkages are demonstrated in figure 1.

Figure1. House of Lords Organization structure



Source: *House of Lords Library Note I Governance and Administration of the House of Lords*

#### 4.2.4. The House of Lords Services Committee

29. The House of Lords Services Committee supports the House of Lords Commission by agreeing day-to-day policy on member-facing services, providing advice on strategic policy decisions when sought by the Commission, and Overseeing the delivery and implementation of both. The delegation held a meeting with a member of the Lords Services Committee, Lord Kirkwood of Kirk hope later the Chairperson of the House of Lords Services Committee, the RT Hon. Lord Laming. This meeting provided the delegation with an opportunity to discuss the role and function of the Committee. During the meeting, the delegation learnt that the House of Lords Commission relies on the Services Committee for support in the efficient administration of Services due to Members. The Services Committee is charged with the following specific functions:

- (a) Approving the day-to-day policy on Member services;
- (b) Providing advice on strategic policy decisions when sought by the Commission;
- (c) Overseeing the delivery and implementation of the day to day policy on member services and the overall strategic policy of the Commission regarding to Members services.

30. The Services Committee is comprised of ten members, including a frontbench or senior Member from each of the Conservative, Labour and Liberal Democrat party groups; the Convener of the Crossbench Peers; two backbenchers from each of the Conservative and Labour groups; and one backbencher each from the Liberal Democrat group and Crossbench Peers. The Chairman is empowered to answer written questions and debates on Services Committee matters if delegated by the Senior Deputy Speaker.
31. The Services Committee operates from the understanding that Members of the House of Lords play a critical role in the lives of British Citizens through soberly examining legislation brought before the House to ensure it relates to the day to day life of members of the public. Members therefore, deserved access to the best available services and facilities and, more importantly, Members deserved to have a say in the nature and quality of services afforded them. Most importantly, the Committee is involved in the promotion of the quality of services such as safety of buildings frequented by members and visitors, the balance between access and safety and dining facilities. Other services of interest to Members include:
- (a) Printing and distribution of information papers;
  - (b) Provision of digital services including Skype for group calls and conferencing;
  - (c) Research services;
  - (d) Catering services;
  - (e) Library services;
  - (f) Information annunciator services; and
  - (g) Media accreditation and sharing of general information

### **4.3. Other meetings at the UK Parliament**

#### **4.3.1. Working Lunch with the Kenya All-Party Parliamentary Group**

32. The delegation held a meeting with Lord Jeremy and Lord Alton of the All Party Parliamentary Groups which is a cross-party grouping of MPs and Peers related to their interest in, or support in raising awareness of, a particular country or issue. The Working lunch the Kenyan participants with an opportunity to discuss political and thematic issues and the relationship between the UK and Kenya and the role of the APPG within the relationships, During the discussions, it emerged that the House of Lords administration is founded on committees as detailed hereunder.



#### **4.3.2. Meeting with the Members of Committee on Standards**

33. The delegation met with members of the Standards Committee including the RT HON. Sir Kevin Baron, MP (Chair), MS Kate Green, MP and Dr. Robin James. The delegation observed that, the Committee on Standards oversees the work of the Parliamentary Commissioner for Standards and examines the arrangements proposed by the Commissioner for the compilation, maintenance and accessibility of the Register of Members' Financial Interests and any other registers of interest established by the House.

#### **4.3.3. Independent Parliamentary Standards Authority (IPSA)**

34. The delegation was informed that IPSA was created in 2009 in response to a scandal related fraudulent mortgage claims by Members and attempts by some Members to avoid capital gains tax. The Government reacted swiftly to the scandal and introduced the Parliamentary Standards Bill in June 2009 which established the IPSA as an independent body. The Constitution was also amended to provide for powers to determine MPs' pay and pension arrangements.

35. The Constitutional amendments concerned the establishment of a Compliance Officer, who would have powers to review IPSA's decisions about claims, recover overpayments to MPs and to impose penalties, where necessary. The Compliance Officer is concerned with matters pertaining to expenses, and not wider conduct issues, which remained with Parliament. The Compliance Officer performs the following two key roles:

- (a) investigates complaints from the public about MPs' claims which a complainant thinks should not have been paid. The Compliance Officer also receives cases for investigation from IPSA if IPSA considers that it has taken a matter as far as it can with an MP and has not reached a satisfactory conclusion; and
- (b) The Compliance Officer reviews decisions made by IPSA not to pay a claim. IPSA also has its own internal review process which must be undertaken before the case is referred to the Compliance Officer.

36. The Compliance Officer makes an initial assessment of any complaint to determine whether there is reason to believe that it may have some substance and merits a full investigation. If the Compliance Officer decides to investigate a case formally, that decision is made public on the

Compliance Officer's website. In the course of investigation, the Compliance Officer may, by law, impose penalties on MPs for failing to comply with a request for information or a repayment demand. If the Compliance Officer suspects that there may be a case for a criminal investigation, the matter is referred to the police, as provided for under various protocols in place for referrals to the police and Director of Public Prosecutions.

37. IPSA runs a scheme known as the MPs Scheme of Business Costs and Expenses which determines what is eligible for funding, the processes for making claims and the budgets available to MPs each financial year. The scheme is underpinned by a set of fundamental principles which emphasize the need for probity, value for money and that MPs should be treated in the same manner as other citizens as much as possible.
38. It is divided into a series of chapters, covering key processes for claiming, some general conditions which apply across the Scheme; accommodation expenditure, office costs, staffing expenditure, travel and subsistence, and some specialized categories of spending, including the funding that MPs leaving Parliament need to wind up their affairs. Besides being a regulator, IPSA has a statutory duty to ensure members of the House of Commons are supported in efficiently, cost-effectively and transparently carrying out their Parliamentary functions. IPSA provides a range of services aimed at helping MPs to carry out their parliamentary functions. These include Payroll services for MPs' staff, including:
- (a) preparation of model contracts, job descriptions and pay scales for each type of job;
  - (b) administration of an on-line expenses system through which MPs make their claims;
  - (c) enabling a number of methods by which MPs receive funding for their business costs and expenses including reimbursement on production of an on-line claim supported by evidence such as receipts and invoices, provision of a payment card, which can be used to purchase items that fall within the remit of the Scheme and direct payments by IPSA to office and residential landlords and some suppliers;
  - (d) provision of advice by telephone, email, in person and through guidance on their website;
  - (e) budget reporting tools, including a monthly financial statement;
  - (f) training events for MPs' staff; and
  - (g) arrange of communications via our MPs' Bulletin and the IPSA website.

39. IPSA also publishes all MPs' claims and expenses with the aim of assuring the public that MPs' use of taxpayers' money is well regulated and that MPs are resourced appropriately to carry out their parliamentary duties.

#### ***Office of the Parliamentary Commission for Standards***

40. The delegation was informed of an in-house standards committee responsible for the enforcement of Parliamentary Code of Conduct. The office named Office of the Parliamentary Commissioner for Standards, advises both the Committee on Standards and individual Members on values and morals matters. It monitors operation of the Code of Conduct and the Guide to the Rules that apply to Members.

41. The Commission is headed by a Commissioner who is responsible for the maintenance of four Registers, of which the most important is the Register of Members' Financial Interests. The Commissioner is assisted by Members who help address the following issues:

- (a) Employment and earnings matters;
- (b) Failure to declare benefits and gifts on hospitality; and
- (c) Undeclared share holdings in public companies.

42. Matters referred to the Commission must be in writing stating specific rules breached by Members under investigation although the Commission can dismiss complaints depending on the principles in public life in question including integrity and leadership abuse. The Committee also deals with issues related to member bullying, sexual harassment and improper contact with committee secretariat. If there is evidence of impropriety, the Commissioner is entitled to proceed with investigation and order a wide range of remedial measures such as public apology by the Member under investigation, apology on the floor of the house, suspend the Member for a specified period or refer the matter to the police for further investigation.

#### **5. Meetings at the Northern Ireland Assembly**

43. The delegation held meetings with senior officials of the Northern Ireland Assembly led by the Speaker and members of the Northern Ireland Assembly Commission. The meetings focused on member's services and facilities and the contribution of the private sector in making available efficient and high quality services to Assembly Members. Technical officers of the Northern

Ireland Assembly including Mr. Richard Stewart, Director Corporate Services, Mr. Sebastien Mingout, Manager Support Services, Mr. Brian Delvin, Head of Information Services briefed the delegation the various policies and implementation strategies put in place by the Assembly Commission to ensure delivery of quality services to the Members of the Legislative Assembly (MLAs)

44. The delegation learnt that the Northern Ireland Assembly is the devolved legislature for Northern Ireland. It has the power to make laws on devolved functions including housing, employment, education, health, agriculture and the environment. It also passes laws on rural development, policing and justice. Other matters are still under the direct control of Westminster. The Assembly meets at Parliament Buildings, Belfast, to scrutinize the work of Ministers and government departments.
45. The Assembly Membership includes 90 elected Members of the Legislative Assembly (MLAs), representing each of the 18 constituencies across Northern Ireland. The Assembly is presided by a Speaker and three deputy Speakers. At least ten Members (including the Speaker) must be present in order for a vote to be taken on any matter. Most decisions of the Assembly are taken by a simple majority vote. However, certain key decisions such as approval of the budget must have cross-community support. This implies support of the majority voting, a majority of those designated nationalist voting and a majority of those designated unionist voting.
46. The Assembly is accommodated in Parliament Buildings in Belfast. This is an historic and high profile building which is located within the Stormont Estate on the outskirts of Belfast. Parliament Buildings provides some 25,400 square metres of accommodation for Members of the Legislative Assembly (MLAs) their support staff, political parties and their support staff, Ministerial support staff, the media, various service providers and the Assembly Secretariat. The Parliament Buildings contain the Assembly and Senate chambers, meeting and function rooms with all the necessary support facilities. The building consists of 6 floors including:
  - (a) Assembly and Senate chambers: located on the ground floor. Both have public galleries, accessed from the public areas,
  - (b) Great Hall: located on the ground floor, directly accessed from the public entrance and including a reception desk, gift shop, exhibition space, function, media & public tours area,

- (c) Committee Rooms (4): located on the ground and first floors. Public access is only available during open meetings,
- (d) Ministers', MLAs' and party offices are located on the ground, first, second and third floors,
- (e) Secretariat office accommodation is located on all floors of the building including the basement,
- (f) The Long Gallery, Members Dining Room (MDR) Members Bar & Coffee Lounge and Private Dining Room (PDR) are all located on the first floor, and
- (g) Other supplier offices located on 2 floors and the basement.

### **5.1. The Northern Ireland Assembly Commission**

47. The Northern Ireland Assembly Commission is the body corporate of the Northern Ireland Assembly. It has the responsibility, under section 40(4) of the Northern Ireland Act 1998, to ensure that the Assembly is provided with the property, staff and services required for the Assembly to carry out its work. The Assembly Commission may delegate any of its functions to the Speaker or a member of staff of the Assembly and may determine its own procedures.
48. The management of Assembly Services and Facilities is entrusted to the Assembly Commission which ensures the Assembly has the property, staff and services it needs to carry out its work. The Commission which is established under the Northern Ireland statute of 1948 that provides for its mandate and structural organization is the only body that deals with members Services. The staff of the Assembly is known collectively as the Assembly Secretariat.
49. The Commission comprises of the Speaker, and five other Members elected on motion of the House to represent the interests of Members across the political and community divide of Northern Ireland. Commission decisions are made mainly by consensus and voting when necessary.

### **5.2. Member Services Administration at the Northern Ireland Assembly**

50. The Northern Ireland Assembly Commission, established under the Northern Ireland statute of 1948, is the only body that deals with members Services. The Commission ensures the Assembly has the property, staff and services it needs to carry out its work. The staff of the

Assembly is known collectively as the Assembly Secretariat. The Current Commission comprises the Speaker, Hon. Robin Newton, MLA, and five other Members elected on motion of the House to represent the interests of Members across the political and community divide of Northern Ireland. The Commission's decisions are made mainly by consensus and voting when necessary.

51. The delegation noted that there is no Assembly Committee allocated the oversight functions on member services and facilities. However, Members are at liberty to raise matters of concern on the floor of the House during question time, write to the Commission secretariat or raise matters of concern directly with the commissioners including the Speaker. Whenever it is necessary to raise matters in the house, the Commission is obligated to implement the House resolutions.

52. The delegation also observed that the Commissioners are expected to be familiar with all current matters and prepared to respond to questions on the floor of the House. Guided by the principles of readiness to serve and prudent management of public resources, the Commission concerns itself with the following issues:

- (a) Staffing and employment matters;
- (b) Working conditions of Assembly Staff;
- (c) Management of Contracts for cleaning, catering and broadcasting;
- (d) Information and Technology concerns such as online services;
- (e) Public outreach and engagement in promotion of public participation in Assembly matters;
- (f) Equity and public relations; and
- (g) Public access, security and safety of Members.

#### **5.2.1. Management of Catering Services at the Northern Ireland Assembly**

53. The delegation observed that, catering services generally include the provision of restaurant facilities for members of the Commission secretariat, exclusive dining areas for Members and senior civil servants, Coffee break facilities accessible by all including the press, Members bar and canteen services for visitors to the Assembly Buildings.

54. The delegation observed that Commission has engaged service providers to avail catering services to all users of the Parliamentary estate, without compromising the safety and convenience of Members. This is in line with the Commission strategic objective to provide custom-made catering services that meet the needs of all building users.
55. The delegation was informed that for management purposes, the Commission was only concerned with the broad budgetary allocations and the management of contracts to Commission secretariat and contracted service providers. The menu, quality and quantity were left at the discretion of the providers who also have to meet stringent health and safety criteria. Parliament of Northern Ireland being a high profile client, service providers are similarly required to be fully supportive of the Assembly effort to project a positive image and therefore, work to proactively avoid inefficiency, poor compliance to service, lack of respect for the value for money principle and improper behavior.
56. The delegation was also informed that, catering services are majorly provided by contracted service provides with great emphasis placed on service delivery values such as team work, professionalism and commitment to public service. The provision of catering services on contract basis is envisioned to ensure that service providers embed a culture of quality in all facets of the contract as expected by all building users. This is guided by the belief that the achievement of a culture of quality does not always require additional finances but can indeed be delivered even within the existing budgetary constraints.
57. The main objectives of service contracts include:
- (a) To provide high quality catering services;
  - (b) To provide a clean building fit for service in line with its history, environment and public perception as measured by a set of key performance Indicators;
  - (c) To provide a shop window for the Assembly through the provision of a gift shop including the management of a post office counter which showcases Northern Ireland, represents the uniqueness of the assembly, satisfies the needs of all building users and provides an enhanced visitor experience;
  - (d) To support the Assembly revenue generation plan;
  - (e) To provide a contract that ensures the services delivered met all statutory requirements;

- (f) To provide portage services that is flexible and responsive to the needs of the Assembly;
- (g) To structure a contract that reflects the continually changing environment and business requirements of the Assembly;
- (h) To develop a performance management system that ensures delivery of the entire range of services that motivates the service provider to deliver continuous improvement;
- (i) To secure a contract that embeds environmental, social and economic sustainability and that includes establishment of working relationships with social enterprises;
- (j) To ensure that the contract is delivered in line with the Assembly budgetary and value for money constraints;
- (k) To ensure all financial and administrative systems are operated efficiently and effectively; and
- (l) To promote to the extent permitted by law, the Northern Irish produce across all services provided.

### **5.2.2. General Requirements and Assembly Expectations**

58. The Commission requires Service providers to fulfill their responsibilities and contractual obligations guided by the following short term, medium term and long term objectives:

#### ***Short term objectives include:***

- (a) Services should be available from the first day of the Contract;
- (b) The service delivery must meet the expectations of members, secretariat and assembly visitors; and,
- (c) The service provider must deliver a transparent and accountable financial management system in keeping with responsibilities, accountabilities and restrictions of the Commission.

#### ***Medium term objectives include:***

- (a) To deliver a shared approach to environmental, social and economic sustainability; and,
- (b) To deliver an enhanced visitor experience within the gift shop/post office facilities.

#### ***Long term objectives include:***

- (a) The service provider will continue to develop a proactive and innovative approach to delivery of services and other services developed by the commission;



- (b) The service provider will also continue to ensure the provision of a flexible response within a continually changing environment, to the business requirements and the assembly; and
- (c) The service provider will maintain an ISO standards and accreditations require at the onset of the contract.

59. For efficiency in the administration of the Contracts, the delegation noted that, the assembly Commission requires service providers to operate an entirely open book policy where all information regarding cost and profit, prices of goods demanded by sub contractors and invoices. The service providers are therefore requested to provide the following as part of their overall pricing:

- (a) A full break down of all the costs covering a breakdown of the centralized and onsite expenditure, labour and consumables;
- (b) Amount of net profit in relation to the catering, cleaning and portage services;
- (c) The guaranteed gross profit returned, based on actual sales, to the commission for all categories of catering.

60. The Northern Ireland Assembly Commission is keen to ensure catering Service providers make available a first class support services contract to the above customer base that includes catering, cleaning, portage and other related services. In providing services, the contractors are expected to follow contract specifications, be innovative and proactive in advancing quality services while maintaining a cost effective approach. The Services must therefore be characterized by quality, pro-activity, flexibility, innovation, responsiveness and value for money.

61. The Assembly Commission also requires service providers to arrange and supervise the operation of self-service kitchen areas and tea points through the building, equipped with such facilities as water boilers, small fridges, sink preparation units and storage cupboards. Where the location is adjacent to conference room, Minister's office or senior officer's office, tea points are provided with small industrial dish washers. These tea points are equipped with vending machines paid for, serviced and repaired by the service providers. Water fonts are also provided in both public and restricted areas and are the responsibility of the service provider to maintain and replenish.

### **5.2.3. Catering Service Customer Base**

62. The Assembly customer base includes 90 MLAs, the speaker and his three deputies, assembly Commissioners, 12 ministers, chair and deputy chair of all committees, party support staff, 345 members of the secretariat staff, other permanent residents of the building such as contractors, members of the press and media houses and approximately 75000 visitors annually. The provider specifically facilitates provision of services at the café recess, Blue Flax restaurant, Visitors restaurant, Members' dining room, members bar and Coffee lounge. Other services include the provision of hospitality and refreshments during corporate events, wedding receptions, private dining functions and operation of approved retail outlets within Parliament Buildings and other such facilities.
63. Events and functions covered by the service providers include internal functions which incorporate use of a function room and provision of catering service. Such events are usually booked by the directors, Committees and speaker via the events office. In this category are also external functions including events booked by MLAs ranging greatly in size and nature but often involving significant catering requirements. Others are tours within parliament Buildings that require limited catering, internal hospitality requirements for Committees, corporate events and wedding receptions.

### **5.2.4. Catering Service Flexibility**

64. For flexibility, the service contracts are drafted to accommodate unforeseen changes in operations such as introduction of alternative services, reduction of Assembly budgets during the life of the contract, increase in cost of consumables, changes in configuration of the Assembly secretariat or changes in the assembly business requirements. This requires service providers to demonstrate flexible business management models that can accommodate change and adapt quickly to take account of the changes. The Assembly pays a consolidated monthly invoice for the contract requirements including profit elements. This implies that for changes in profit occasioned by change in business environment, the service provider has to indicate the same as a separate figure in the invoice.
65. The Catering services are also aimed at drawing people and revenue to Parliament. The contracted service providers are encouraged to host wedding receptions on the grounds of

Parliament at a fee. The restaurant services are available to all visitors throughout the day including days when Parliament is not sitting in support of the Assembly's revenue generation strategy.

66. To encourage local enterprise, the service providers are required to use local materials and supplies such as local poultry, local beef, milk and pork. Food items are available to all at a price determined by the contractor. Contractors recover their costs by retaining 40% of the revenues generated while the Assembly retains 60% on account of ownership of the restaurant infrastructure. The Contractors are obligated to meet all the costs of food items while Parliament meets staff and equipment costs. Ideally, contractors earn a management fee in addition to reimbursement on the cost of food. However, if contractors encounter trading losses, the Assembly reimburses amounts equivalent to the deficit. For continuity in service provision, Contractors are required to provide an indication of the cost of service for the entire contract period, usually four years. The Assembly in return provides a guide to projected sales; past sales and a price list to enable the contractors make realistic projections.

#### **5.2.5. Protection of Employee Rights**

67. The Catering contracts are protective of staff interests since they provide for retention of all staff of previous contractors whenever there are changes or termination of contracts. In contract execution, service providers work closely with the support services and events manager; under the general guiding principle of innovative application of experience, expertise, effectiveness as well as the need for continuous improvement and sustainability.

#### **5.2.6. Service Provider Access and Working Environment**

68. For ease of execution of Contract requirements, Parliament Buildings are accessible to the Public and service providers from 7.30 to 22.30 from Monday to Friday through the year with the exception of Public and bank Holidays. The supporting secretariat staff is also available on the premises from 8.00 Hours to 18.00 Hours, Monday to Friday. During parliamentary recess, events are often held in Parliament buildings and MLAs may also be working in their office which necessitates provision of catering services through the year.

69. The provider is required to ensure as little disturbance as possible while working within Parliament buildings. The provider personnel should not visually or audibly create a nuisance or disturbance to the Parliament building users. Further, the provider should at no time whatsoever

leave trolleys, boxes or other equipment unattended or in a position where they obstruct and/or may give rise to breaches of health and safety law or security. While at the parliament Buildings, service providers are also expected to adhere to all security procedures and policies. For instance, service providers are expected to ensure that their personnel performing any role within the Assembly premises on behalf of the service provider complete a clearance form at the service providers cost before access is allowed to the Assembly premises. The service provider is not authorized to allow any Member of their staff to access the building therefore, before access is cleared. In addition, the provider must at all time keep the events manager and support services manager aware of any member of the service provider that is convicted or has previous criminal record.

70. All visits to Parliament Buildings by guests of the service provider except for emergence response staff and routine call outs should be arranged and agreed to at least two days before the due date so that access to Parliament can be arranged. In addition, the service provider is expected to conform to the prevailing security arrangements of the Parliament buildings including submitting to search if requested and any other day to day security requirements that may be in force. All service providers based in Parliament buildings are issued with identification budes which must clearly displayed at all times.

#### **5.2.7. Catering Facilities and Other Services**

71. It is the responsibility of the service provider to procure all consumables and materials required for the provision of the service unless otherwise advised, The Assembly only provides storage facilities for stocks of goods, At the points of sale, the service provider is also expected to use tasteful, appropriate and non contentious point of sale material. For example, no handwritten material or in appropriate information display material is allowed. All display material and signage is normally agreed upon and discussed with the Assembly management. Further, it is expected that all goods sold by the service provider will be accurately described, and the tariff be displayed at all outlets. For avoidance of doubt, the service provider is expected to print menu cards, when required using the Assembly printing service and arrange for the provision of display service as appropriate including arranging for display on the intranet.

72. The service provider is also provided with enabler services such as telephone and IT facilities within Parliament Buildings for use only in the provision of contracted services. Any misuses of

the provided telephone or IT facilities will be directly charged on the service provider. The Commission also supplies the provider with appropriate stationery for day to day activities related to the IT hardware such as printers at a cost.

#### **5.2.8. Facilities Support Team**

73. For convenience the service provider personnel is allowed access to Parliamentary toilet facilities, showers, lockers and changing facilities. The Service personnel are also provided meals while on duty at the cost of the service provider. Any other retail items such as The Northern Ireland Commission supports the service providers to deliver efficient services by providing a well structured support team comprising of the following:

- (a) Director of Facilities who is responsible for strategic management responsibility for all Facilities Management (FM) services such as Ushering, Information Services (IS), Building Services, Support Services & Sustainable Development.
- (b) Support Services & Events Manager in charge of operational management responsibility for the Support Services contract and events team
- (c) Deputy Support Services & Events Manager who does the operational management responsibility for the Support Services contract. Contact is likely to be daily, and at all contract meetings.
- (d) Support Services Team for management and administrative support, including contract audit responsibility. The Support Services Team undertakes the audit role and checking of the scoring applied to KPI's by the Service Provider. Audits are undertaken to determine the effectiveness and efficiency of the services provided.
- (e) Health & Safety Advisor and Fire Safety Advisor responsible for the overall responsibility for all aspects of Health & Safety (H&S) and Fire Safety respectively within the Parliament Buildings. All H&S incidents must be reported in line with the internal NIAC procedures, that is, reported to NIAC H&S Adviser within 24 hours.
- (f) Events Team entrusted with the task of co-ordination of all events, functions, weddings, corporate events, tours and exhibitions that take place at Parliament Buildings. From time to time the Events Team contacts the Service Provider directly about an event/function. The Service Provider must therefore forward all the service requirements

to either the Support Services & Events Manager, or his deputy if directly negotiated with Events.

- (g) Environmental Services Manager & Team responsible for environmental performance management and implementation of the NIAC Environmental Policy and ensuring compliance with all relevant environmental legislation and to drive continuous environmental improvement across all areas of the organization.
- (h) Security Team which manages the database of security cleared Parliament Buildings Users and Service Provider's staff.
- (i) Outreach / External Liaison Unit (ELU) Management/Officers responsible for the coordination of visits and NIAC 'Charity of the Year' events that take place at Parliament Buildings. The Service Provider must therefore forward all the service requirements to either the Support Services & Events Manager, or his deputy if directly negotiated with Outreach and ELU.
- (j) Head of Procurement & Procurement Manager who has overall responsibility for commercial and contractual aspects of the contracts.
- (k) NIAC Communications Office which ensures that communications received from the NIAC relevant to Service Provider personnel are cascaded in a timely basis at an appropriate level.

#### **5.2.9. Management of Services Obligations**

74. The Service Provider has an obligation to undertake management of all aspects of the services as detailed within the specification, including but not limited to:

- (a) Management of the day to day running of the services;
- (b) Reporting requirements;
- (c) Performance management including KPI's;
- (d) Management of Service Provider personnel;
- (e) Management of sub-contractors;
- (f) Health & safety and hygiene management; and
- (g) Risk management.

75. In undertaking the above functions it is anticipated that all the services will be provided by a site-based team supplemented as necessary by other Service Provider personnel. It is also expected that the Service Provider and, in particular, the catering personnel will be multi-skilled in order to carry out duties in all catering operations/outlets. It is equally anticipated that the Service Provider will employ efficient and competent service personnel who will be able to familiarise themselves quickly with the service requirements, and who will maintain a smart and presentable appearance, a friendly and helpful attitude and the highest standard of personal hygiene and behaviour at all times.
76. Whilst on duty, on-site Service Provider's personnel must wear an appropriate uniform that will include the display of an identification badge and any photographic security badge issued by the NIAC Security Office. The uniform will be agreed in advance between the Service Provider and the Support Services & Events Manager as part of the implementation or mobilisation planning. It is expected that uniforms will be worn by the Service Provider's personnel from the first day of the contract.
77. The Service Provider's personnel will be in contact with Parliament Buildings users at all levels, including Ministers, MLAs, MLAs' staff, secretariat staff, the media, as well as external (third party) customers and VIPs. The Service Provider should ensure that the personnel are trained to be courteous, diplomatic, impartial and non-discriminatory when dealing with customers at all levels. The Service Provider is expected to ensure that an adequate reserve of trained, competent and security cleared personnel are available to cover any absences in its personnel (e.g. holidays, sickness) and any periods of peak activity and exceptional events. The Service Provider is expected to ensure that turnover of personnel employed in the delivery of the contract is kept to a minimum.
78. The Service Provider is expected to designate key on-site operational roles with responsibility under various contracts. The provider must also ensure that at all times sufficient numbers of on-site key Service Provider Personnel are present during opening hours. The Service Provider ought to also ensure that all Service Provider personnel engaged in the provision of the services are properly trained to fulfil their roles and to enable the required standards of service to be met and maintained. In each year of the contract, the Service Provider must prepare and implement a training plan for the Service Provider's personnel which will be communicated to the Support

Services & Events Manager. This will include, but not be limited to relevant training in Certified food hygiene training at the appropriate level for the job role, Customer service/customer care and Job specific training.

79. Additionally, for appointments to the management roles, the Northern Ireland Assembly Commission (NIAC) gives the minimum qualification criteria as indicated in Table 1.

**Table 1: NIAC set of acceptance criteria**

Role	Combined Services Manager	Executive Chef
<i>Indicative Experience Requirement</i>	Minimum 5 years management in support services or FM role	Minimum 5 years in 4 star hotel or three years in a fine dining establishment at Head Chef level
<i>Indicative Qualifications / Essential</i>	HCIMA (parts A&B)	NVQ L3 (food prep & cooking) NVQ L3 (team leading) Advanced Food Hygiene
<i>Indicative Qualifications / Desired</i>	Recognised Hospitality / Management qualification preferably at third level NEBOSH – basic IPT – certificate level	Degree in Hospitality management Diploma in Patisserie Qualified First Aider Quality through Safety
Role	Function Services Manager	Cleaning / Housekeeping Manager
<i>Indicative Experience Requirement</i>	Minimum 2 years in 4 star hotel , busy food and beverage establishment or high profile contract	Minimum of 3 years supervisory/management experience in a high profile contract or 4 star hotel where outstanding quality is required
<i>Indicative Qualifications /</i>	NVQ L3 - Food Service	NVQ L3 Team Leading



<i>Essential</i>	NVQ L3 -Team Leading Advanced Food Hygiene	BICS certificate COSHH Quality through Safety
<i>Indicative Qualifications / Desired</i>	Advanced wine certificate Quality through Safety	BICS - diploma

### 5.2.10. Health & Safety Considerations

80. The Northern Ireland enforces strict food safety requirements that ensure the Service Provider complies fully with the Health and Safety at Work Act 1974 and all other relevant legislation as well the NIAC Health & Safety Policy. This includes:

- (a) A member of the on-site key Service Provider personnel team needs to be nominated as the responsible person regarding health and safety matters. The Service Provider then provides the Support Services & Events Manager with the contact details of its corporate health and safety manager or adviser. The Service Provider provides its Personnel with such information, instruction and training as is necessary to ensure that they comply with all relevant Health and Safety at work legislation and with the NIAC's health and safety policies and procedures. The Service Provider shall take account of any changes in health and safety legislation during the term of the contract and ensure that no Service Provider personnel are allowed to deliver any aspect of the Services under the contract until the individual has received all relevant information, instruction and training.
- (b) The NIAC provides the Service Provider with all relevant and available information on existing emergency procedures. The Service Provider in turn ensures all Service Provider Personnel are given appropriate and regular training on the Parliament Buildings' Emergency Evacuation procedures, or that they attend training provided by the NIAC where applicable.
- (c) The Service Provider required to ensure that robust risk assessment processes and safe systems of work are adopted by the Service Provider throughout the delivery of the contract. Copies of risk assessments are kept on site and a copy provided to the NIAC's Health and Safety Officer. The risk assessments are also provided to the Support Services & Events Manager on request.

- (d) The Service Provider must comply with the requirements of COSHH Regulations. In particular, the Service Provider will ensure that exposure to substances hazardous to health is prevented, or where this is not possible, adequately controlled. The Service Provider must carry out COSHH assessments for all goods and equipment used in the contract. Copies of all material safety data sheets and COSHH assessments will be kept at Parliament Buildings and provided to the NIAC Health and Safety Officer or Support Services & Events Manager on request.
- (e) The Service Provider must comply with the requirements of the Manual Handling Operations Regulations (Northern Ireland) 1992, as amended. In particular, the Service Provider will ensure that hazardous manual handling operations are avoided, and where this is not possible, will make an assessment of the operations and take appropriate steps to reduce risk of injury, including provision of training for the relevant Service Provider's personnel.
- (f) The Service Provider must comply with the requirements of the Personal Protective Equipment at Work Regulations 1992. In particular, the Service Provider will ensure that:
  - (g) suitable Personal Protective Equipment (PPE) is provided to relevant Service Provider personnel;
  - (h) The Service Provider must record all accidents, incidents and near misses. In addition to its own systems and procedures, the Service Provider shall comply with the NIAC's reporting procedures using the accident, incident and near miss reporting form. All accidents, incidents and near misses must also be reported to the Support Services & Events Manager at the monthly review meeting. Reports on accidents, incidents and near misses in Parliament Buildings or its' immediate environment must also be copied to the NIAC H&S Adviser. This should be done at the earliest opportunity and no later than 24 hours following the event. It is expected that all accidents, incidents and near misses will receive a degree of investigation relative to the seriousness of the incident. The aim of any investigation will be to determine root cause and minimise the risk of a reoccurrence. It will be the responsibility of the Service Provider to carry out such investigations and communicate the outcome to the NIAC H&S Adviser within a reasonable timescale to be agreed between both parties.
  - (i) Reportable injuries, diseases and dangerous occurrences (as defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997) must be reported immediately by the Service Provider to the Support Services & Events Manager and the NIAC H&S Adviser.

- (j) The Service Provider is expected to operate its own internal auditing system to verify that its health and safety management is fit for purpose and being implemented as per the health and safety guidelines.
- (k) The Service Provider is expected to provide and display appropriate safety signs when performing the Services throughout the Parliament Buildings
- (l) The Service Provider must ensure that all gangways, fire escapes, stairways, ramps and passages are kept free of obstruction at all times; floors are kept free from trailing wires and equipment, contamination with oil, water, and spillage in general;
  - Flammable / combustible waste is not allowed to accumulate except in designated waste disposal areas where proper storage and handling facilities have been provided;
  - Work in progress or hazard warning signs are displayed wherever wet floor cleaning is in progress; fire doors are not wedged open and that there is no tampering with or obstruction of firefighting equipment; in the event of any fire or damage to property the Service Provider shall immediately notify the Support Services & Events Manager and subsequently submit a full report in writing;
- (m) Any unsafe floor surface or any other unsafe workplace conditions are reported to the Support Services & Events Manager immediately;
- (n) The NIAC is supplied with a copy of the Service Provider's Health and Safety policy and procedures and any updates issued from time to time;
- (o) All potentially dangerous situations are reported immediately to the Support Services & Events Manager.
- (p) The provision and maintenance of all fire detection, protection and prevention equipment is the responsibility of the NIAC. The Service Provider is expected to advise the NIAC without delay, of any problems or concerns it has in relation to such equipment.
- (q) The Service Provider must comply with any directions given by the NIAC in relation to fire safety and emergency evacuation of the Parliament Buildings.

#### **5.2.11. Comprehensive Catering Service Responsibilities**

81. The Service Provider is required to provide a comprehensive catering service which includes the complete management of all catering facilities of the assembly as listed below. It is expected that the food offering and the menus provide an opportunity to showcase Northern Ireland produce and highlight its leading culinary styles. The catering outlets include:

- (a) Blue Flax Self Service Restaurant (Blue Flax);
- (b) Café Recess;
- (c) Fine Dining Restaurant (Members' Dining Room) and function room (Private Dining Room);
- (d) Bar / Coffee Lounge Service (Members' Bar and Coffee Lounge);
- (e) Public Café (within the Gift Shop);
- (f) High demand and high quality hospitality/events catering (Great Hall, Long Gallery, Committee Rooms, Visitors' restaurant, etc.); and
- (g) Limited vending throughout Parliament Buildings.

82. For efficient service at the above outlets, the Service Provider is also required to:

- (a) Provide all food and beverages necessary for above services;
- (b) Provide and maintain an appropriate till system and hardware; and
- (c) Purchase light equipment, light duty equipment, all consumables, disposables, materials and newspapers for display in line with agreed budgets and requirements of the NIAC. Light equipment can only be purchased upon receipt of NIAC's explicit approval.

83. The Commission insists on high quality catering services whose delivery must be prompt, friendly and efficient, recognising the variety of tastes and preferences of the customers, avoiding menu fatigue and offering flexibility and improvements to adapt to changing needs of the customers. The principles of sustainable food are a key element of the contract. At a minimum this includes:

- (a) Providing nutritional and healthy food, ensuring salt, fat and sugar are kept to a minimum;
- (b) Promoting the use of fresh and seasonal produce;
- (c) Encouraging organic, farm assured produce and fish from sustainable sources;
- (d) Offering a wide range of fairly traded options;
- (e) Excluding harmful additives and preservatives from menu preparation;
- (f) Devising balanced menus;
- (g) Using the healthiest cooking methods in the preparation of meals;

- (h) Offering healthy options and vegetarian options;
- (i) Reducing waste
- (j) Alternative waste management/disposal
- (k) Reducing CO2 footprint of the catering service
- (l) Controlling energy and water use.

#### **5.2.12. Catering Services Operations**

84. Given the nature of the Assembly as a legislative body, the monthly sales and contribution for each catering outlet fluctuate considerably. However, in order to comply with budgetary and quality requirement, the NIAC anticipates that during the life of the contract potential reductions in the number of options available within an offer may occur. To cushion against fluctuations, catering tariff mechanism is established where the Service Provider benchmarks its tariffs against similar outlets and other Legislatures (Westminster, Scottish Parliament, Welsh Assembly). The approved applicable formula is: current tariff + February CPI + 1%. On a yearly basis the revised applicable tariff is operational on the 1 April. Services at individual outlets are indicated below:

##### ***Blue Flax restaurant***

The seating capacity for this outlet is 170. It provides an opportunity to showcase Northern Ireland produce and highlight its leading culinary styles. The facility is open Monday to Friday. A breakdown of the main services times is provided below:

**Breakfast 08.00 – 11.00 Hours:** Provides a selection of food and beverage breakfast items and also provide tea, coffee and snacks such as scones between the hours of 08.00 to 12.00 noon.

**Lunch 12.00 – 14.30Hours:** Provides a wide and varied selection of snacks and meals to include 2 soups, a minimum of 4 hot dishes such as a vegetarian dish, selection of salads, a selection of desserts, plus a range of beverages.

**Afternoon Service 14.30 – 19.00 hrs. (16.00hrs Wednesday to Friday):** Provide tea, coffee and snacks.

**High Tea 17.00 – 19.00 hrs. (Monday and Tuesday only during plenary session):** 89. This facility Provides high tea menu and a wide and varied selection of meals to including a minimum of 3 hot dishes (to include a vegetarian dish, selection of salads, selection of desserts, plus a range of beverages). The front of house facility is equipped with 3 hot counters including one carvery counter/chef's theatre, a deli counter for made to order sandwiches, 2 chilled units for salad bar, cold desserts, other "Grab & Go" items, 1 x 2 soup service and display island, 2 self-service coffee machines are also located in the service area, as well as 3 till points.

85. The Blue Flax Restaurant is the restaurant used most by Parliament Buildings' users. The MLAs tend to use it as an everyday eating facility and the restaurant is very busy at peak times (12:30 – 13:45) especially on plenary days. It is the Service Provider's responsibility to ensure that the restaurant is managed and operated to minimise customer delay. The Blue Flax Restaurant operates a self-clear policy. However, the Service Provider is responsible for ensuring that tables are maintained to a high level of cleanliness throughout the service times.

86. The Service Provider is required to provide a balanced range of produce, using good quality ingredients whilst offering meals to satisfy a range of tastes and cooking styles. The Service Provider is required to ensure that the quality, freshness and presentation of food are consistent throughout. As the majority of customers are permanent building users and in order to maximise repeat business, the Service Provider is expected to develop weekly menus that offer a variety of dishes on a daily basis to avoid menu fatigue or boredom on the part of the customers and that respond to change in fashion and taste. If a repeated menu cycle is offered it must be sufficient and adequate to avoid menu fatigue, whilst at the same time allowing flexibility for customers "favourite" dishes to appear on the menu more frequently.

87. It is expected that food is always presented to customers in an attractive and appealing manner and food counters monitored by the Service Provider in order to achieve this. A food labelling system is to be used that will identify at a minimum if a dish is:

- (i) Suitable for vegetarians/vegans;
- (ii) Dairy free; and.
- (iii) Healthy option.

88. The NIAC encourages the use of a labelling system that informs customers of the nutritional value of food items. The NIAC and the Service Provider will also encourage users to notify the 'front of house' staff of any dietary requirements. It is expected that the 'front of house' and/or chefs are well trained and suitably qualified to advise accurately. The current meal provision includes:

#### **Breakfast Offer**

- (i) Cereals;
- (ii) Hot breakfast items (variety of sausages, bacon, black pudding, beans etc.);
- (iii) Eggs;
- (iv) Fruit / yoghurt;
- (v) Pastries and baked goods;
- (vi) Toast;
- (vii) Porridge (winter only)

#### **Lunch Offer**

- i. Two soups (one soup in summer);
- ii. 4 hot meals, one of which must be vegetarian;
- iii. Two vegetables;
- iv. Three potatoes;
- v. Two desserts of which one must be hot;
- vi. Baked potatoes with hot filling;
- vii. Sandwich bar with range of breads and fillings;
- viii. Salad bar with wide range of meats, quiches tarts etc. and a range of mixed salads and accessories; and
- ix. Grab and go selection including sandwiches, fruit pots, crudities and other packaged products.

#### **High Tea**

- Three hot meals, one of which must be vegetarian;
- Paninis/sandwich with choice of filling; and
- Baked potato with choice of filling.

#### **Throughout the day:**

- Tea and coffee (unbranded and branded);
- Fruit juices;
- Carbonated and still drinks;
- Smoothies (seasonal only);
- Waters;
- Milk;
- Confectionery items;
- Fruit; and
- Pastries and baked goods (including home baking).

89. Menu items must, where possible, remain available during the entire meal service period. However, suitable substitute items may be offered towards the end of the service period in order to reduce food wastage.

#### ***Café Recess***

90. This outlet is open Monday and Tuesday from 10:00 – 16:00 and Wednesday to Friday 10:00 to 19:00 to accommodate high-tea service. Café Recess is accessible to all permanent pass holders who may either take away their drink or consume it in the lounge. The facility is equipped with a plumbed-in, semi-automatic espresso coffee machine supplied and maintained by the current Service Provider. The Service Provider is expected to supply a branded or unbranded offer for Café Recess that provides a line of speciality coffees and teas, herbal teas and hot chocolate. A variety of home baking, confectionery, “Grab & Go” items and cold drinks should also be offered. The Service Provider is expected to minimise the use of disposable cups and encourage the use of reusable cups when customers consume their drinks within Café Recess. Disposable cups should only be used for take away drinks or if a customer specifically requests it.

#### ***Visitors’ restaurant***

91. This restaurant is not an active outlet with set opening hours. It is mainly used as an overflow dining area adjacent to the Blue Flax. It is mainly used to accommodate groups of visitors availing of lunch or hospitality. It is also used as a meeting room. This restaurant is equipped with a hot and cold counter, till, sink and hot plate. It is opened as required as an overflow facility to accommodate visiting groups up to 40 people.



### ***Members' Dining Room***

92. The seating capacity for this outlet is up to 40 covers and over a complete year (2016), the average daily covers was 25. The Members' Dining Room (MDR) provides an afternoon tea service, Monday to Friday from 14.30 – 16.00pm. This restaurant is accessible to all permanent pass holders, NICS pass holders and members of the public. The MDR provides a lunch service Monday to Friday from 12:00 – 14:30pm offering an “à la carte” style menu. The Service Provider is expected to provide sufficient choice, including options for special diets, to ensure an enhanced customer experience in the MDR. It is expected that the food offering and the menus will provide an opportunity to showcase Northern Ireland produce and highlight its leading culinary styles. A wine list offering wine from a variety of countries and including Fair Trade choices should be available. The Service Provider is required to provide a high quality dining experience with a formal service style. The tables within the restaurant must be set with cutlery and glassware as well as being dressed with linen.

### ***Members' Bar***

93. The seating capacity for this outlet is 40 with additional standing room available. The facility is open Monday to Thursday from 9:00 – 17:00. It is closed on Friday. During recess periods the bar is closed. Accessibility to the Members' Bar is restricted and only the following are entitled to access the Members Bar & Coffee Lounge during session:

- (i) Members
- (ii) Head of NICS, Permanent Secretaries and NICS Grade 3
- (iii) Secretariat Staff (AG4 and above)
- (iv) Attorney General
- (v) Solicitor to Attorney General
- (vi) NIA Commissioner for Standards
- (vii) Parties Nominated users
- (viii) Special Advisers
- (ix) Northern Ireland based Members of either house within the palace of Westminster and/or European Parliament
- (x) Members of the Houses of the Oireachtas (Dáil Éireann & Seanad Éireann)
- (xi) Members of the House of Commons, Scottish Parliament and National Assembly for Wales

- (xii) Comptroller and Auditor General & Audit Manager/PAC Liaison
- (xiii) IFRP Panel Members
- (xiv) Chair & Members of SARC
- (xv) Assembly Ombudsman & Deputy
- (xvi) Departmental Solicitor
- (xvii) First Legislative Counsel
- (xviii) Accompanied guests of the above

94. During recess periods, the Members' Bar is available to the public for morning coffees from 10am to 11:30am Monday to Friday. In addition, depending on demand for lunches in the Members' Dining Room, the Members' Bar may also be used as an alternative venue for afternoon teas. The Service Provider is required to provide a branded, speciality coffee service as well as alcoholic and non-alcoholic beverages that include bottled beers, wine, range of spirits and branded soft drinks. At lunchtimes a quick-service lunch option must be available in the bar in the form of soup and selection of sandwiches (prepared on order).

#### ***Members' Coffee Lounge***

95. The Members' Coffee Lounge is adjacent to the Members' Bar and is opened Monday to Thursday from 9.00 – 17:00. It is closed on Friday. It provides waiter/waitress service of tea, coffee and snacks such as scones in the morning and tray-bakes/biscuits to be served in the afternoon. This waiter/waitress service is provided from the Members' Bar. Broadsheet newspapers are provided by the Service Provider in the Members' Coffee Lounge, at NIAC cost (Irish News; Newsletter; Daily Telegraph). This lounge is closed during recess periods.

#### ***Private Dining Room***

96. There is a private dining room with an anteroom to help service the room. The dining room can accommodate up to 18 covers for formal dining occasions, which can be for lunch or dinner. These private lunches and dinners are usually hosted by the Speaker or other Senior NIAC Staff and are for visiting VIPs; therefore, service and food quality excellence must be achieved.

#### ***Hospitality (internal meetings)***

97. A catering service is provided throughout Parliament Buildings in order to accommodate business meetings. The service is provided between the core hours of 08:00 and 17:00 Monday

to Friday. If requested, the service may be required outside these hours, including at weekends. The demand for the hospitality service is normally higher on Mondays through to Thursday during the parliamentary session. The requirement for the hospitality offered ranges from the provision of tea, coffee and biscuits, to buffets and formal lunches. High quality food and beverages are required including:

- i. Selection of hot beverages, water and juices;
- ii. Breakfast selection - pastries, fruit and hot rolls;
- iii. Home baked cakes & shortbread, pastries and fruits;
- iv. Selection of finger buffets ranging in price;
- v. Selection of hot fork lunch/evening buffets;
- vi. Seated formal lunch and dinner sample menus;
- vii. Canapés selection; and
- viii. Wine list.

98. The Service Provider is expected to offer a range of options and menus to meet all budgets. The Service Provider must also produce a hospitality brochure detailing the range and price of menus on offer and make yearly updates of the brochure. These updates will be submitted to the Support Services & Events Manager for approval, allowing a minimum of 6 weeks for approval prior to implementation. Hot beverages for hospitality functions is usually supplied in flasks while for buffets and meals, the appropriate signage must be displayed to inform customers of the content Vegetarian dishes and items for special dietary requirements shall be segregated and signed clearly. The provision of hospitality must be prompt and delivered no earlier than 15 minutes before the time agreed with the customer and no later than the agreed time. It is essential for the Service Provider to be flexible to the requirements of the customer and change to menus are accepted at relatively short notice.

### ***Open Functions***

The operation of functions will cover the following:

- i. Internal functions;
- ii. External functions;
- iii. Corporate events;
- iv. Wedding receptions; and

v. Tours with hospitality.

99. These functions (apart from corporate events and wedding receptions) are sponsored by MLAs for external organisations. On occasions, the Speaker hosts large high profile events such as the St Patrick's Day celebrations and Christmas Carol Service. There is a reasonably high demand for events, with almost 600 MLA-sponsored functions/events that took place in 2016, besides approximately another 42 major functions sponsored by the Speaker. These functions range significantly in size and content (drinks receptions through to seated 5-course dinners).

Relevant on-site Service Provider's personnel will be required to work closely with the NIAC's Events Team to develop the bespoke catering function for each function. The functions are delivered by the Service Provider, and requirements may vary depending on the function. The Service Provider may on occasion supplement its staff using Service Provider's staff not based at the NIAC, but only if they are security cleared.

100. The Service Provider shall provide bespoke menus for all functions and wedding receptions when requested and may, on occasion, be asked to source alternative food items and wines to those available. The Service Provider must, at all times, demonstrate a 'can do' positive attitude to not only NIAC representatives but also to functions/wedding receptions organizers when designing bespoke solutions. The bespoke menus may be required to suit budgets/function specifications. There is a range of organization-sponsored events at the NIAC, including events sponsored by smaller organisations from the voluntary and community sector and therefore a catering package to reflect third sector organizations' budget must also be available.
101. High quality service and produce are required for all functions and wedding receptions as they, in most cases, involve MLAs and regularly involve Ministers and guests. They also can, on occasions, include Heads of State, Prime Ministers and other visiting dignitaries. The food and service provided for functions and wedding receptions must be on par with the quality and costs of 4/5 star hotels in the greater Belfast area.
102. Functions and wedding receptions may be hosted in a variety of locations including the Long-Gallery, the Great Hall, room 115 and the Members' Dining Room. As part of the process of planning and operating the events, the Service Provider's catering team are considered part of

the NIAC's Events Team and as such will be required to attend regular meetings to discuss the functions. Cooperative work between the Service Provider's team, the Events team and the Support Services team is required to ensure that each function is delivered successfully to a very high standard in order not to impede on Parliament Buildings' operation.

#### **Retail & Catering: The Gift Shop and Sub-Post Office**

103. On the ground floor east corridor, there is a separate gift shop for the provision of confectionery, newspapers, appropriate toiletry items, as well as Parliament Buildings' merchandise. The Gift Shop is currently plumbed for an automatic premium bean to cup coffee machine. A display fridge for beverages and "Grab & Go" items, sink and retail ice-cream freezer are also available. The Service Provider is required to supply a Fair Trade offer for the shop, ensuring a complete line of speciality coffees, teas, herbal teas and hot chocolate. A variety of home baking, confectionery items and cold drinks are also to be offered. Other services currently available within the shop include a drop-off and collection point for dry cleaning, florist order point and tobacco. The Service Provider is required to staff this facility (shop and Post Office) between 9:00 and 16:00 Monday to Friday. The required training for the Post Office duties is co-ordinated and provided via the NIAC by Post Office Ltd.

#### ***Water Supply***

104. There are currently 44 water dispensers around Parliament Buildings which the Service Provider is to manage the necessary cleaning and maintenance of. The Service Provider will replenish the dispensers from stocks (vats and disposable cups) that will be ordered in by the Service Provider, as well as collect and dispose of the used disposable cups. This service is required as a 'pass through' cost as per the Pricing Schedule. The Service Provider is required to undertake this service in line with the Key Performance Indicators.

#### ***Vending Services***

105. The Service Provider is required to provide cold drinks & confectionery vending through good quality vending machines to the following requirements:
- (i) The vending machines must have a coin mechanism for operation;
  - (ii) The coin mechanism must conform to the current Disabled Height Regulations and any subsequent amendments;

- (iii) The machines must have a coin return button as a standard feature;
- (iv) All machines must be of a type which allows easy problem free pick up of goods suitable for disabled persons; and
- (v) The Service Provider is to ensure that the vending machines are serviced, maintained and restocked at sufficient frequency so as to minimise breakdowns and running out of stock.

### **5.2.13. Customer Care**

106. The Service Provider is expected to offer the highest level of customer care, to ensure a quality experience for those using the catering facilities. Appropriate training and guidance must be given to all Service Provider's Personnel, to ensure the delivery of a customer-orientated service. The Service Provider is also required to ensure that all customer-facing Personnel are trained in customer service to a UK recognised standard and consistently demonstrate customer care to a high standard for all customers.
107. The NIAC occasionally participates in a quality assurance scheme for customer service. The Service Provider is required to work with the NIAC to develop and implement the quality assurance scheme if necessary. The Service Provider is further required to encourage customer feedback, including displaying prominently suitable comment cards/books. The Service Provider is expected to deal promptly, efficiently and courteously with customers' comments and criticisms arising from the operation of the Catering Services. A record is kept of all comments and resulting actions. The Service Provider must notify the Support Services Office of all customer complaints as soon as reasonably practicable and in any event, within 2 working days of the complaint having been raised.

### **5.3. Equipment Repair Maintenance**

108. The Service Provider is not responsible for necessary repairs and maintenance to the NIAC heavy equipment. This is organised by the Building Services Office. However, the Service Provider is to ensure that such equipment is kept operational and in working order and must report any appropriate faults or breakdowns which arise. The repair and maintenance of fans, UV filters and gas suppression in the kitchen canopies, as well as infrastructure such as

gas, power, drainage and water to the kitchen boundary, is the responsibility of the NIAC and may be delivered through other Service Providers.

#### **5.4. Management of Cleaning Services**

##### **5.4.1. Management of Cleaning Services operations**

109. The Commission is focused on providing a clean Parliamentary building, fit for purpose in line with history of the Parliamentary estate, the general environment and public perception as set by key performance indicators (KPIs). The Cleaning service providers have a free hand to clean all rooms and furniture at their convenience. The Assembly only indicates priority areas such as the toilet areas and debating chamber. The Contractors are however in close contact with the Director General's office to ensure efficiency in services is guaranteed.
110. The NIAC requires the Service Provider to provide a comprehensive Cleaning Service within Parliament Buildings and its' immediate environment, which ensure that the accommodation is maintained at the excellent standard appropriate for one of Northern Ireland's most prestigious buildings. The Service Provider is equally expected to provide comprehensive cleaning services that meet the evolving business needs of the NIAC and its Stakeholders. To help in understanding the cleaning requirements the NIAC has listed the following key objectives:
- (i) Ensure an excellent Cleaning Service that fully meets the requirements of the NIAC in line with Objective 2;
  - (ii) Establish and maintain the highest levels of health & safety and hygiene;
  - (iii) Have a highly competent and motivated cleaning services team;
  - (iv) Deliver a value for money service; and
  - (v) Strive for continuous improvement and innovation.
111. The Service Provider is expected to manage all areas of the service delivery as detailed within the specification at the expected performance levels defined below and will work and communicate closely with the Support Services & Events Manager to achieve a high quality service. The safety, quality and performance standard requirements have been expressed in the form of KPI's.

112. The Service Provider must maintain high standards of cleanliness at the Parliament Buildings (internal and external) and must carry out the cleaning services as per the NIAC cleaning standards and in accordance with the British Institute of Cleaning Science (BICS) cleaning standards. The Service Provider shall determine the frequency and nature of the cleaning task to achieve the required cleaning standards. Service Provider personnel must be able to assess at each time, what cleaning tasks should be undertaken to ensure that the cleaning of any area attains the standards required by the NIAC and that tasks are not undertaken unnecessarily. The Service Provider is required to provide a comprehensive Cleaning Service at the Parliament Buildings, including:

- (i) Core internal cleaning;
- (ii) External grounds cleaning (litter pick only);
- (iii) Janitorial services and spot cleaning;
- (iv) Ad-hoc weekend services (internal and external);
- (v) Periodic (internal and external);
- (vi) Reactive (internal and external);
- (vii) Waste collection;
- (viii) Ancillary services;
- (ix) Ad-hoc cleaning/services (internal and external);
- (x) Cleaning of specified artwork; and
- (xi) Emptying of communal ashtrays in smoking area.

113. The Service Provider is also required to provide:

- (i) All cleaning consumables required for the performance of the service
- (ii) Ancillary equipment and maintenance;
- (iii) All cleaning products and materials;
- (iv) New or replacement equipment;
- (v) Maintenance of the equipment; and
- (vi) Disposal of the materials and equipment.

114. The Service Provider must be flexible, responsive and adaptable to the needs of the NIAC and offer excellent levels of customer care at all times. The Service Provider is expected to integrate sustainable development in delivering all areas of these services for 52 weeks per year. The



strategy for providing these services has not been prescribed and the Service Provider is encouraged to apply its own expertise and experience to make realistic proposals for delivery. However, it is anticipated that the goals of continuous improvement and sustainability, as well as the need for an efficient and effective service will shape the service delivery. Cleaning services are categorized as follows:

#### **5.4.2. Core internal cleaning**

Under core cleaning, the Service Provider is required to carry out a standard core clean of the entire interior of the Parliament Buildings. When cleaning offices, Service Provider personnel will not move any papers/documents left on surfaces. Service Provider personnel will not be expected to lift heavy or potentially dangerous items. In terms of personal items, a degree of common sense is required and if the personal item is small or there are few of them (e.g. desk calendar, box of tissues) Service Provider personnel will be expected to lift the item. This applies to any type of surface e.g. work stations, meeting tables, cabinet surfaces, window sills, pedestals. This also applies to the changing/shower rooms benches. Similarly, heavy or potentially dangerous items left on floors should not be moved. However, office furniture such as chairs, foot stools, coat-stands and general waste bins are required to be moved. Following cleaning, these must be put back in the same place.

#### **5.4.3. Ministerial Offices and First Minister Offices**

Ministerial offices are located on the Ground and First floor. The Service Provider will clean the small number of ministerial offices at least once a week over a Monday and Tuesday between the hours of 5.15am and 8.15am. No vacuum cleaning is permitted in this area after 8:15am. The key for access to these offices is obtained from the Security Control Room. The Service Provider will sign for the key and return it when cleaning has been carried out. All ministerial offices must be secured by the Service Provider's Personnel on leaving the offices.

The First Minister's and deputy First Minister's office suite accommodation are located on the ground floor on either side of the Great Hall. The Service Provider must clean this area at least once a week over a Monday or Tuesday and spot check on other days, between the hours of 5.15am and 8.15am. The security controls for obtaining and returning keys apply in the same way as for the Ministerial offices. These areas must be left secure on completion of the cleaning.

#### **5.4.4. Day Internal Cleaning**

In addition to the core internal cleaning, the Service Provider shall provide day time services as detailed below:

- (a) **MLAs offices.** The majority of MLAs lock their offices overnight. Access arrangements will be discussed at the initial contract meeting. The cleaning of the MLAs' offices must be done before 8.15am or after 6pm. On sitting days' access to these offices may vary. The Service Provider is expected to maintain a cleaning rota to ensure that all MLAs office space has been cleaned to the required standards and frequency.
  
- (b) **Other Service Requirements.** The following services are required Monday to Friday, between the hours of 8:15 and 19.00 currently:
  - (i) Janitorial services;
  - (ii) High Priority Areas additional spot cleaning;
  - (iii) Spot cleaning of stair wells and corridors;
  - (iv) Collection of recyclable waste
  - (v) Reactive cleaning; and
  - (vi) Laundry service

The Service Provider must, in addition to the core internal clean ensure that the standard of cleanliness in the toilets and tea points is maintained throughout the day to the NIAC's Cleaning Standards. The Service Provider may propose an appropriate schedule to ensure this is the case. The Service Provider will also replenish the consumables in these areas to ensure that supplies do not run out.

#### **(c) High Priority Areas additional spot cleaning**

Due to the large number of visitors to the NIAC, the public areas require a continuous level of attention to maintain the NIAC Cleaning Standards. The high priority areas are:

- i. Assembly ceremonial halls;
- ii. Assembly & Senate Chambers (including rotundas & public galleries).
- iii. Main staircase;
- iv. Committee rooms circulation space;

- v. Toilets in the vicinity of high priority areas; and
- vi. First Floor Members Catering & Function suites.

Whilst patrolling the Parliament Buildings to carry out the cleaning of the high priority areas and janitorial services, the Service Provider is required to carry out spot cleaning in the stair wells and corridors as and when required to maintain an acceptable standard of cleanliness. The cleaning of vertical glazing is the responsibility of others. However, the Service Provider must carry out spot cleaning of internal glazing to hand height. The Service Provider must also clean the public entrances.

**(d) Reactive Cleaning**

The Service Provider is required to carry out reactive cleaning services for Parliament Buildings users. These preferably managed through a help desk where Assembly staff may contact the Service Provider by radio for urgent requests. Reactive cleaning relates to cleaning tasks such as:

- (i) Spillages and body fluid spills;
- (ii) Containment and cleaning up of building or fabric leaks;
- (iii) Uplift of confidential waste and provision of confidential waste bags;
- (iv) Emptying recycling bins and general waste bins and providing recycling sacks and bin bags; and
- (v) Sanitisation of fixtures, fittings or furniture as required.

**(e) Collection of Waste and Recyclable Waste**

As part of the core clean, the Service Provider will empty, as required, all recycling and general waste bins throughout the Parliament Buildings. Offices are equipped with general waste bins, paper bins, plastic bins and newspaper & magazines bins. As well as communal shredders, some offices are equipped with smaller shredders for which the Service Provider is required to collect waste bags once ready for collection. The collection of waste entails collecting and removing already split waste to the service yard. The Service Provider will place the recyclable waste in the various waste stream containers e.g. glass, paper, and cardboard. The general waste must be collected in large general bin bags. Once in the yard, the uplift and disposal of the waste will be undertaken by other contractors. Recyclable waste at the NIAC currently includes the following:

- (i) Office paper;
- (ii) Cardboard;
- (iii) Plastics;
- (iv) Newspapers and magazines;
- (v) Glass bottles;
- (vi) Toners and ink cartridges;
- (vii) Batteries; and
- (viii) Aluminium cans.

The NIAC is continually looking to increase the number of items that it recycles and this means that the Service Provider is required over time to collect additional segregated waste. The Service Provider is required to treat the collection of waste in the following way:

- (i) Empty the contents of all waste bins when required, replace bin liners and ensure that the bins are cleaned to maintain their appearance;
- (ii) Collect and dispose of unwanted cardboard boxes or packaging located beside waste bins and take them to the designated area in the service yard
- (iii) Collect full waste sacks from all shredding machines and take sacks to the designated area in the service yard; and
- (iv) Empty recycling waste bins, tie up the bags ensuring the materials are correctly sorted and take bags to the designated area in the service yard. Replace recycling bag in waste bin.

The Service Provider must keep accurate records of all waste removed from the Parliament Buildings and provide the figures on a monthly basis to the Support Services & Events Manager as part of the monthly Management Information. The NIAC possesses aluminium trolleys which will be made available to the Service Provider to facilitate day time collections.

**(f) Disposal of external cleaning waste**

The Service Provider is expected to ensure that all litter and debris arising as a result of the external grounds cleaning is collected and disposed of at the service yard.

**(g) Cleaning service Customer Care**

The Service Provider is expected to offer the highest level of customer care to all customers and to ensure that Service Provider's personnel communicate with all customers in a courteous and diplomatic manner, presenting a professional image in respect of appearance and behaviour. The Service Provider's personnel must adhere to the guidelines for working at the NIAC as provided below:

- (i) When responding to a radio call, speak quietly into the mouthpiece;
- (ii) Be polite, courteous and diplomatic to Parliament Buildings users at all times;
- (iii) Be considerate to Parliament Buildings users by speaking quietly to colleagues;
- (iv) Ensure trolleys are clean and tidy;
- (v) Ensure trolleys are left in the designated area;
- (vi) Work in an orderly fashion moving from one area to the next methodically;
- (vii) Tasks will be planned in advance as this will help to prevent unnecessary journeys and will save time;
- (viii) Wear the correct uniform at all times;
- (ix) Always wear the NIAC security pass, ensuring it is visible

**5.4.5. Consumables, Products and Materials**

115. The Service Provider is expected to procure stocks of all consumables, products and materials required for the performance of the services, ensuring that stocks are kept at appropriate levels. These costs must be included in the pricing schedule as 'pass through' costs to the NIAC. The Service Provider will note that the costs provided in the pricing schedule are the maximum that will be payable by the NIAC. The Service Provider will provide all consumables necessary to clean or needed to operate the building, such as but not limited to:

- (i) Liquid hand soap;
- (ii) Anti-bacterial soap;
- (iii) Hand sanitising gel;
- (iv) Toilet tissue;
- (v) Toilet rolls;
- (vi) Paper hand towels;

- (vii) Black sacks;
- (viii) Office small waste bin liners;
- (ix) Washing up powder;
- (x) Conditioner; and
- (xi) Air fresheners

### **5.5. Key Performance Indicators**

116. The KPI's have are developed with the purpose of achieving high quality standards and services. To achieve the KPI's, the Service Provider is required to monitor and evaluate its service delivery and make any necessary changes to its working practices or recommend necessary changes to its working practices to achieve the high quality standards and services expected by the NIAC. A performance measurement system has been developed to measure the performance of the Service Provider against the service level output requirements detailed in contract documents including:

- (a) The Support Services Office is responsible for completing the KPI performance reports on a monthly basis, assessing the performance of the Service Provider and taking into account all issues that may have affected the performance level.
- (b) The KPI's is assessed, recorded and reported by the Support Services & Events Manager as part of the Monthly KPI Performance Report.
- (c) The performance of the Service Provider will be measured by the Support Services & Events Manager who carries out monthly monitoring of the performance of the Service Provider. The NIAC monitoring is thus part of the Service Provider performance monitoring system and feed into the Monthly KPI Performance Report. These requires the Service Provider to operate a formal complaints and feedback system. The following indicators are monitored:
- (d) The Service Provider will make available a comments and suggestions box in the Members' Bar, Members' Dining Room, the Blue Flax Restaurant, Café Recess & the Gift Shop. Online customer feedback will be managed by the Support Services Team via the NIAC intranet.
- (e) All bona fide complaints will be recorded and replied to by the Service Provider within 2 working days of receipt. The Service Provider must act on complaints received, and shall

forward to the Support Services Office, a copy of any written complaint and its proposed written response, prior to it being sent out.

- (f) The Service Provider will ensure that comment cards accompany all hospitality provided. Where the addressee is known or the address is provided, the Service Provider will acknowledge within 2 working days any comments received (whether it is a complaint or not). In the case of a complaint, the Service Provider will issue its draft response to the Support Services & Events Manager prior to it being issued to the customer.
- (g) The Service Provider must report monthly to the Support Services Office on complaints, replies and comments received and a shared file will be used by the Support Services & Events Manager and the Service Provider to input all customers' feedback received. This file is utilised to monitor the themes of the comments received from customers and will be reviewed in the monthly meeting.
- (h) All customers' feedback will be part of the Service Provider's performance monitoring system and feed into the Monthly KPI Performance Report.
- (i) A complaint is defined as a valid negative comment that is clearly shown to be in breach of the acceptable level of service. For example, any issue that would damage the reputation of the NIAC, create a health & safety risk, cause embarrassment, such as a failure in service delivery or repetitive unresolved minor complaints would be regarded as 'complaints'. Any 'complaint' fed back to the Service Provider via the customer comment cards, oral comments, on-line and suggestion boxes, letters or any other means and 'complaints' addressed directly to the NIAC will be identified and fed into the scoring mechanism.
- (j) The Service Provider will operate a systematic and documented quality control system and carry out monthly self-monitoring audits of its delivery of the services. The audits may be carried out by the Combined Services Manager but at least one per annum must be carried out by appropriate Service Provider's head office staff. The Service Provider must mark its performance objectively, and take into account all issues that have affected its performance level.
- (k) The Service Provider is required to adapt the content of its self-audits so that the information may feed into the Monthly KPI Performance Report.
- (l) The Service Provider must use its self-monitoring report to the Support Services & Events Manager and will provide the report as part of the monthly management information.
- (m) Where the Service Provider fails to meet any of its self-monitoring service levels, it must provide full details on reasons and causes of such failure and remedial action taken to

prevent re-occurrence in the future (this should also be provided as part of the monthly management information provided by the Service Provider to the Support Services & Events Manager).

- (n) The random daily inspections of high priority areas and random weekly inspections of other areas carried out jointly by the Service Provider's Combined Services Manager and Support Services Team must be made available by the Service Provider to the Support Services & Events Manager at the end of each month, and the results of these inspections will feed into the monthly KPI performance monitoring. The system and scoring mechanism to carry out the random audits will be finalised with the Service Provider on commencement of the contract.

### **5.6. Information Technology Services**

- 117. The Information Technology (IT) Strategy of the assembly is driven by the Information systems office. It is focused on serving Members of the Assembly and their staff, including those at the Constituency offices, Party support staff and Commission secretariat. The IT service mainly provided by in-house staff supported by contracted service providers had by the end of 2017 issued 600 computers and 140 printers to Members and staff at the main Parliament and Constituency offices. The Information Technology office also oversees the installation of antivirus software, secures the It communication system and the distribution of Television sets.
- 118. The IT management mandate is premised on values such as efficiency, effectiveness, flexibility, Information Assurance, Information Architecture and sustainability. The main IT services provided include:
  - (i) Computer network and equipment supply
  - (ii) Constituency office It services
  - (iii) Development of House specific systems for use by Assembly staff especially on procedural issues
  - (iv) Training services for Constituency staff on It applications and general use
  - (v) Technical hosting and support of the Assembly intranet
  - (vi) TV and Radio distribution system support within parliament buildings
  - (vii) Provision of IT security services and protection against cyber crime



119. The Office manages an IT Service desk that serves both the Members offices located in the Parliamentary Estate and the Constituency offices. The Help desk services are available between 9.Am and 5:30 PM and give way to voice mail system once the house rises. The Assembly Commission prescribes the nature and number of computer equipment to be allocated to Members for use in the entire period they are in Parliament. Current regulations allow allocation of up to 2 computers per Member for use in Parliament Buildings, 2 computers for constituency offices, with the option of choosing between desk top computers and lap tops. Members are also allocated tablet computers for use in parliament committee rooms and two printers.
120. To guard against cyber attacks and unauthorized penetration, only Desktop computers located within Parliament buildings are allowed to access intranet for access to electronic information. All equipment connected to the intranet is in turn managed by IT staff. An alternative wireless network is provided for members, visitors and political party staff with enabled access to the internet, web based email and the remote access portal.
121. The Computers, equipment and software allocated to Members for use at the main Parliament buildings and the Constituency offices remain the property of the Assembly at all times. Other conditions including the following apply:
- (i) Allocated equipment can only be used within the specified location, such as Parliament Building or Constituency offices. Equipment must not be relocated without approval and participation of IT staffers
  - (ii) Only Equipment supplied by the Assembly can be connected to the Assembly intranet
  - (iii) All software installed must be approved by the assembly IT office
  - (iv) Use of computer and software must be within respective software contractual obligations
  - (v) All software and data files entered onto Assembly supplied equipment must be scanned for viruses
122. The delegation noted the constructive strides made by the Northern Ireland Assembly in management of information retrieval systems through synchronized access to the Parliamentary database, which allows various users including researchers, librarians, clerk assistants and Hansard recorders to upload material information onto the database. The information so

deposited is available for further analysis by other users within the intranet, which enhances the efficient processing of information request by Members.

### **5.7. Members' Finance Services**

123. The Delegation learnt that MLA salaries, expenses and pension were handled by the MLS which is part of the Directorate of Finance, which also processes salary payment for constituency staffers. The Directorate is also charged with the responsibility of issuing guidelines on matters related to compliance to integrity standards and prudence in use of public resources. The Directorate manages travel arrangements for MLAs while on local and foreign trips, pays rent for rented premises, serviced utility bills, telephone bills, and waste management and mobile phone expenses.

### **5.8. Determination of Assembly Members Salaries and Expenses**

124. Salaries, gratuities, pensions and allowances payable to Members are governed by the Northern Ireland Act of 1998 which necessitated the establishment of the Assembly Members (Independent Financial Review and Standards) Act of 2011. Consequently, the Assembly Members formed the panel responsible for ensuring probity, accountability and value for money with respect to expenditure of Public funds. The panel is expected to secure for Members remuneration which meets the following criteria:

- i. Fairly reflects the complexity and importance of their functions
- ii. Does not on financial grounds, deter people with the necessary commitment and ability from seeking election to the Assembly

128. Further, the panel is expected to secure for Members of the Assembly adequate resources to enable them execute their functions including:

- i. Attending sittings of the Assembly
- ii. Attending meetings of Committees or sub committees of the Assembly
- iii. Understanding research or administrative functions which relate directly to the business of the Assembly
- iv. Establishing or maintaining a constituency office
- v. Providing an advice service to constituents

- vi. Attending meetings for the purpose of representing constituents
  - vii. Attending, with the approval of the Assembly Commission, any ceremony or official function or national or international conference as a representative of the Assembly
125. Members of the Northern Ireland Assembly are entitled to claims on expenses incurred in connection with the exercise of the above functions as long as the same has not been reimbursed by any other person. Members are however, not allowed to permit political parties to benefit from expenses incurred by the Members or allow resources made available to Members for carrying out the above functions to be used for other political activities. Generally, the payment of salaries and reimbursement of claims is based on the seven principles of public life namely:
- (a) **Selflessness:** Holders of public office should take decisions solely in terms of public interest. They must not do so in order to gain financial or other material benefits
  - (b) **Integrity:** Holders of public office should not place themselves under any financial or other obligation to individuals or organizations that might influence them in performance of their duties
  - (c) **Objectivity:** In carrying out public business including making public appointments, awarding of contracts or recommending individuals for awards or benefits, holders of public office should make choices on merit
  - (d) **Accountability:** Holders of public office are accountable for their decisions and actions to the public
  - (e) **Openness:** Holders of public office should be as open as possible about all the decisions and actions they take
  - (f) **Honesty:** Holders of public office have a duty to declare any private interest relating to their public duties
  - (g) **Leadership:** Holders of public office should promote and support these principles by leadership and example
126. Members of the Assembly are allowed, with the approval of the Commission, to claim reimbursement on a number of items related to the running of Constituency offices. These include rent and rates, Constituency office operating costs, establishment costs. Members can only claim reimbursement for only one constituency office. Annual claims for office rent and operating expenses are capped at 8500 and 4900 Sterling Pounds respectively, as long as the

lease for the office is in writing and the Commission has approved the same. Rent and rates expenses cannot be paid if the Member has an unrevealed interest in the building or lease other than as a tenant. If a Member chooses to use their own property as a constituency office, they are only entitled to an annual claim of £2000.

127. Members are required to keep accurate financial records to proof how expenses were incurred. In addition, Members must produce invoices and receipts in relation to the expenses. Where expenses are due, they are paid directly by the Commission to the persons owed or Members pay and thereafter claim reimbursement from the Commission. Reimbursements by the Commission are only paid to bank accounts where the subject Member is the only signatory. Members are required to sign declarations to the effect that they have complied with the requirements of determination. To protect Members from financial losses related to staff costs, they are paid expenses for employees appointed through fair competition, openly and on merit. Members are not allowed to employ more than 1 person per grade or fail to keep records sufficient to show and explain all staff costs. Whenever employees leave, replacement employees must be appointed on merit after having been identified by fair and open competition. To claim staff costs for related persons, Members must send to the Commission names and details of association with the employee. Reimbursements will not be made if details are not accurately provided.
128. Members of the Assembly are also allowed to claim travel expenses in relation to their Parliamentary functions. The travel allowances are grouped into two broad categories namely, constituency travel allowance and Assembly travel allowance. To qualify for allowance, a member must attend the Assembly on at least 72 working days in a year, excluding Saturdays, Sundays and Public Holidays. Members are as well allowed to claim reimbursement for travel expenses if they are recalled to the Assembly during a period of recess. Members don't qualify for allowance if an official car is provided.
129. The delegation noted that Members of the Northern Ireland Assembly were entitled to a winding up expense, payable if a person stops being a Member through death or otherwise. The maximum amount paid to or in respect of the person who stopped being a member is £4500. Members are also entitled to a resettlement allowance if they don't contest an assembly election or if they fail to be elected to the Assembly. The allowance is based on one month's salary for

each full year of service, capped at a maximum of 6 months' salary. Members who leave the Assembly on account of ill health are entitled to ill-health retirement allowance which is paid if the member resigns or is not able to adequately carry out his/her functions. Claims for ill-health allowances must be supported by evaluation reports prepared by Commission appointed doctors. The allowance is calculated on a month's salary for each year served, up to a maximum of 6 months' salary. Members are not entitled to both ill-health and resettlement allowances.

## 6. OBSERVATIONS

In light of the foregoing, the Committee made the following observations-

- (a) The House of Lords, the Services Committee which is responsible for Lords Services and Facilities in the UK operates from the assumption that Members of the House of Lords play a critical role in the lives of British people and therefore, deserves access to the best available services and facilities; more importantly, Members deserved to have a say in the nature and quality of services afforded to them. The Services Committee mandate is consequently clearly spelt out in the House Standing Orders to include oversight of the delivery of the day to day policy of the Commission on Member services. This enables the Committee to respond to the needs of Lords without unnecessary red tape bureaucracy overlapping committee mandates.
- (b) The House of Commons Administration Committee is responsible for services provided for Members, their staff and visitors by the House of Commons Service and makes recommendations to the Commission, the Speaker and management officials. In addition to its advisory role, the Committee is empowered to, from time to time, make rules and give directions to officials of the House in relation to specific areas within the Committee's mandate.
- (c) The Committees' recommendations on improvement of services and facilities are usually implemented within a 24 hour time frame.
- (d) The Houses of Parliament share a logistics and accommodation service which is responsible for allocation of office equipment and furniture to Commoners and Lords. It also provides support services and logistics including stationery, reception services and photocopier machines. Office equipment is regularly cleaned by in-house staff while the cleanliness of shared areas is entrusted to contract cleaning services providers.
- (e) Catering Services available at the Houses of Parliament include cafeteria, fine dining, banqueting and bars. Some dining areas offer buffet while others are exclusively for *ala carte*. This not only allows Members the option of choosing what to eat but also allows

consumers outside the Houses of Parliament to patronize the service and boost restaurant and banqueting revenues. The Northern Ireland Assembly also enjoys a wide range of catering services managed entirely by private contractors. In both cases, these Houses provide sufficient budgets and allow the catering facilities to operate professionally.

- (f) High quality catering services are attainable at the Northern Ireland assembly because the catering personnel are multi-skilled in order to carry out duties in all catering operations/outlets. The service provider employs efficient and competent service personnel who are able to familiarise themselves quickly with the service requirements, and maintain a smart and presentable appearance, a friendly and helpful attitude and the highest standard of personal hygiene and behaviour at all times.
- (g) Efficiency in provision of catering services is also possible because the Service Provider ensures that all Service Provider personnel engaged in the provision of the services are properly trained to fulfil their roles and to enable the required standards of service to be met and maintained. The Assembly Commission maintains a recruitment criterion of minimum experience and training for all catering service positions.
- (h) The MLAs have a continuous supply of meals since the Assembly Commission insists on availability of Menu items, where possible, during the entire meal service period. However, suitable substitute items may be offered towards the end of the service period in order to reduce food wastage.
- (i) At the Northern Ireland Assembly, the catering Service provider issues a weekly and monthly menu to guide patrons on availability of their favourite dishes
- (j) It is possible to measure the performance of service providers because the Northern Ireland Assembly Commission requires Service Providers to operate suggestion boxes and make available all comments and suggestions in the box in the Members' Bar, Members' Dining Room, the Blue Flax Restaurant, Café Recess & the Gift Shop. All bona fide complaints are recorded and replied to by the Service Provider within 2 working days of receipt

- (k) At the Northern Ireland Assembly, the Service Providers are expected to develop weekly menus that offer a variety of dishes on a daily basis to avoid menu fatigue whilst at the same time allowing flexibility for customers' favourite dishes to appear on the menu more frequently.
- (l) Members noted that the Service Provider is expected to offer the highest level of customer care, to ensure a quality experience for those using the catering facilities. Appropriate training and guidance must be given to all Service Provider's Personnel, to ensure the delivery of a customer-orientated service.
- (m) Northern Ireland Assembly Service Providers are required to provide a balanced range of produce, using good quality ingredients whilst offering meals to satisfy a range of tastes and cooking styles. The Service Provider is required to ensure that the quality, freshness and presentation of food are consistent throughout
- (n) The delegation noted that high quality catering services were guaranteed because the Service Provider ensured that all Service Provider personnel engaged in the provision of the services were properly trained to fulfil their roles and to enable the required standards of service to be met and maintained. In each year of the contract, the Service Provider must prepare and implement a training plan for the Service Provider's personnel which will be communicated to the Support Services & Events Manager. This will include, but not be limited to relevant training in Certified food hygiene training at the appropriate level for the job role, Customer service/customer care and Job specific training
- (o) The food and service provided for functions and wedding receptions at the Northern Ireland Parliament were required to be at par with the quality and costs of 4/5 star hotels in the greater Belfast area.
- (p) For the Northern Ireland Assembly, the cleaning of the MLAs' offices are to be done before 8.15am or after 6pm. On sitting days' access to these offices may vary. The Service Provider is expected to maintain a cleaning rota to ensure that all MLAs office space has been cleaned to the required standards and frequency.



- (q) The Buildings Maintenance Department is adequately resourced and able to serve the Houses. The Houses of Parliament were therefore in a good state of repair because the Houses jointly employed 120 staffers who work with 2 contractors and subcontractors to carry out repairs and maintenance as necessary.
- (r) The Houses of Parliament at UK operate a library which offers information services to Members, their staff and House staff. The library also loans books to Members on a short term basis, although all books available in the library were also accessible online. The UK library is indeed a place of quiet study and work besides being a source of analyzed information.
- (s) Serjeants at Arms of the Houses of Parliament keep doors and provide security inside committee room meetings, control public access to galleries and the Parliamentary press gallery. Because of their important security and crowd control role, Serjeant at Arms officers are always recruited from the military and other security agencies. This ensures professionalism and efficiency in crowd control.
- (t) The delegation noted that the main focus of the Northern Ireland assembly Commission was provision of clean Parliamentary building, fit for purpose in line with history of the Parliamentary Estate, the general environment and public perception as set by key performance indicators (KPIs). The Cleaning service providers have a free hand to clean all rooms and furniture at their convenience and there was therefore no need of close supervision.
- (u) The Northern Ireland Assembly Department of Information technology is focused on serving Members of the Assembly and their staff, including those at the Constituency offices, Party support staff and Commission secretariat. The office operates separate help lines for Assembly and Constituency Staffers.

## 7. RECOMMENDATIONS

130. The Committee makes the following recommendations to the National Assembly— \_

### **Short term**

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.

### **Medium Term**

5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.

8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.
9. THAT the Commission to consider developing s and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.
10. THAT the Parliamentary Service Commission to consider measures to professionalize the management of Catering Services by employing professional chefs, deploying a procurement specialist and accountant as well re-training the existing staff.
11. THAT there is need for the Commission to set up two more catering units in addition to the Main Restaurant and Continental House at the Red Cross Building and County House to cater for the membership of the House and each unit to be allowed to work competitively to facilitate efficiency in service delivery.
12. THAT the Commission to consider developing a training plan for the catering staff based on the proposed skills audit; and, that the Commission to explore attachment for Catering Staff in five star hotels within the country.
13. THAT there is need for the Commission to install suggestion boxes be in various strategic points within parliamentary buildings for feedback on quality and responsiveness of catering and cleaning services among other services.

### **Long Term**

14. THAT the Commission to consider overhaul renovation of the current Kitchen, Restaurant, Bar, stillroom and Members Lounge/Lobby.
15. THAT the Commission to consider increasing the number of Artisan staffers working in the Maintenance Department in order to improve efficiency in their operations and enhance the quality of in-house services.



**MINUTES OF THE 19<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 4<sup>TH</sup> APRIL, 2018 AT 12.30 PM**

**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, -M.P.                   **-Chairperson**
2. The Hon. Catherine Waruguru, M.P.                       **-Vice Chairperson**
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Charity Kathambi Chepkwony, M.P.
5. The Hon. Rehema Hassan, M.P.
6. The Hon. Florence Chepngetich Koskey, M.P.
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, M.P.
9. The Hon. Samwel Moroto Chumel, M.P.
10. The Hon. Silas Kipkoech Tiren, M.P.
11. The Hon. Eng. Nzambia Thuddeus Kithua, MP
12. The Hon. Catherine Wambilyanga, MP
13. The Hon. Elisha Odhiambo, MP

**APOLOGY**

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. Douglas Ng'ang'a
2. Mr. Dan Ajele
3. Eng. John Nguru
4. Mr. John N. Mutega
5. Mr. Douglas Katho
6. Ms. Clara Kimeli
7. Dr. Kefa Omoti
8. Mr. Douglas Mbuvi
9. Mr. Sylvester Ocholla
10. Mr. Robert Masongo
11. Ms. Nthenya Wayua
12. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Director; Administration services
- Principal Procurement Officer
- Building and Maintenance
- Principal Clerk Assistant I
- Clerk Assistant III
- Legal Counsel
- Principal Research Officer
- Security Supervisor
- Health Club Manager
- Food and beverage Supervisor
- ICT Officer
- Serjeant-At-Arms

**MIN. NO. SCMSF/069/2018:**

**PRELIMINARIES**

The meeting was called to order at 12.35p.m.

ADOPTION OF THE FIRST REPORT OF THE  
COMMITTEE ON A BENCHMARKING VISIT TO  
THE PARLIAMENT OF THE UNITED KINGDOM  
AND NORTHERN IRELAND ASSEMBLY

Having agreed with the recommendations hereunder, the Members of the Committee did append their signatures as an indication of confirmation of the same:

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.
5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.
8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.
9. THAT the Commission to consider developing s and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.

10. THAT the Parliamentary Service Commission to consider measures to professionalize the management of Catering Services by employing professional chefs, deploying a procurement specialist and accountant as well re-training the existing staff.
11. THAT there is need for the Commission to set up two more catering units in addition to the Main Restaurant and Continental House at the Red Cross Building and County House to cater for the membership of the House and each unit to be allowed to work competitively to facilitate efficiency in service delivery.
12. THAT the Commission to consider developing a training plan for the catering staff based on the proposed skills audit; and, that the Commission to explore attachment for Catering Staff in five star hotels within the country.
13. THAT there is need for the Commission to install suggestion boxes be in various strategic points within parliamentary buildings for feedback on quality and responsiveness of catering and cleaning services among other services.
14. THAT the Commission to consider overhaul renovation of the current Kitchen, Restaurant, Bar, stillroom and Members Lounge/Lobby.
15. THAT the Commission to consider increasing the number of Artisan staffers working in the Maintenance Department in order to improve efficiency in their operations and enhance the quality of in-house services.

**MIN.NO. SCMSF/071/2018:      ADJOURNMENT**

The meeting adjourned at 2.00 p.m. The next meeting was scheduled Tuesday, 10<sup>th</sup> April, 2018 at 12.00p.m.

SIGNED..........  
(CHAIRPERSON)

DATE.....10.4.2018.....



**MINUTES OF THE 18<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 4<sup>TH</sup> APRIL, 2018 AT 10.00 AM**

**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Charity Kathambi Chepkwony, M.P.
5. The Hon. Rehema Hassan, M.P.
6. The Hon. Florence Chepngetich Koskey, M.P.
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, M.P.
9. The Hon. Samwel Moroto Chumel, M.P.
10. The Hon. Silas Kipkoech Tiren, M.P.
11. The Hon. Eng. Nzambia Thuddeus Kithua, MP
12. The Hon. Catherine Wambilyanga, MP
13. The Hon. Elisha Odhiambo, MP

**APOLOGY**

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. Douglas Ng'ang'a,
2. Mr. John N. Mutega
3. Mr. Dan Ajele
4. Eng. John Nguru
5. Dr. Kefa Omoti
6. Ms. Clara Kimeli
7. Mr. Douglas Katho
8. Mr. Douglas Mbuvi
9. Mr. Sylvester Ocholla
10. Mr. Robert Masongo
11. Ms. Nthenya Wayua
12. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Director; Administration services
- Principal Clerk Assistant I
- Principal Procurement Officer
- Building and Maintenance
- Principal Research Officer
- Legal Counsel
- Clerk assistant III
- Security Supervisor
- Health Club Manager
- Food and beverage Supervisor
- ICT Officer
- Serjeant-At-Arms

**MIN. NO. SCMSF/066/2018:**

**PRELIMINARIES**

The meeting was called to order at 9.30a.m. and opened with a word of prayer by the Hon. Catherine Wambilyanga, M.P.

The Committee considered the draft Report on a Benchmarking Visit to the United Kingdom Parliament and the Northern Ireland Assembly. Following deliberations on the same, the Committee made the following recommendations:

1. THAT the Parliamentary Service Commission may consider formulating a policy that sets cleaning standards within the Parliament Buildings and a framework for collaboration with outsourced cleaning service providers.
2. THAT the PSC may consider expanding the scope of contract for cleaning service to include the service provider's own cleaning detergents, equipment and supply of toiletries and related items of a prescribed standard to ensure continuous supply and minimize disruptions to allow the legislature concentrate in its core constitutional mandate.
3. THAT the Commission may undertake a staff skills audit in the Catering Department for purposes of trainings and placements within the department.
4. THAT there is need for the Catering Management Unit to ensure that there is availability of food varieties and a daily menu display.
5. THAT the Commission to consider centralizing the co-ordination of allocation of office equipment and management of cleaning services contracts to one office within the Parliamentary Joint Service.
6. THAT the Commission to consider development of a Catering Management Information System to help address procurement and administrative challenges.
7. THAT the Commission to consider developing a standard and decent uniform for catering and health club and ensure strict adherence of the same.
8. THAT the Commission to consider exploring the possibility of developing an ICT enabled data base and linking the same to Members activities in the house including questions, legislative proposals and constituency activities.
9. THAT the Commission to consider developing s and implementing an Integrated Security Management System to regulate entry by service providers, staff and Members of the public to Parliament Buildings.



10. THAT the Parliamentary Service Commission to consider measures to professionalize the management of Catering Services by employing professional chefs, deploying a procurement specialist and accountant as well re-training the existing staff.
11. THAT there is need for the Commission to set up two more catering units in addition to the Main Restaurant and Continental House at the Red Cross Building and County House to cater for the membership of the House and each unit to be allowed to work competitively to facilitate efficiency in service delivery.
12. THAT the Commission to consider developing a training plan for the catering staff based on the proposed skills audit; and, that the Commission to explore attachment for Catering Staff in five star hotels within the country.
13. THAT there is need for the Commission to install suggestion boxes be in various strategic points within parliamentary buildings for feedback on quality and responsiveness of catering and cleaning services among other services.
14. THAT the Commission to consider overhaul renovation of the current Kitchen, Restaurant, Bar, stillroom and Members Lounge/Lobby.
15. THAT the Commission to consider increasing the number of Artisan staffers working in the Maintenance Department in order to improve efficiency in their operations and enhance the quality of in-house services.

MIN.NO. SCMSF/068/2018:

ADJOURNMENT

The meeting adjourned at 12.00 pm. The next meeting was scheduled for the same date at 12.30 p.m.

SIGNED.....



(CHAIRPERSON)

DATE.....

10.4.2018



**MINUTES OF THE 17<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON WEDNESDAY, 3<sup>RD</sup> APRIL, 2018 AT 4.30 PM**

**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P.                   **-Chairperson**
2. The Hon. Catherine Waruguru, M.P.                   **-Vice Chairperson**
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Charity Kathambi Chepkwony, M.P.
5. The Hon. Rehema Hassan, M.P.
6. The Hon. Florence Chepngetich Koskey, M.P.
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, M.P.
9. The Hon. Samwel Moroto Chumel, M.P.
10. The Hon. Silas Kipkoech Tiren, M.P.
11. The Hon. Eng. Nzambia Thuddeus Kithua, MP
12. The Hon. Catherine Wambilyanga, MP
13. The Hon. Elisha Odhiambo, MP

**APOLOGY**

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. Douglas Ng'ang'a
2. Mr. John N. Mutega
3. Mr. Dan Ajele
4. Eng. John Nguru
5. Dr. Kefa Omoti
6. Ms. Clara Kimeli
7. Mr. Douglas Katho
8. Mr. Douglas Mbuvi
9. Mr. Sylvester Ocholla
10. Mr. Robert Masongo
11. Ms. Nthenya Wayua
12. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Director; Administration services
- Principal Clerk Assistant I
- Principal Procurement Officer
- Building and Maintenance
- Principal Research Officer
- Legal Counsel II
- Clerk Assistant III
- Security Supervisor
- Health Club Manager
- Food and beverage Supervisor
- ICT Officer
- Serjeant-At-Arms

MIN. NO. SCMSF/063/2018:            PRELIMINARIES

The meeting was called to order at 4.30 p.m.

MIN. NO. SCMSF/064/2018:            CONSIDERATION OF PENDING REPORTS  
BEFORE THE COMMITTEE

While considering the Second Report of the Committee on “Improvement of Catering Services” and the Third Report of the Committee on “Improvement of Facilities within the National Assembly” the Members observed that there was need to meet with the Committee of the Commission on Members; Welfare. The Committee also noted that a follow up meeting with Director General, Director, Finance and Accounting Services and Catering Manager on the management of catering services would clarify a lot of unanswered concerns.

MIN.NO. SCMSF/065/2018:            ADJOURNMENT

The meeting adjourned at 5.40 p.m. The next meeting was scheduled for the next day at 9.30a.m.

SIGNED..........  
(CHAIRPERSON)

DATE.....12.4.2018.....



**MINUTES OF THE 16<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON TUESDAY, 3<sup>RD</sup> APRIL, 2018 AT 2.30 PM**

**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P.           **-Chairperson**
2. The Hon. Catherine Waruguru, M.P.           **-Vice Chairperson**
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Charity Kathambi Chepkwony, M.P.
5. The Hon. Rehema Hassan, M.P.
6. The Hon. Florence Chepngetich Koskey, M.P.
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, M.P.
9. The Hon. Samwel Moroto Chumel, M.P.
10. The Hon. Silas Kipkoech Tiren, M.P.
11. The Hon. Elisha Odhiambo, MP
12. The Hon. Eng. Nzambia Thuddeus Kithua, MP
13. The Hon. Catherine Wambilyanga, MP

**APOLOGY**

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

**NATIONAL ASSEMBLY**

- |                          |   |                               |
|--------------------------|---|-------------------------------|
| 1. Mr. John N. Mutega    | - | Principal Clerk Assistant I   |
| 2. Mr. Dan Ajele         | - | Principal Procurement Officer |
| 3. Dr. Kefa Omoti        | - | Principal Research Officer    |
| 4. Eng. John Nguru       | - | Building and Maintenance      |
| 5. Ms. Clara Kimeli      | - | Legal Counsel II              |
| 6. Mr. Douglas Katho     | - | Clerk Assistant III           |
| 7. Mr. Douglas Mbuvi     | - | Security Supervisor           |
| 8. Mr. Sylvester Ocholla | - | Health Club Manager           |
| 9. Mr. Robert Masongo    | - | Food and beverage Supervisor  |
| 10. Ms. Nthenya Wayua    | - | ICT Officer                   |
| 11. Ms. Zainabu Wario    | - | Serjeant-At-Arms              |

**MIN. NO. SCMSF/060/2018:      PRELIMINARIES**

The meeting was called to order at 2.30p.m. and opened with a word of prayer by the Hon. Christopher Aseka, M.P.

**MIN. NO. SCMSF/061/2018:      CONSIDERATION OF THIRD REPORT OF THE COMMITTEE ON IMPROVEMENT OF MEMBERS' FACILITIES IN THE NATIONAL ASSEMBLY**

The Committee considered the report on proposed improvement of Members' facilities in the National Assembly and made the following observations:

- (a) Some Members of National Assembly are yet to allocated offices.
- (b) A policy on cleaning standard for parliamentary premises is required as soon as practicable.
- (c) There is no service charter displayed in any service area within parliament building prescribing the legitimate expectation of a client.
- (d) The gymnasium is dilapidated, the gymn equipment are almost obsolete and are not well maintained and lacks crucial staff such as reflexologists among others.
- (e) The gym ceiling is leaking and lacks proper ventilation, aeration and with precarious hanging lights; this is a safety hazard for users of the gym.
- (f) There is no adequate staff on call for maintenance of the Parliamentary Estate.
- (g) The library facility is not only enough for members but is also not adequately stocked.
- (h) The Parliament entrances should be cleared and well re-designed to provide for crowd control and avoid traffic pile when there is huge flow of vehicles coming to Parliament.
- (i) The toilets capacity in Parliament is not adequate to cater for huge population following the increase of members of parliament from 224 to 416.

**RECOMMENDATIONS**

The Committee made the following recommendations:

**A. Short Term**

- 1. The Commission should facilitate furnishing and equipping of Chairpersons' Offices with a view to making the offices conducive working environment.
- 2. The toilets adjacent to the Main Reception in the Main Building should be cleaned frequently to address the bad smell emanating from the toilets, and that the malfunctioning door locks and non-operational taps at the wash-hand basins should be repaired with utmost urgency.
- 3. The Commission should facilitate rehabilitation and re-equipment of the health club.

**B. Medium Term**

- 4. The PSC should set clear terms of references for cleaning service contractors for purposes of maintaining high standards of cleanliness at the Parliament Buildings.
- 5. The Commission should be facilitating modernizing the existing Committee Rooms to the standards of the Committee Rooms 07 or 09.

**C. Long Term**

- 6. The Commission should fast track the construction of the Multi-storey Office block to ease the pressure of scarcity of Offices for Members and Committee rooms.
- 7. The Commission should consider constructing ramps and other equipment for use by persons with disability within Parliament Buildings especially at the new restaurant wing.
- 8. The PSC should consider improving the library facilities available at the Continental House and or possible relocating the same to a more convenient place.
- 9. The Commission should identify a new site within the Main Building to construct more toilets to address the capacity issue in the building.
- 10. The Commission should facilitate major plumbing activities in all Parliament buildings especially Continental and Protection House to address the issue of washrooms.
- 11. The Commission to consider an integrated ICT system that tracks members activities and contributions at Committees and Chambers;
- 12. The Commission to expedite installation of a Security Integrated Management Security System within in Parliament Buildings for safety measures;
- 13. The Commission to come up with a policy on asset disposal based on the procurement laws and ensure that obsolete goods within Parliament are disposed on time.

The meeting resolved to share the above issues with the Committee of the Commission on Members' Welfare before the report is tabled in the House.

**MIN.NO. SCMSF/062/2018:            ADJOURNMENT**

The meeting adjourned at 4.10 p.m. The next meeting was scheduled on the same day at 4.30p.m.

SIGNED..........  
(CHAIRPERSON)

DATE.....10-4-2018.....



**MINUTES OF THE 15<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE OCTOPUS ROOM, DIANI REEF HOTEL ON TUESDAY, 3<sup>RD</sup> APRIL, 2018 AT 9.30 AM**

**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Charity Kathambi Chepkwony, M.P.
5. The Hon. Rehema Hassan, M.P.
6. The Hon. Florence Chepngetich Koskey, M.P.
7. The Hon. Elsie Muhanda, MP
8. The Hon. Janet Nangabo Wanyama, M.P.
9. The Hon. Samwel Moroto Chumel, M.P.
10. The Hon. Silas Kipkoech Tiren, M.P.
11. The Hon. Elisha Odhiambo, MP
12. The Hon. Catherine Wambilyanga, MP
13. The Hon. Eng. Nzambia Thuddeus Kithua, MP

**APOLOGY**

1. The Hon. Rigathi Gachagua, M.P.
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. John N. Mutege
2. Mr. Dan Ajele
3. Eng. John Nguru
4. Dr. Kefa Omoti
5. Ms. Clara Kimeli
6. Mr. Douglas Mbuvi
7. Mr. Sylvester Ocholla
8. Mr. Douglas Katho
9. Mr. Robert Masongo
10. Ms. Nthenya Wayua
11. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Principal Clerk Assistant I
- Principal Procurement Officer
- Building and Maintenance
- Principal Research Officer
- Legal Counsel
- Security Supervisor
- Health Club Manager
- Clerk Assistant III
- Food and beverage Supervisor
- ICT Officer
- Serjeant-At-Arms

**MIN. NO. SCMSF/057/2018:**

**PRELIMINARIES**

The meeting was called to order at 9.30 a.m. and opened with a word of prayer from the Hon. Eng. Thaddeus Nzambia.

**MIN. NO. SCMSF/058/2018:**

**CONSIDERATION OF SECOND REPORT OF THE COMMITTEE ON IMPROVEMENT OF CATERING SERVICES**

The Committee was taken through by the secretariat the draft Second Report on the Improvement of Catering Services.

The Committee observed that, the report was compiled through the various initiatives by the Committee that including - inspection of catering facilities; Views of Members in the House during the re-constitution of the Committee and constitution of the Parliamentary Service Commission on 21<sup>st</sup> and 22<sup>nd</sup> February 2018 respectively, as contained in the respective Hansard Reports; lessons learnt during a benchmarking tour to the Parliament of United Kingdom and Northern Ireland Assembly; and, submissions on the challenges affecting performance of the Catering unit from the Director General and senior management of the Catering Unit.

The Committee made observed that:

- (a) the Procurement Unit is not involved in the procurement of supplies to the parliamentary restaurant, save for the generation of a list of prequalified suppliers. apparently, procurement is done solely by the Catering Manager;
- (b) the Catering Unit has a lot of pending bills because the resources generated through the self-revolving catering fund were not adequate to pay all suppliers;
- (c) there is poor documentation and lack of accountable documents which made it difficult to pay catering service suppliers in time;
- (d) there is a Catering Fund managed by the Senior Deputy Clerk (SDC) Senate, Deputy Director Accounts department, the Catering Manager and an HR Officer. The catering Fund officials are not always available to support the catering Manager to efficiently administer the fund;
- (e) the Catering Unit does not maintain books of accounts, and was not therefore able to determine whether it is making losses or profits as compared to the staff canteen where dividends are recorded every year;
- (f) the Members restaurant has staff strength of 82 for a workload of 418 Members of Parliament. It is not possible to tell the skills set combination because a skills audit is yet to be done; and,
- (g) the restaurant books of account have not been audited for the last 6 years.

In light of the above, the committee took the view that:

1. In order to improve catering services, it is necessary for PSC to consider urgently facilitating the renovation of the Member's restaurant including floor sanding, repainting, and repairs of chairs and procurement of new table clothes;
2. For ease of future audits, it is important for the PSC to immediately deploy a qualified accountant to the catering unit;
3. The PSC Audit Department should be mandated to carry out regular audits of the Canteen;
4. Standard Uniforms to be designed for the Canteen staff to be worn at all times;
5. A catering information system for control purposes need to be put in place;
6. Procurement processes for the Catering Department should be centralized and an e-procurement system be put in place to manage canteen procurement and accounting; and,



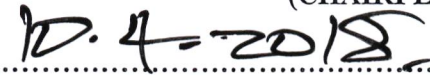
7. Catering Management Committee to be established to be composed of Members of Parliament and senior staff of Parliament for proper management of the canteen funds.

The meeting resolved that the Catering Manager and the Director General of the Parliamentary Joint Services do appear before the Committee on 12<sup>th</sup> April, to address the issues contained herein. Further, the Committee resolved to meet with the Committee of the Commission Members' Welfare on the same issues.

**MIN. NO. SCMSF/059/2018:      ADJOURNMENT**

The meeting adjourned at 1.30 p.m. The next meeting was scheduled for the same day at 2.30 PM.

SIGNED..........  
(CHAIRPERSON)

DATE..........

**MINUTES OF THE 14<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES HELD IN THE MINI-CHAMBER, COUNTY HALL ON TUESDAY, 27<sup>TH</sup> MARCH, 2018 AT 12.30PM**

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**PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P - Chairperson
2. The Hon. Janet Nangabo Wanyama, MP
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Rigathi Gachagua, MP
5. The Hon. Elisha Odhiambo, MP
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Samwel Moroto Chumel, MP
8. The Hon. Silas Kipkoech Tiren, MP
9. The Hon. Catherine Wambilyanga, MP
10. The Hon. Florence Chepngetich Koskey, MP
11. The Hon. Charity Kathambi Chepkwony, MP
12. The Hon. Rehema Hassan, MP
13. The Hon. Elsie Muhanda, MP

**APOLOGY**

1. The Hon. Catherine Waruguru, MP - Vice Chairperson
2. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. John Mutega
2. Dr. Kefa Omoti
3. Mr. Douglas Katho
4. Mr. Abdi Salat
5. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Principal Clerk Assistant I
- Principal Research Officer
- Clerk Assistant III
- Senior Serjeant-At-Arms
- Serjeant-At-Arms

**MIN. NO. 052/2018:**

**PRELIMINARIES**

The meeting was called to order at 12.00p.m. and commenced with a word of prayer by the Hon. Ezekiel Machogu Ombaki, MP, the Chairperson of the Committee.

The Committee resolved to divide itself into two groups with one group undertaking inspection of facilities in the County Hall Building and the Kenya International Convention Centre (KICC) and to be led by the Hon. Samuel Moroto, MP and the other group inspecting facilities in the Protection House and Harambee Sacco Plaza and to be led by the Hon. Ezekiel Machogu, MP.

**MIN.NO. 053/2018:**

**INSPECTION TOUR OF THE COUNTY HALL AND KICC FACILITIES.**

Following inspection of facilities in the County Hall and the KICC Buildings, the Committee observed the following:

## 1. County Hall Building

- (a) The offices at County Hall are reserved for Parliamentary Service Commissioners.
- (b) The standard of workmanship in the offices was of high quality and they are all standard. However some of the office walls have cracks and they need an assessment to ascertain that they do not pose danger to the users. Some of the walling's are dirty and needs repainting.
- (c) The toilets were well cleaned up.
- (d) The County Hall building needs a Kitchen to take care of the personnel housed in the building.
- (e) The Commission/Meeting rooms were adequately equipped with iPads.
- (f) The Commission/Meeting rooms need an air condition regulator to offer comfort to throughout.
- (g) The curtains are worn out and they are of low quality as well as they need to be replaced.

## 2. Kenya International Convention Centre

- (a) The offices of Members of National Assembly in KICC need to be painted as they look very desolate.
- (b) The KICC building also houses EALA and there is therefore a need to ascertain whose responsibility it is to provide EALA Members with offices.
- (c) There is a big discrepancy in the allocation of offices where some members have very big offices compared to others.
- (d) The lighting systems generally in the offices at KICC are not adequate and they need to be fixed.
- (e) The internet services in the building are very unreliable.
- (f) The offices are not labeled and make it difficult to access since they are public offices.
- (g) The ventilations in the offices are not adequate and there is need to re-work the partitions to make the offices well ventilated.
- (h) The roofing of the offices in the KICC buildings are very archaic and there is need to put up modern ceilings.
- (i) Most of the sockets and bulbs in the building are either hanging off or does not function.
- (j) Most of the offices do not have adequate furniture and office equipment.
- (k) Members with disabilities face challenges in accessing the bathrooms.
- (l) KICC building has no cleaning services and the members' staff clean their own offices since the contract of the company that has been providing the cleaning services had expired and has not been renewed.
- (m) There is need to consider the partitioning of the offices to be able to allow for some privacy especially a waiting area for the persons who wish to have meetings with the Members of Parliament.

MIN. NO. 054/2018:

### INSPECTION TOUR OF THE PROTECTION HOUSE AND HARAMBEE HOUSE FACILITIES

The Committee undertook inspection of the facilities in the Protection House and Harambee SACCO Plaza and observed the following:

**1. Protection House Building**

- (a) The meetings rooms are not sound proof and therefore not very conducive for meetings.
- (b) Most of the sockets and bulbs in the building are either hanging off or do not function.
- (c) The toilet facilities on almost all the floors are non-functional and those that are functional emit a bad odor.
- (d) The committee meeting rooms are not well furnished with chairs and audio recording facilities.

**2. Harambee Sacco Plaza Building**

- (a) Most of the Committee Chairpersons are accommodated in Harambee Plaza.
- (b) The meeting rooms are not sound proof and not very conducive for meetings. If most of the Committee rooms were to be rehabilitated and equipped with furniture and audio recording, they would ease the pressure on scarcity of committee rooms in the National Assembly.
- (c) The electrical works need rehabilitation.
- (d) The toilet facilities are in deplorable state.
- (e) There are no curtains in most of the offices and it is very unconducive to work in certain offices especially in the afternoon.
- (f) The toilets are not well cleaned.
- (g) The Building houses private offices and clearance of visitors on the ground floor is not well management and thus poses a big security risk to Members.

**Way Forward**

Members resolved that the above issues form part for the material of the report of the Committee on improvement of facilities.


**MIN.NO. 055/2018:                    ANY OTHER BUSINESS**

**Retreat of the Committee**

The Chairperson then informed the Committee that a retreat of the Committee had been scheduled from 2<sup>nd</sup> to 5<sup>th</sup> April, 2018 in Naivasha. The Committee observed that some of its Members will be in South Coast during the period and resolved that the venue of the Committee's retreat be changed from Naivasha to South Coast.

**MIN.NO. 056/2018:                    ADJOURNMENT**

The Chairperson adjourned the meeting at 2.10p.m. The next meeting shall be held on Tuesday, 3<sup>rd</sup> April, 2018.

SIGNED.....  
(CHAIRPERSON)

DATE.....10-4-2018.....



**MINUTES OF THE 13<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE CONTINENTAL HOUSE, CAFETERIA ON 7<sup>TH</sup> FLOOR, TUESDAY, 20<sup>TH</sup> MARCH, 2018 AT 12.30PM**

**MEMBERS PRESENT**

1. The Hon. Ezekiel Machogu Ombaki, M.P. -Chairperson
2. The Hon. Janet Nangabo Wanyama, M.P.
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Rigathi Gachagua, M.P.
5. The Hon. Elisha Odhiambo, MP
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Samwel Moroto Chumel, M.P.
8. The Hon. Silas Kipkoech Tiren, M.P.
9. The Hon. Catherine Wambilyanga, MP
10. The Hon. Charity Kathambi Chepkwony, M.P.
11. The Hon. Elsie Muhanda, MP

**APOLOGY**

1. The Hon. Catherine Waruguru, M.P. -Vice Chairperson
2. The Hon. Rehema Hassan, M.P.
3. The Hon. Florence Chepngetich Koskey, M.P.
4. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

**NATIONAL ASSEMBLY**

- |                               |  |
|-------------------------------|--|
| 1. Mr. Clement Nyandiere      | - Director General, Parliamentary Joint Services |
| 2. Mr. Douglas Ng'ang'a       | - Director, Administration Services              |
| 3. Maj.(Rtd) Benard Masinde   | - Deputy Serjeant-At-Arms                        |
| 4. Maj. (Rtd). Kirungu Majiba | - Ag. Chief Security Officer                     |
| 5. Mr. Paul Gachigua          | - Manager, Catering                              |
| 6. Mr. Sylvester Ocholla      | - Manager, Health Club                           |
| 7. Mr. Douglas Katho          | - Clerk Assistant III                            |
| 8. Mr. Clara Kimeli           | - Legal Counsel I                                |
| 9. Ms. Zainabu Wario          | - Serjeant-At-Arms                               |
| 10. Ms. Martha Mwhiki Chege   | - Maintenance Office                             |

**MIN. NO. 047/2018:**

**PRELIMINARIES**

The meeting was called to order at 12.30p.m. and commenced with a word of prayer from the Hon. Ezekiel Machogu Ombaki, M.P, Chairperson of the Committee.

The Chairperson informed the members that a delegation of the Committee had travelled to the United Kingdom and Northern Ireland on a study tour and that a report was being prepared and would be shared with Members of the Committee for learning purposes and thereafter tabled in the house for adoption..

**MIN. NO. 048/2018:**                    **INSPECTION TOUR OF THE CONTINENTAL HOUSE FACILITIES AT THE CAFETERIA**

The Committee was taken through the Cafeteria facilities within the Continental House. The Committee observed the following regarding the state of the facilities therein:-

- (a) Some of the electrical fittings in the kitchen are faulty and pose danger to the users due to poor workmanship and water leakage into the open electrical wirings;
- (b) the toilets were not well cleaned and there was stench coming from the toilets;
- (c) the kitchen needed an air condition regulator to offer comfort to the kitchen staff while preparing meals;
- (d) staff uniforms need replacement;
- (e) the Cafeteria needs to be re-arranged by placing tented shades on the outside terrace of the seventh floor to accommodate more Members;
- (f) some of the walls have cracks and water was leaking into the offices of most Members of Parliament and to gymnasium in the basement;
- (g) the ceiling boards are worn out and need repair;
- (h) the toilet bowls are not properly fixed on the toilet floor and need fastening;
- (i) most of the toilets have got no latches and some doors are not functioning properly; and,
- (j) the water tank on the seventh floor needs to be relocated to avoid the spillage of water into the gymnasium area.

**MIN. NO. 049/2018:**                    **INSPECTION TOUR OF THE CONTINENTAL HOUSE FACILITIES AT THE GYMNASIUM**

The Committee was taken through the gymnasium facilities within the Continental House and observed the following:

- (a) the showers at the ladies are very old and cannot function properly and therefore they need to be replaced;
- (b) the lockers on the ladies side are not adequate for all the Members;
- (c) the leaking water from the waste bin at the seventh floor of the Continental House finds its way into the basement at the gymnasium and mixes up with the bathing water in the bathrooms. This has been going on for about 10 years now.
- (d) there were a lot of dysfunctional items within the gymnasium area that need to be disposed by the Disposal Committee;
- (e) the contractors on site should be asked to do a better job and full payments should only be done when the job has been completed to satisfaction;
- (f) some of the gym equipment needs urgent repair and a maintenance contract should be entered into to ensure uninterrupted operations at the health club;
- (g) the showers are falling apart and need replacement;

- (h) the toilets have no privacy;
- (i) most of the electrical installations e.g. sockets and bulbs in the building are either hanging off or do not function; and,
- (j) the gymnasium staff whose contracts have expired have not been renewed.

**Way-Forward**

The issues raised during the inspection of the facilities within the Continental House to be incorporated in the Report of the Committee on Facilities

MIN.NO. 050/2018:            ANY OTHER BUSINESS

**Utensils in the Catering Department**

The Committee was informed that Parliament has only a total of 80 cups and does not have the capacity to service all the Committees if the meetings are running at the same time.

MIN.NO. 051/2018:            ADJOURNMENT

The meeting adjourned at 2.00 p.m.

SIGNED.....  
(CHAIRPERSON)

DATE.....10.4.2018.....



**MINUTES OF THE 12<sup>TH</sup> SITTING OF THE SELECT COMMITTEE ON MEMBERS' SERVICES AND FACILITIES HELD IN THE VIP MEMBERS LOUNGE, MAIN PARLIAMENT BUILDINGS ON THURSDAY, 15<sup>TH</sup> MARCH, 2018 AT 12.30PM**

**PRESENT**

1. The Hon. Catherine Waruguru, MP -Vice Chairperson (Chairing)
2. The Hon. Samwel Moroto Chumel, MP
3. The Hon. Silas Kipkoech Tiren, MP
4. The Hon. Catherine Wambilyanga, MP
5. The Hon. Charity Kathambi Chepkwony, MP
6. The Hon. Elsie Muhanda, MP

**APOLOGY**

1. The Hon. Ezekiel Machogu Ombaki, MP -Chairperson
2. The Hon. Janet Nangabo Wanyama, MP
3. The Hon. Christopher Wangaya Aseka, MP
4. The Hon. Elisha Odhiambo, MP
5. The Hon. Rigathi Gachagua, MP
6. The Hon. Eng. Nzambia Thuddeus Kithua, MP
7. The Hon. Rehema Hassan, MP
8. The Hon. Florence Chepngetich Koskey, MP
9. The Hon. Aisha Jumwa Katana, MP

**IN ATTENDANCE**

1. Mr. Douglas Katho
2. Mr. Robert Masongo
3. Ms. Zainabu Wario

**NATIONAL ASSEMBLY**

- Clerk Assistant III
- Deputy Manager, Catering Services
- Serjeant-At-Arms

**MIN. NO. 041/2018:**

**PRELIMINARIES**

The sitting's proceedings commenced with a word of prayer by the Hon. Catherine Wambilyanga, MP.

**MIN. NO. 042/2018:**

**CONFIRMATION OF MINUTES OF PREVIOUS MEETINGS**

The minutes of the 10<sup>th</sup> sitting held on 22<sup>nd</sup> February, 2018 was confirmed as a true record of the deliberations of the meeting after being proposed by the Hon. Samuel Moroto, MP and seconded by Hon. Charity Kathambi, MP.

The minutes of the 11<sup>th</sup> sitting held on 28<sup>th</sup> February, 2018 was confirmed as a true record of the deliberations of the meeting on after being proposed by the Hon. Catherine Waruguru and seconded by Hon. Catherine Wambilyanga, MP.

**MIN. NO. 043/2018:**

**DELIBERATIONS ON OUTSOURCING CLEANING SERVICES FOR THE NATIONAL ASSEMBLY**

The Committee deferred this agenda till a later date when the Committee shall have been briefed accordingly regarding the current state of the cleaning services.



MIN.NO. 044/2018:

REVIEW OF THE COMMITTEE WORK PLAN AND  
PROGRAMME OF ACTIVITIES.

The Committee reviewed the workplan and the programme of activities. The meeting resolved to conclude on the inspection tours of Parliament buildings as an urgent matter.

To that end, having inspected the Main Buildings Catering Unit in early February; the meeting resolved to undertake inspection tour at the Continental House next Tuesday, 20<sup>th</sup> March, 2018 and thereafter the remaining buildings on Thursday, 22<sup>nd</sup> February, 2018.

The meeting further resolved to carry out inspection of the Centre for Parliamentary Studies and Training (CPST) at a date to be confirmed.

The meeting however resolved to undertake a workshop to develop reports on the inspections visits and other views collected from Members of Parliament on the services and facilities extended to them. The meeting resolved that the senior staff of various departments that have a bearing on members' services and facilities to accompany the members as part of the report writing team as their input is indispensable. The workshop was proposed from 2<sup>nd</sup> to 5<sup>th</sup> April, 2018.

MIN.NO. 045/2018:

ANY OTHER BUSINESS

**Capacity Building/Study Tours**

The meeting thanked the Clerk of the National Assembly for approving and facilitating the Committee's request to undertake study tours abroad. The Committee noted that a delegation of six Members of the Committee were on the study tour to the United Kingdom and Northern Ireland from 12<sup>th</sup> to 16<sup>th</sup> March, 2018.

The Committee was also informed that there are two other delegations that are expected to travel to New Zealand and India in due course. The Committee called the secretariat to follow up on the visits.

MIN.NO. 046/2018:

ADJOURNMENT

The Chairperson adjourned the meeting at 1.30p.m.

SIGNED.....

(CHAIRPERSON)

DATE.....10.4.2018.....

10<sup>th</sup> April, 2018

**SELECT COMMITTEE ON MEMBERS SERVICES AND FACILITIES MEETING**

The Clerk of the National Assembly presents his compliments to Members of the Select Committee on Members' Services and Facilities and has the honor to inform them that a **Sitting of the Committee will be held on Tuesday 10th April, 2018 in the CPA, Main Parliament Buildings at 12.00PM**

**AGENDA**

1. Prayers
2. Preliminaries/ Introductions
3. Communication from the Chair
4. **Confirmation of Minutes of the Previous Sittings**
5. **Matters Arising**
6. Bills: Nil
7. Petitions: Nil
8. Papers
9. Statements (Personal Statements)
10. Motions - Nil
11. **Consideration of Pending Business before the Committee**
12. Any Other Business
13. Adjournment and Date of the Next Sitting

**Copies to:-**

1. The Hon. Ezekiel Machogu Ombaki, M.P. **Chairperson**
2. The Hon. Catherine Waruguru, M.P. **Vice Chairperson**
3. The Hon. Samwel Moroto Chumel, M.P.
4. The Hon. Janet Nangabo Wanyama, M.P.
5. The Hon. Aisha Jumwa Katana, MP
6. The Hon. Catherine Wambilyanga, MP
7. The Hon. Charity Kathambi Chepkwony, M.P.
8. The Hon. Christopher Wangaya Aseka, MP
9. The Hon. Elisha Odhiambo, MP
10. The Hon. Elsie Muhanda, MP
11. The Hon. Florence Chepngetich Koskey, M.P.
12. The Hon. Rehema Hassan, M.P.
13. The Hon. Rigathi Gachagua, M.P.
14. The Hon. Silas Kipkoech Tiren, M.P.
15. The Hon. Eng. Nzambia Thuddeus Kithua, MP

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The Sergeant-at-Arms to reserve CPA, Main Parliament at 12.00 PM.

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