



House of
Commons

Dissolution Guidance Members' staff

October 2019

Members' staff dissolution guidance

A message from the Electoral Commission

The Electoral Commission provides advice and guidance for election candidates, and also monitors candidates' compliance with the financial rules. Following the UK Parliament's decision to call a General Election, the Commission will make available comprehensive guidance for candidates and agents, covering the entire process of standing for election, including the rules about candidates' election expenses and donations, which will all be available to download on the Commission's website: electoralcommission.org.uk.

If you have any questions on the financial rules applying to candidates, contact the Commission on **020 7271 0616** or by email pef@electoralcommission.org.uk.

For any other queries call **020 7271 0500** or email info@electoralcommission.org.uk.

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Introduction

Members' staff

This booklet is written for you as someone who works for a Member of Parliament. It provides information to guide you in the run-up to the General Election and especially during the period when Parliament is dissolved, when there are no Members of Parliament. It also provides guidance on what the dissolution of Parliament means for your Member, as in many cases you might manage the transition for them or will still need to work on urgent casework.

This booklet is divided into three sections. Part 1 provides information for all Members' staff. Part 2 provides information for staff of Members not standing at the General Election. Part 3 provides further information for staff of Members not returned at the General Election. A checklist of actions you may want to consider is provided in Annex C.

Dissolution is the official term for the end of a Parliament. Electoral timetables will be available as soon as an election is called.

Parliament dissolves at 12.01am on the day of dissolution. From that time your Member may not use the title 'Member of Parliament'. Neither you, nor your Member, may use related branding such as the Crowned Portcullis image or headed paper.

Parliament itself is not in existence during the dissolution period, so its activities are limited. Therefore, from 12.01am on the day of dissolution some of the facilities that the House provides during a Parliament will not be available. Some others remain available for a limited period. Further details are provided throughout this guidance booklet.

If your Member is standing at the General Election, your security pass and that of your Member's spouse or partner will be deactivated at 11.59pm on the day of dissolution.

If your Member is standing down at the General Election, your security pass will allow you access to the Estate until 11.59pm five working days after dissolution, to give you time to clear your Member's office.

If your Member loses their seat, you will have five working days after Polling Day to access the Estate, until 11.59pm on the 19th December.

If you are based in the constituency, we know that urgent and/or pressing casework does not disappear. This guide therefore outlines the rules on access to network and email accounts.

There are a number of rules in place to avoid the risk of incumbency advantage. Please ensure you comply with the guidance provided in this booklet. A guiding principle which applies now, and everyone should continue to observe during the dissolution period, is that House and the Independent Parliamentary Standards Authority (IPSA)-funded resources may be used only for the purpose of carrying out parliamentary functions (e.g. urgent casework). While you may campaign during the dissolution period, you may not do so during paid work time. Please see the FAQs section for full guidance.

We realise that this is an uncertain and possibly stressful time. This booklet, and two related guides (for Members who are standing at the Election and those who are standing down), describe the House facilities that remain available to help you. They also outline, among other things, Members' contractual and legal responsibilities to you, their staff, as employees. These booklets are available online at intranet.parliament.uk/dissolution.

Key contacts for general help and signposting

Switchboard

020 7219 3000

Digital Support Desk

020 7219 2001

digitalsupportdesk@parliament.uk

Service Delivery (your office)

020 7219 4226

inhouseservicecentre@parliament.uk

Parliamentary Security Department

020 7219 2244

psdenquiries@parliament.uk

Maintenance Team Help Desk (maintenance and cleaning)

020 7219 4747

Members' HR Advice Service

020 7219 2080

membershr@parliament.uk

Members' staff HR Service:

020 7219 0555

membersstaff.hr@parliament.uk

Serjeant at Arms

020 7219 3030

saaenquiries@parliament.uk

Independent Parliamentary Standards Authority (IPSA)

020 7811 6400

info@theipsa.org.uk

Dissolution hotline

020 7219 5111

dissolutionguidance@parliament.uk

Feedback with any compliments, complaints and comments:

feedback@parliament.uk

parliament.uk/feedback

Members' Support Officer (data protection advice)

020 7219 2580

HR advice, support and wellbeing

The Members' HR Advice Service will be available during dissolution to former MPs and their proxies, providing they have written (which includes email) authorisation to act on your behalf.

Contact Members' HR Advice Service on **020 7219 2080** or membershr@parliament.uk.

The HR Support Service for Members' and Peers' Staff is an independent service that can provide impartial advice to Members Staff on a range of employment issues.

They can be contacted on **0800 7569814** or employeesupport@croner.co.uk.

Further information on their services is provided in Part 2.

The independent confidential helpline run by Health Assured remains open for your use throughout the dissolution period on **0800 030 5182**.

The Independent Bullying & Harassment Reporting Helpline remains open on **0800 028 2439** or via email on disclosure@healthassured.co.uk.

The Independent Sexual Misconduct Advisory Service (ISMA Service) will remain available via the helpline on **0800 1124 318** or via email on isma@solacehub.org. This is a free, independent and confidential support line for those who have experienced sexual misconduct/harassment.

Part 1

**Information for
all Members' staff**

Use of the title 'Member of Parliament'

During the period when Parliament is dissolved before a General Election there are no Members of Parliament. Consequently, your Member may not use that title during this period, which starts from 12.01am on the day of dissolution. Similarly, you must not be doing anything that implies they are still a Member of Parliament. House of Commons branding such as the Portcullis cannot be used in this period, and you should also consider your Member's and the whole team's online presence. This applies to teams both at Westminster and in the constituency.

Because we know that urgent casework does not go away, we maintain access to network accounts, email access, and stored files and data during the dissolution period. It is ultimately your Member's responsibility to ensure that you use these services for parliamentary purposes only, such as urgent constituency casework.

You may decide that constituency casework is urgent if it cannot wait until after the election and you are happy to handle it. If new casework is urgent (such as social welfare or safeguarding cases) and the person asking for your assistance is made aware that your Member is no longer an MP, it may be proper for you to take it on during the dissolution period. You may also have ongoing cases that have deadlines for appeals coming up, for example, which cannot be put on hold. Ultimately this is for your Member's judgement, but you should not give the impression that you work for a Member of Parliament.

You should never use your parliamentary network or email accounts for political or campaigning purposes. If your Member is attending pre-arranged events during the dissolution period, please note they should not be identified as a sitting Member of Parliament as part of the event.

Stationery and correspondence

You may not use House emblems, House stationery and pre-paid envelopes during the period of dissolution; this includes any use for casework undertaken during the period. In correspondence, including emails, and email signatures and footers, you should not refer to your employer as a Member, or add either the title Member of Parliament or the address of the House of Commons during dissolution (until the day after Polling Day, if your Member is returned).

As you must not refer to yourself as a member of staff working for a Member of Parliament during dissolution, you should change your email signature to reflect this, including the removal of the Portcullis image.

You may make arrangements with the Postmaster on **020 7219 4639** for your Member's post either to be held for collection in the Members' lobby counter or forwarded to a nominated external address for the duration of the dissolution period.

Online presence

Your Member's online presences (such as Facebook, Twitter, etc.) must bear a clear disclaimer throughout the dissolution period which makes it clear that your Member is not currently a Member of Parliament. The disclaimer should say (or words to this effect):

"I'm not currently an MP, as Parliament has been dissolved until after the General Election"; or

"I am no longer a Member of Parliament, as Parliament has been dissolved and I am not seeking re-election".

This will also apply to you if you operate social media accounts linked to your work for a Member. If your Member is claiming or has claimed for costs relating to their website from IPSA – such as website development or hosting fees – they must not use the website for campaigning purposes.

Domain names, email addresses and other online accounts

Domain names, email addresses and online accounts referring to MPs should not use a website, non-parliamentary email address or online account during dissolution if it suggests they are currently an MP. Any website that contains a URL referring to an MP (e.g. johnpeekmp.co.uk) should be frozen. No content should be added except the disclaimer, contact details and/or a link to an alternative web site.

If your Member is standing, social media presences do not need to be renamed, however they must bear a disclaimer as described above. If your Member is standing down, any social media and parliamentary email accounts referring to them as an MP must be changed.

Members' parliamentary biography pages will be updated with information about the status of Members on the parliamentary website on the day of dissolution.

Casework and data protection

We recognise that you and your teams in the constituency may need to continue to deal with urgent constituency casework during a dissolution period. You may continue to do so in limited circumstances but you must ensure that your correspondence does not give the impression that you work for a Member of Parliament. You should not use official stationery or pre-paid envelopes. You should also remove any references from email footers and signatures.

What does urgent mean?

You may decide new casework is urgent if it cannot wait until after the election (such as emergency social welfare or safeguarding cases). You may also have ongoing cases that have deadlines for appeals coming up, for example, which cannot be put on hold. If you are sure it cannot wait, and the person asking for your assistance is made aware that you are not a Member of Parliament, or working for a Member of Parliament, it may be proper for you to take it on.

Ultimately this is for your MP's judgement, acting as the controller of the personal data. You should never use your parliamentary network or email accounts for political or campaigning purposes.

Caseworker hotlines

Member hotlines generally remain open throughout the dissolution period and are able to provide some level of advice. Support can be provided for urgent casework (time sensitive issues that cannot wait until after the Election), though responses in some cases will be provided directly to the constituent. Where personal or special category data is provided, authorisation from the constituent is likely to be required before a response can be provided. You should contact the service provider first however as the levels of support they are able to offer may differ during dissolution periods from their normal service.

For Members standing down: If you use caseworker software that is reliant on the parliamentary network, your access will be removed after one month starting four days after Polling Day.

For Members standing: If you use caseworker software that is reliant on the parliamentary network, you will continue to have access to this throughout the dissolution period. Members not returned will have their access suspended in line with the suspension of their parliamentary account.

Please speak to your casework software provider if you are not sure and discuss transferring any data that you require to another secure solution. Externally-hosted (e.g. cloud-based) casework software will not be affected.

Data protection

There are no Members of Parliament during the dissolution period. Following the General Election, those who are re-elected become Members once again. You may need to continue with urgent constituency casework during a dissolution period, but correspondence must not give the impression you work for a Member of Parliament.

When your Member ceases to be an MP following dissolution, the proper disposal and handling of casework and records must be carefully considered. This includes electronic as well as hard copy information. The provisions of the EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA) will apply to each Member acting as the controller of this information even when they cease to be a Member, so they should ensure they are aware of their obligations in relation to data protection law.

Your Member will continue to hold personal data and control any decisions over it following dissolution. They should therefore continue to act as a controller, and abide by GDPR and DPA data protection legislation.¹ This continues to be the case if they are not returned.

¹ There is no caselaw on this issue and it has not been tested by the Information Commissioner's Office or the courts. The decision of the ICO in relation to this issue will be final and will be made on a case by case basis.

In regard to casework, you may well decide that the lawful basis for processing personal data is more restricted during the dissolution period. As noted above, however, you may decide to take on urgent constituency casework. In these circumstances, the DPA enables your Member, acting as the controller, to process sensitive personal data (“special category data” as defined in GDPR) where necessary as an “elected representative” until the end of the fourth day after the General Election. This authority depends on the individuals concerned being content for the Member to continue acting on their behalf. If in doubt, their agreement should be sought.

You should note that this authority also depends on the processing being necessary. You may well decide, therefore, that an urgent social welfare or safeguarding case falls within the scope of this provision, whereas a non-urgent issue may not.

By law, the Parliamentary and Health Service Ombudsman cannot accept any new requests to investigate complaints about government or other public organisations which are sent to the Ombudsman during the period when Parliament is dissolved.

However, the Ombudsman has developed procedures to minimise the impact this has on constituency casework. New complaints about the NHS in England are not affected as the Ombudsman will continue to accept these while Parliament is dissolved. If you need any advice, please call the Ombudsman’s MP helpline on 0300 061 4953 or email MP@ombudsman.org.uk.

Appropriate measures should be taken to ensure that records containing personal data are securely destroyed.

For further advice, you can access guidance on the internet: parliament.uk/site-information/data-protection/commons-data-protection-information/.

Parliamentary digital services

The following sections provide guidance on the use of parliamentary digital services for parliamentary purposes during dissolution.

As is always the case, parliamentary systems must never be used for regulated political activities under any circumstances, and this includes election campaigning. If you wish to use loaned ICT equipment provided by Parliament for such purposes, these will need to be paid for and declared as an election expense.

For security and data protection reasons, it is recommended that you continue to use parliamentary systems for any urgent parliamentary constituency casework involving sensitive personal data. Your Member has been advised not to transfer sensitive personal data from parliamentary systems onto other systems unless they are confident that they are capable of transferring that data securely in line with their legal responsibilities, and that the other systems they intend to use are likewise suitably secure. You are strongly discouraged from using free online email and document storage solutions for processing any sensitive data.

Further guidance about your Member's obligations to secure personal data can be found on the ICO's website, ico.org.uk.

If you use caseworker software that is reliant on the parliamentary network, and your Member is not standing, then you will be affected when your parliamentary network account is closed (one month starting four days after Polling Day), if your Member is standing down. Please speak to your casework system provider as soon as possible if you are not sure, and to discuss transferring any data that you require. Externally-hosted (e.g. cloud-based) casework software will not be affected.

Access to Parliamentary Digital Service (PDS) network accounts

Your parliamentary network account, including remote access, email access, and access to stored files and data for yourself and your staff, will remain available during dissolution for all Members' staff, including staff of Members standing for re-election.

The Digital Service will be applying an Out of Office message to your Members' email account with effect from 5pm on 6th November, which must remain in

place until following dissolution. This will overwrite any existing Out of Office message your Member already has applied. Should you wish to, you can add to this Out of Office message to include supplementary information about how to contact you during dissolution. If you choose to do this, you must not edit the default text supplied by PDS. If you have your own auto-response message set up, you must also disable or edit this in line with the guidance provided.

“Parliament has now been dissolved until the General Election. Therefore there are currently no Members of Parliament. Incoming emails to this account may be received and read, however this email address is only being used to respond to urgent constituency case work.”

Please note that a disclaimer with the same wording as the Out of Office is added at the point the message is sent, so your Member will not be able to see it while you are composing the message.

If your Member is standing down, your parliamentary network and email accounts will be kept active for one month starting four days after Polling Day. You and your

Member are responsible for ensuring that you use these services for parliamentary purposes only, such as urgent/pressing constituency casework.

Equipment

No loan machine provided by the House for parliamentary purposes may be used for party political purposes unless the appropriate rental is paid.

Rental of House-provided equipment and services for non-parliamentary purposes by Members seeking re-election

House- and IPSA-provided equipment and broadband must not be used for campaigning purposes, unless a hire charge is paid. Should your Member wish to use parliamentary provided equipment and/or broadband services for non-parliamentary purposes during dissolution, a flat fee is payable the House of Commons to cover all services. The fee should be paid as soon as your Member has taken the decision to use the machines for non-parliamentary purposes. All payments must be received by the deadline for submission of election expenses.

Members who wish to make a payment in respect of the use of House-provided equipment and broadband should contact Central Accounts Receivable Team on hocaccountsreceivable@parliament.uk or **020 7219 6308**.

The payment can be made via electronic transfer of £147 to:

Account name: HOC Administration 2

Account number: 10022317

Sort Code: 60-70-80

The name of the MP, together with the word “dissolution”, should be added to the transfer description. Once payment has been received, a formal confirmation will be sent out for your records. Any queries regarding the administrative or payment processes should be directed to Central Accounts Receivable Team on hocaccountsreceivable@parliament.uk or **020 7219 6308**.

It is each Member’s responsibility to determine if a declaration is required and to ensure that an appropriate payment is made, in accordance with this guidance.

As a general rule, Members and their staff should only remove parliamentary-supplied laptops and iPads from the Estate, as other ICT could be damaged, or issues may arise on setting up the ICT away from Westminster if it is moved. If your Member is content that they move and return the ICT at their own risk and at their own cost, parliamentary-supplied printers and PCs may be removed. House services like Digital and Service Delivery staff cannot help packing, transporting or returning. There will be no Digital Service desk support for setting up or troubleshooting in the constituency. If damaged, Members will be charged replacement costs.

Hire of IPSA funded equipment for non-parliamentary purposes

If you wish to use your IPSA-funded ICT equipment for campaigning activities during dissolution you must pay a fee of £135 to IPSA. This sum must be repaid to IPSA as soon as possible and no later than the day before polling day. The fee may be paid by cheque or BACS payment, accompanied by a repayments form. Parliamentary allowance provided equipment has a purple (or, on some iPads, black) asset tag, and IPSA’s has a yellow asset tag.

Digital service support

Some House services remain available during dissolution. The services of the Digital Support Desk and other Digital Service staff will not generally be available to you during dissolution, apart from assistance with the interpretation of this guidance. Where urgent constituency casework is being conducted and a fault with a House-provided service arises, essential support sufficient to allow the urgent casework to continue will be provided.

Telephones and messages

Telephone calls to external non-parliamentary numbers may not be made from the Parliamentary Estate during the period of dissolution, and telephones may not be diverted to external lines.

Please do ensure that you inform the Digital Service of any cyber-related incidents as soon as possible by calling the Support Desk on **0207 219 2001**.

You are advised to switch off the power to any fax machine before vacating your office, but please leave the telephone and network lines plugged in.

Voice Services (Skype for Business)

You will not have access to your telephone handsets once you have vacated your Westminster office so we recommend changing all call forwarding options to voicemail. You can contact the Digital Support Desk for further advice.

All voicemail messages should be amended as appropriate, e.g. to say that the office is closed, or to make it clear that while your Member is no longer an MP, you are using the office and its facilities to deal with urgent casework etc.

Switchboard messages

The Switchboard will not connect any telephone calls or take any messages for your Member during dissolution. If requested, the Switchboard Supervisor will inform callers of your Member's contact details. This service will be provided for three months; contact the Switchboard Supervisor on **020 7219 6161** to pass on their contact details.

Passes and accommodation in Westminster

Access to your Member's office

Your pass will cease to operate at 11.59pm on the day of dissolution if your Member is standing for re-election, or 11.59pm, five working days after dissolution to clear the office if they are standing down.

You may enter the precincts to collect papers, post and so forth, but you will not be allowed to work in the precincts and your rooms will be locked. You may not make telephone calls or use other facilities on the precincts during the period of dissolution. The same stipulations apply to political advisers.

If you wish to access the Estate after your pass has been deactivated, you should contact the Access team on **020 7219 3030** or email saenquiries@parliament.uk to inquire about this.

As Members are not allowed to work on the Estate during dissolution, their office will be locked. To access the office in the Palace you should contact the Service Delivery on **020 7219 4226** or email inhouseservicecentre@parliament.uk. In the outbuildings, the Service Delivery Managers on duty will open rooms on request.

If your Member is standing for re-election, you may leave personal items in your office, but please be aware that during dissolution surveys or works may take place while the office is empty so please lock everything away and clear the office as much as possible.

If your Member is standing down, your security pass will allow access to the Estate until 11.59pm, five working days after dissolution. This is solely to enable you to collect items and post or to clear their office; you may not work here from the day following dissolution.

You can order boxes, shredding and confidential waste sacks from the helpdesk on **0207 219 4747**. Crates are hired by the House and must not be removed from the Parliamentary Estate. If you would like any advice about moving items from your Westminster office, please contact Service Delivery on inhouseservicecentre@parliament.uk or **0207 219 4226**.

Documents held in Iron Mountain will need to be removed, please call **0207 219 4226** for further advice.

Security advice

Security issues or threats

As ever, in an emergency call 999. Any non-urgent security concerns or threats should be reported to your local police force as usual. Members and Members' staff with any ongoing security or safety concerns should make contact with their Local Borough Commander or Chief Constable in the same way as prior to dissolution.

The Parliamentary Liaison and Investigation Team (PLaIT), in conjunction with the Parliamentary Security Department's Members' Security Support Service (MSSS), will continue to work with local police regarding any existing or new issues or threats.

IPSA-funded security measures in constituency offices and homes

Once Parliament has been dissolved, IPSA and MSSS will assess any ongoing security surveys, work and installations in the lead up to the General Election. IPSA will continue to pay for existing security items or contracts (e.g. lone worker devices, security maintenance/monitoring charges).

If the police identify an urgent security issue and recommend specific security measures, these will be actioned and funded by IPSA.

In the event that a Member stands down or is not re-elected, as with other IPSA-funded services, IPSA will continue to pay for existing security items or contracts during the two-month winding-up period after the General Election. Members will then have the option of taking over the agreement and responsibility for full payment. If a constituency office is to continue to be used by a new Member, please ensure that IPSA and the MSSS are made aware of this as soon as possible following the election.

Other security measures

Issued lone worker devices will continue to work as usual. Please contact the supplier about any urgent issues with your devices during dissolution.

Any Members signed up for redirection of constituency and/or home mail via Parliament for screening will continue to receive this service during dissolution. However, redirection services will cease on the expiry date and may not be renewed during dissolution. Contact the Royal Mail customer service manager on **0207 219 4639** if you need to stop your Member's mail redirection.

During dissolution, new lone worker devices will not be issued and new redirection services may not be set up. However, if the police identify an urgent security issue and recommend these security measures, this will be actioned and funded by Parliament.

Members' Security Support Service (MSSS)

During dissolution, the Members' Security Support Service (MSSS) will continue to provide personal security advice and social media monitoring (if the Member opted in prior to dissolution).

Members and their parliamentary staff can continue to contact the MSSS during dissolution on **0207 219 2244** or safe@parliament.uk during office hours (9am-5pm, Mon-Fri).

As ever, MSSS can only assist with security in connection with parliamentary duties, not with party political activities or campaigning.

House services

Members' HR Advice Service

The Members' HR Advice Service will be available during dissolution to former MPs and their proxies, providing they have written (which includes email) authorisation to act on your behalf. Contact Members' HR Advice Service on **020 7219 2080** or membershr@parliament.uk.

Members' Staff HR Advice Service

The HR Support Service for Members' and Peers' Staff is an independent service that can provide impartial advice to Members Staff on a range of employment issues including redundancy. They can be contacted on **0800 7569814** or employeesupport@croner.co.uk.

Insurance services

The insurance policies for your Member arranged and funded by the House Service will continue to be available during dissolution. Former MPs can continue to submit claims in respect of any losses - or allegations brought against them - that relate to the carrying out of their ongoing constituency or parliamentary duties (e.g. casework, membership of the Council of Europe), and their role as an employer.

The policies are: travel and personal accident; employer and public liability; professional indemnity (including defamation); and employment practices liability.

If you would like further information regarding the administration of the policies during this period, please contact the Members' Hub on **0207 219 6481** or at membershub@parliament.uk.

Library

Library services, including the research service, online newspapers and databases, and the library suite, will not be available to you from dissolution. For this reason, the Library will not accept any new enquiries from 5pm the day before dissolution.

Library staff will use their best endeavours to complete all outstanding work for Members and their staff before this deadline. If you have an outstanding request which is urgent, please tell the Library staff in order to help them prioritise their work.

Where it is not possible to complete a research request before the deadline, re-elected Members will be able to resubmit enquiries after polling day when normal services resume.

As per the Library's Statement of Services, staff cannot assist with election campaigns in any way. This includes research commissioned before dissolution with an obvious electoral focus.

However, all of the Library's research and statistics published before dissolution will remain available to you and your MP on commonslibrary.parliament.uk.

Material on loan to you or your Member from the Library should be returned to the Members' Library no later than 5pm on the day of dissolution, whether or not your Member is standing for re-election. Any items not returned will be counted as missing and may be subject to a replacement charge.

Services will resume as normal on the day after polling day.

Digital support

The Digital Service will be represented in the Customer Services Hub on the ground floor of Portcullis House. The Hub will be open between 9am and 6pm until 13th November. Services will not be available to Members or their staff if the Member is standing for re-election. Digital Service staff will however be available to advise former Members not standing for re-election who are in the process of clearing their desks.

House of Commons Enquiry Service

The House of Commons Enquiry Service will operate as usual on **020 7219 4272**. You may use the service to obtain information about the work of the House of Commons, on the same basis as members of the public.

Parliamentary Recording Unit

The Parliamentary Recording Unit is open throughout the dissolution period. Please contact the Director of Parliamentary Audio/Video on **020 7219 5849** or pru@parliament.uk if you require advice on how broadcasting material may be used in Election literature, party political broadcasts and on your websites.

Vote Office

Members seeking re-election are not entitled to use the Vote Office during the dissolution period. Members standing down may order certain documents by calling **020 7219 3631** or by email vote_office@parliament.uk. The Vote Office is open daily from 8am to 4pm during the dissolution period.

Chamber and committee services

The services of the Committee Office, Table Office and the Public and Private Bill Offices will not be available to you or your Member from dissolution until after Polling Day.

Membership of the UK delegations to international assemblies continues over the period of dissolution. Delegation members will be briefed by the European Section on the implications of the dissolution for their work at the assemblies.

House of Commons Shop

The House of Commons Shop will be closed during the dissolution period. The Jubilee Shop and the Houses of Parliament Shop will be open as usual and will serve you on the same basis as they serve members of the public.

Catering facilities

You may not use the reserved catering facilities during the dissolution period. All functions booked during the period in the name of a Member are automatically cancelled. Functions booked by Members who are returned at the Election will stand from the day following the Election.

Room bookings

Committee and meeting rooms are not available for you to use during dissolution; following Polling Day a number of committee and meeting rooms will be used as decant accommodation for new Members and will not be available immediately.

Gallery tickets and educational parties

All bookings of Admission Order tickets, including the automatic allocation of seats in the Strangers' Gallery, will be cancelled as soon as Parliament is dissolved. Bookings already made for educational parties on days after the House re-assembles will stand. No further bookings for the galleries may be made until after the results of the General Election are known.

Democratic Access tours (formerly 'Members' tours')

Members of the public and school age groups who are already booked on Democratic Access tours during the period of dissolution will still be encouraged to attend. The sponsorship of these will transfer to the Education and Engagement Team. You cannot escort or sponsor anybody on the Visitor Route during the period of dissolution, and you cannot make advance bookings with the Tours Office for Democratic Access tours during the period of dissolution.

Upon return of the House after the Election the Tours Office (**020 7219 3003** or tours@parliament.uk) will notify new Members of constituency groups booked in by their predecessors so that they may decide whether they wish to meet them.

Education tours

The above arrangements do not apply to tours sponsored by the Education and Engagement Team.

Education Centre and community outreach outside of Westminster

School visits via the Education Centre (020 7219 4496 or engage@parliament.uk) will continue during the period of dissolution; although Members will not be invited to speak to these groups during dissolution.

Our school visits programme and community outreach activities off the Parliamentary Estate will continue during the period of dissolution, however Members will not be notified or allowed to speak during a UK Parliament-arranged session during this period.

Exhibitions

All exhibition bookings for the Upper Waiting Hall will be automatically cancelled when Parliament is dissolved. New applications are required for all exhibitions following the Election.

Travel Office

The services of the Travel Office will not be available to you or your Member from 11.59pm on the day of dissolution.

Westminster Gym

If you are a gym member, membership will be suspended for the period of dissolution until the day after Polling Day. Please contact the gym (020 7219 5546) about membership and payments. Members can opt to freeze their membership for up to three months, thereby having no access to any JHT (Jubilee Hall Trust) gym. Written confirmation for this is required. After the freeze period ends, the automatic Direct Debit will start collecting money again - any changes to the membership must be communicated to JHT before the 20th of the month. Please contact Westminster@jubileehalltrust.org for further information and full details. If the membership is left running, members can use Covent Garden or Hampstead gyms. They will also be automatically upgraded to the Health & Fitness UK Network (better.org.uk/centre-locator) which gives them access to Better Gyms countrywide.

Nursery

The nursery will remain open during dissolution and existing arrangements will continue. Passes can be replaced with a special pass which allows access just via the 1 Parliament Street entrance. Normal arrangements regarding nursery passes (e.g. for childminders or spouses/partners) will be maintained. Members and their staff who are registered to use the nursery can talk to the Nursery Liaison Officer on **020 7219 0655** about options available to them if they do not intend to use the nursery during dissolution.

Journalists

The Press Gallery will be closed on dissolution. However, in accordance with previous practice, journalists may work in their offices and use their telephones, but they may not receive any visitors, whether they are those who have previously been Members or others.

FAQs—Working, campaigning, salary and expenses

Can I campaign during the dissolution period?

Yes, but it is important that it is not during paid work time. You can:

- campaign outside your normal working hours (e.g. in the evenings and at weekends);
- take annual leave;
- take unpaid leave;
- use any time off in lieu you've accrued (for example, if you have done overtime for which you have not been paid)

This is because MPs are not allowed to use any taxpayer-funded business costs and expenses, including staff time, travel, and office equipment for any party-political or election campaigning. To do so would be an illegal campaign donation under electoral law.

What work can I do for my MP during the dissolution period?

You may continue to do parliamentary work for your Member of Parliament. The House of Commons has issued detailed guidance on handling casework and other issues relating to work during the dissolution period, which is provided in the section on data protection in Part 1 of this booklet.

You may not campaign for your Member of Parliament, the party or any other candidate on paid IPSA time or using IPSA-funded equipment and accommodation. It is for your Member of Parliament to judge what work you should do, in line with the House of Commons guidance, but you must be careful not to do anything that could be construed as electoral campaigning during your normal working hours.

What happens to my salary during dissolution?

You will be paid your salary as normal during the dissolution period (unless you take unpaid leave), on the last working day of the month. If you are taking unpaid leave, your Member of Parliament will need to tell IPSA in advance and by the payroll deadline (the 15th of the month), so that your salary can be adjusted.

Can I claim travel during dissolution?

Yes, staff will be able to claim as normal during dissolution but only if the travel is for parliamentary purposes. IPSA will not fund any campaign costs.

If you are normally based in Westminster and need to travel to do parliamentary work in the constituency office during dissolution, you can also claim travel and subsistence costs relating to this.

I help my MP manage his or her claims for business costs; what do I need to know about the rules during the dissolution period?

MPs have received their own guidance about what they can and cannot do during dissolution. This can be found on the dissolution guidance page on the intranet.

If you wish to use IPSA-funded IT equipment for campaigning activities during dissolution you must pay a fee of £135 to IPSA. This sum must be repaid to IPSA as soon as possible and no later than the day before polling day. The fee may be paid by cheque or BACS payment accompanied by a repayments form. The fee will count towards candidate spending. You must pay a separate fee for the use of House of Commons funded equipment for campaigning activity.

For the most part, Members can claim as normal for their business costs during the dissolution period; the overriding principle, as ever, is that Members cannot claim for any funds to do with election campaigning. All claims must be for expenditure required to carry out a Member's parliamentary functions and not for any electoral activity.

This means that if Members use their IPSA-funded offices for any activities connected with the election, they may only claim from IPSA that proportion of the rent, utilities and other costs which relate to their parliamentary activity. It is up to the Member to claim the correct amount from IPSA, either by changing the amount claimed by reimbursement, or by making a payment to IPSA of the amount that is not claimable.

If the Member plans to purchase office supplies or equipment which will be used both for parliamentary functions and for campaign purposes, only the proportion which relates to their parliamentary functions may be claimed. Neither the IPSA payment card nor the direct payment options should be used for procuring anything which will be used either wholly or partly for campaign-related purposes. Further guidance is available.

If I work in Westminster, what happens to me during dissolution?

Members of staff who work in Westminster will no longer be able to work there during dissolution. If there is no urgent work for you to do, you may consider taking annual leave. If you are required to carry out parliamentary work, you can either work from home or work from the constituency office.

Part 2

**Information if your
Member is not standing
at the General Election**

Redundancy procedures

Members who are standing down at the Election will be provided with additional information regarding their contractual and legal responsibilities as your employer. Members should follow a fair redundancy process as required by law. They should keep you informed of your employment status and consult with you prior to any redundancies taking effect. They should explain what is likely to happen, how any payments will be calculated and how the office will be wound up, and you should be given an opportunity to contribute views and ask questions. You cannot be paid after the end of the Member's winding up period.

You should be invited to a 1:1 consultation meeting, giving you five working days' notice of the meeting and allowing you to be accompanied by a Trades Union Representative or work colleague. Once consultation has been completed, you will be given a redundancy letter terminating your employment, the timing of which is dependent on your last day of employment and your notice period.

The redundancy letter:

- Gives you formal notice of termination of your contract of employment and your final day of service.
- Sets out your entitlements, including what you can expect to receive in the way of a redundancy payment and how it is calculated.
- Outlines the right to appeal your redundancy.

Notice period

Once you have been given a redundancy letter, you should be given reasonable time off, with pay, to look for other work during your notice period. This time off should be agreed in advance with your employer.

You are normally expected to work until your final day of employment. If, exceptionally, there is no work for you to do, you may be given pay in lieu of notice (known as PILON). In accordance with IPSA's Scheme of MPs' Business Costs and Expenses, Members who have left Parliament after a general election should give their staff notice of redundancy at a point which allows them to wind up their affairs effectively and minimises the cost of pay in-lieu-of-notice to the taxpayer.

Support

For support during this time, the Employee Assistance Programme, managed by Health Assured, can provide confidential support services about both work and personal matters. They can be contacted on **0800 030 5182**. An HR service signposting you to various resources is also available on **0800 7569814** or employeesupport@croner.co.uk.

Pensions

You are advised to contact your stakeholder/personal pension administrator directly for details of your pension options.

IPSA's rules about disposal

The Scheme of MPs' Business Costs and Expenses states that MPs who leave Parliament should make arrangements to dispose of office equipment and furniture purchased with IPSA funds. They may choose to transfer these items to their successor or another MP, or donate equipment to a charity of their choice. If the MP makes a profit from disposing of equipment, they should refund this to IPSA. Any equipment should be disposed of safely and securely, in compliance with the Data Protection legislation.

Digital Services

Access to the parliamentary network and email

Your parliamentary network account, including remote access, email access, and access to stored files and data, will remain active for one month starting four days after Polling Day, after which your network account will be closed.

On this day, an auto-response message and a disclaimer will be applied by the Digital Service to Members' (and their staff's) email accounts, stating that because Parliament has been dissolved, there are no MPs until after the Election.

Equipment

All data should be removed from machines which will be returned to Parliament. Alternatively, you may wish to contact the Information Rights Security team (IRIS) on **020 7219 2580/4296** or iris@parliament.uk; or contact the Information Commissioner's Office: ico.org.uk.

Data removal should be carried out within five working days after dissolution for equipment at Westminster and by the day before Polling Day for equipment at other locations. You should treat any personal information held on any equipment – whether purchased by Parliament, IPSA or privately – about staff, constituents or others, in accordance with the provisions of the EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA). This includes ensuring that personal data is properly deleted from electronic equipment if you no longer have a legitimate reason to hold it.

The software (for example, Microsoft Office suite) that was included with the laptop or PC remains the property of Parliament and, in accordance with the conditions of supply and the terms of the licensing agreement, will need to be removed. Instructions to do this will be supplied by the Digital Service.

Tablet devices

If you have a centrally provided tablet (e.g. and iPad or Galaxy), the SIM which provided mobile data will cease to operate on 12th February. Guidance on how to remove personal data will be provided by the Digital Service after the election.

All centrally provided tablets must be returned to the Digital Service and will be recycled in line with arrangements for other loan equipment.

Digital Service provided broadband

Digital Service-provided broadband will remain in place in constituency offices and Members homes until 12th February when it will be ceased. If the service is in a constituency office and that office is being taken over by the new Member, Digital Service will agree with the incoming Member if they wish us to continue to provide this service. Please note it is not possible to take over services provided by the Digital Service and if a service is required the former Member will need to make their own arrangements for a new service of their choice.

Voice Services (Skype for Business)

You will not have access to your telephone handsets once you have vacated your Westminster office so we recommend changing all call forwarding options to voicemail. You can contact the Digital Support Desk for further advice.

All voicemail messages should be amended as appropriate, e.g. to say that the office is closed, or to make it clear that while your Member is no longer an MP, you are using the office and its facilities to deal with urgent casework etc.

You will have access to voice services until 4.59pm on 16th February in line with your account being disabled. You are strongly recommended to update your voicemail as soon as your MP decides to stand down.

Accommodation in Westminster and other facilities

Please clear any desks or filing cabinets that are allocated to you and all personal belongings as soon as possible. The last day you can do this is five working days after the House is dissolved. This applies even if you are seeking employment with another Member after the General Election. Any paper records stored in your office and remaining after five working days, or when the office has been vacated, will be destroyed. Any personal belongings remaining after this point may also be destroyed.

Please return all locker keys and keys of rooms, desks and filing cabinets to the Hallkeeper's Lodge or to the reception desk in the parliamentary outbuildings. Photo-identity passes and car parking permits should be returned to one of the two Pass Offices, at Black Rod's Garden or Derby Gate, or to your Service Delivery Manager.

After this time, if you wish post to be re-directed please inform the Postmaster on **020 7219 4639**. This service will be provided free of charge for three months. Otherwise it will be redirected to the Member who is returned at the General Election for the same constituency.

Tidying or clearing your Westminster office

You can order boxes and confidential waste sacks from the helpdesk on **020 7219 4747**. If you would like any advice about moving items from your Westminster office, please contact Service Delivery on inhouseservicecentre@parliament.uk or **020 7219 4226**.

Data protection and handling casework and records

There are no Members of Parliament during the dissolution period. Following the General Election, those who are re-elected become Members once again. Although there are no Members during the dissolution period, they will nevertheless continue to hold personal data and control any decisions over it. They should therefore continue to act as a controller, and abide by data protection legislation (EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA)).²

In regard to casework, you may well decide that the lawful basis for processing personal data is more restricted during this period. For example, you may need to continue to deal with urgent constituency casework during a dissolution period that cannot wait until a new Member for your constituency is elected.

In this circumstance, the DPA enables your Member, acting as the controller, to process sensitive personal data (“special category data” as defined in GDPR) where necessary as an “elected representative” until the end of the fourth day after the General Election.

This authority depends on the individuals concerned being content for the Member to continue acting on their behalf. If in doubt, their agreement should be sought.

You should note that this authority also depends on the processing being necessary. You may well decide, therefore, that an urgent social welfare or safeguarding case falls within the scope of this provision, whereas a non-urgent issue may not.

² There is no caselaw on this issue and it has not been tested by the Information Commissioner’s Office or the courts. The decision of the ICO in relation to this issue will be final and will be made on a case by case basis.

Please ensure that your correspondence does not give the impression that you are working for a Member of Parliament. You should not use official stationery or pre-paid envelopes.

When a Member ceases to be a Member of Parliament, the proper disposal and handling of casework and records must be carefully considered. This includes electronic as well as hard copy information. The GDPR and DPA will apply to your Member acting as the controller for this information even when they cease to be a Member, so they should ensure that they are aware of their obligations in relation to this legislation.

For further advice, you can access guidance on the internet: parliament.uk/site-information/data-protection/commons-data-protection-information/.

You may also wish to contact the Information Rights and Information Security team (IRIS) on **020 7219 2580** or iris@parliament.uk. Alternatively, contact details for the Information Commissioner's Office are available at ico.org.uk.

Part 3

**Information if your
Member is not returned
at the General Election**

The House Service understands that if your Member is not returned following the General Election this may be a difficult time and we will try to help you as much as we can. Please appreciate that we also have a duty to provide facilities for those who have been elected.

If your Member is not returned, we will write to them immediately after the Election to give information on how House staff from all departments will be able to help with leaving the House. For a full list of useful contact numbers, please see Annex A.

Redundancy procedures

If your Member is not returned at the Election they will be provided with information regarding their contractual and legal responsibilities as your employer. They should consult with you about your redundancy and follow a fair redundancy procedure. If, exceptionally, there is no work for you to do, you may be given pay in lieu of notice (known as PILON). In accordance with IPSA's Scheme of MPs' Business Costs and Expenses, Members who have left Parliament after a general election should give their staff notice of redundancy at a point which allows them

to wind up their affairs effectively and minimises the cost of pay in-lieu-of-notice to the taxpayer.

When your Member consults with you they should explain what is likely to happen, how any payments to you will be calculated, how the office will be wound up and they should also give you an opportunity to contribute views and ask questions. You are entitled to be accompanied at any formal meetings by a work colleague or a trade union representative. Following this consultation, your Member should give you a redundancy letter. The letter will provide a formal notice of the termination of the contract of your employment, your final day of service and set out your redundancy payment. You cannot be paid after the end of the Member's winding up period.

Pensions

You are advised to contact your stakeholder/ personal pension administrator directly for details of your pension arrangements.

Parliamentary digital and related services

Your network account will remain enabled until 16th January to allow you the opportunity to download any of your own personal records from your account. After this time the accounts will be disabled.

Please remove any data you wish to keep from your parliamentary loan machines by 19th December.

During this time the ex-Member, as your employer, should ensure that any computers purchased with his or her IPSA budgets or personal funds are removed from the Estate. Any personal information held on this equipment about you, your colleagues, constituents or others, must be handled in accordance with the provisions of the DPA. This includes ensuring that personal data is properly deleted from electronic equipment if there is no longer a legitimate reason to hold it.

From the 19th December, the Digital Service will collect ICT equipment on the Parliamentary Estate and make arrangements to collect any centrally provided machines from your home or constituency offices. All remaining data on the equipment will be securely wiped.

The Digital Service will make arrangements so that devices purchased with your Member's IPSA budgets or personal funds can be assigned to them. This process will require restoring such devices to their factory default settings. This will remove any associated parliamentary data and software that was included with the device. The Digital Service will be in touch with further instructions about this process. Alternatively the Digital Service can collect and dispose of these devices for you free of charge.

Digital Service provided broadband

Digital Service provided broadband will remain in place in constituency offices and Members' homes until 12th February when it will be ceased. If the service is in a constituency office and that office is being taken over by the new Member, the Digital Service will agree with the incoming Member if they wish us to continue to provide this service. Please note it is not possible to take over services provided by the Digital Service and if a service is required, the former Member will need to make their own arrangements for a new service of their choice.

IPSA's rules about disposal

The Scheme of MPs' Business Costs and Expenses states that MPs who leave Parliament should make arrangements to dispose of office equipment and furniture purchased with IPSA funds. They may choose to transfer these items to their successor or another MP, or donate equipment to a charity of their choice. If the MP makes a profit from disposing of equipment, they should refund this to IPSA. Any equipment should be disposed of safely and securely, in compliance with the Data Protection legislation.

Prior to the end of the winding up period, the Digital Service will be in touch about the process for restoring factory settings and removing all Parliamentary data and software.

Tablet devices

If you have a centrally provided tablet (e.g. iPad or Galaxy), the SIM which provided mobile data will cease to operate on 12th February. Guidance on how to remove personal data will be provided by the Digital Service after the election.

All centrally provided tablets must be returned to the Digital Service and will be recycled in line with arrangements for other loan equipment.

Telephone services

Voicemail accounts will have been turned off during dissolution but telephones will work as long as your pass remains active.

No messages will be taken for former Members after dissolution, but, if requested, the Switchboard Supervisor will inform callers of their contact details. This service will be provided for three months. The Switchboard Supervisor can be contacted on **020 7219 6161**.

Passes, accommodation in Westminster, and other facilities

Your security pass will allow you access to clear offices on the Parliamentary Estate on the morning after Polling Day until the 19th December a week after the election; your pass will be deactivated at 11.59pm that day, Requests for access after this period and requests for vehicle access should be made to the Access Team on 020 7219 3030 or by email saaenquiries@parliament.uk.

In-House Services staff in your area are ready to help if you have any issues or problems.

Help with packing Member's personal belongings, office and computer equipment, and transporting these items to their car can be arranged through Service Delivery (**020 7219 4226**). This should be completed by no later than five working days after Polling Day.

Data protection and handling casework and records

When a Member ceases to be a Member of Parliament, the proper disposal and handling of casework and records must be carefully considered. This includes electronic as well as hard copy information. The GDPR and DPA will apply to the Member acting as the controller for this information even when they cease to be a Member, so they should ensure that they are aware of their obligations in relation to this legislation.³

We recommend that the records held by your office, including those held off-site in the Iron Mountain facility, should be reviewed. In general, old records should be destroyed rather than passed on to the new Member even if the new Member is from the same party. However, exceptions may be needed for live casework or casework which is dormant but likely to become live again in the near future. Each case must be considered, taking account of the expectations of the person concerned.

If the case involves sensitive personal data (“special category data” as defined in GDPR) it is recommended that the explicit consent of the person(s) concerned is obtained. Government Departments are advised not to forward information about existing cases to a new Member without the constituent’s explicit permission.

Appropriate measures should be taken to ensure that records containing personal data are securely destroyed.

For further advice, you can access guidance on the internet: [parliament.uk/site-information/data-protection/commons-data-protection-information/](https://www.parliament.uk/site-information/data-protection/commons-data-protection-information/).

You may also wish to contact the Information Rights and Information Security team (IRIS) on **020 7219 2580** or iris@parliament.uk. Alternatively, contact details for the Information Commissioner’s Office are available at www.ico.org.uk.

³ There is no caselaw on this issue and it has not been tested by the Information Commissioner’s Office or the courts. The decision of the ICO in relation to this issue will be final and will be made on a case by case basis.

FAQs—what happens if your Member stands down or is not returned

What happens if my MP stands down at the Election, or is not returned?

If your MP stands down or is not returned after the Election, your job will be made redundant. Your MP is your employer and he or she will need to give you notice of redundancy and manage that process.

Your MP will also be advised by Members' HR, a service which provides HR advice to MPs in their role as employers (membershr@parliament.uk or **020 7219 2080**). This helps ensure MPs are aware of their responsibilities as part of the redundancy process, and that you are provided with the correct information about your entitlements.

IPSA manages the payroll function for MPs' staff, so please make sure IPSA has your correct address. IPSA will need to send you a P45 in the post if your job is made redundant.

An MP who stands down or loses their seat will have up to two months after the Election to wind up their parliamentary affairs. Whether you will be required to work for the duration of the winding up period is for your MP to determine.

You may find IPSA's guidance on payroll issues useful: please see the IPSA website for further details.

How much redundancy payment am I entitled to?

If you have completed two years' continuous service with the same MP, you will generally receive a redundancy payment, calculated on the number of completed years of continuous service, age and weekly salary. The amount depends on whether you are on an IPSA contract or not.

If you are not on an IPSA contract, your redundancy payment will be as stated in your non IPSA contract. If redundancy is not specified in your contract, you will receive your statutory redundancy entitlement (see below). If you are on an IPSA contract, you will be paid double your statutory entitlement. Staff on non-IPSA contracts can move to an IPSA contract. However, you must be employed on the IPSA contract for six continuous months prior to any notice of redundancy in order to be eligible for the IPSA redundancy provisions (i.e. double the statutory redundancy provisions).

Statutory redundancy entitlement is calculated based on your length of service (number of full years) and your age. You can use this calculator to find out your statutory entitlement:

gov.uk/calculate-your-redundancy-pay

What happens to my pension if my MP stands down at the Election, or loses his or her seat?

If you leave your employment with your MP, IPSA will stop paying your pension contributions provided on behalf of your employer. If you intend to take your pension benefits you will need to contact the provider to inform them.

If you have any other questions, you should contact the pension provider.

If my MP stands down or loses his or her seat, what do we do with the office equipment?

The Scheme of MPs' Business Costs and Expenses explains that MPs who leave Parliament should make arrangements to dispose of office equipment and furniture purchased with IPSA funds.

They may choose to transfer these items to their successor or another MP, or donate equipment to a charity of their choice.

If the MP makes a profit from disposing of equipment, they should refund this to IPSA.

MPs should dispose of any equipment safely and securely, in compliance with the Data Protection legislation.

What happens if I start working for a different MP after the Election?

If you work for a different MP after the Election (either in the same constituency or a different one) this counts as starting a new employment. This means you will still receive a redundancy payment, if you are entitled to one, from your service with your previous employer MP. However, you will not receive continuity of service benefits – meaning that the years you worked for the previous MP will not be included in a future redundancy calculation.

Strict data protection rules apply if you begin working for a new MP. You must not transfer any constituency case files that you hold from the previous MP to use with the new MP, unless the constituent has consented to your doing so.

Can I move from a non-IPSA contract to an IPSA contract before the election?

You can still request to move to an IPSA contract before the Election. However, you should be aware that you would not be eligible for the increased redundancy entitlement (i.e. double statutory redundancy) for a period of six months after you transfer.

Where can I find further information?

The House of Commons has also issued dissolution guidance to MPs, which can found on the House of Commons intranet.

IPSA's phone lines are open from 10am to 5pm on Monday to Friday during the dissolution period, so please call on **020 7811 6400** if you have any questions. IPSA will have extended phone line hours after the Election. You can also email them on info@theipsa.org.uk.

IPSA have also created a new General Election page on their website. You should check back regularly for further information and guidance: theipsa.org.uk/generalelection/.

Annex A

Useful Contacts

Parliament main switchboard

020 7219 3000

Switchboard supervisor

020 7219 6161

Feedback: with any Compliments, Complaints and Comments:

feedback@parliament.uk,
parliament.uk/feedback

General dissolution inquiries not covered in the guidance:

0207 219 5111 (active in the event of a General Election only)

Access

Security Control

020 7219 5311

Pass Office

020 7219 5920

passoffice@parliament.uk

Serjeant at Arms

020 7219 3030

saaenquiries@parliament.uk

Offices and logistics

Service Delivery (Members' offices)

020 7219 4226 (general enquiries)

inhouseservicecentre@parliament.uk

Digital Support Desk

020 7219 2001

digitalsupportdesk@parliament.uk

Parliamentary Maintenance

Service Team Help Desk

(maintenance and cleaning)

020 7219 4747

General catering enquiries

020 7219 3686

csfeedback@parliament.uk

Travel Office

020 7219 4232

parliamentarytraveloffice@parliament.uk

Pay, pensions, HR advice

Accounts Receivable

020 7219 6308 to pay debts

owing to the House

hocaccountsreceivable@parliament.uk

Members' Pensions

020 7219 2106

pensionsmp@parliament.uk

Members' HR Advice Service

020 7219 2080

membershr@parliament.uk

Parliamentary Health and Wellbeing Service

020 7219 4014

phws@parliament.uk

Information handling / Information Rights and Information Security team (IRIS)

020 7219 2580

iris@parliament.uk

Information Commissioner's Office

www.ico.org.uk

IPSA

020 7811 6400

info@theipsa.org.uk

Events and tours

Events Team

020 7219 3090

hoceventsteam@parliament.uk

Tours Office

020 7219 3003

tours@parliament.uk

Education and Engagement Team,

020 7219 4496

engage@parliament.uk

Governance and administration

Speaker's Office general enquiries

020 7219 5300

speakersoffice@parliament.uk

Registrar of Members' Financial Interests

0207 219 3277/0311

commonsregistrar@parliament.uk

IPSA general enquiries

020 7811 6400

Business of the House

Chamber and Committees team – during dissolution, the Duty Clerk

020 7219 3394

Library research and information

020 7219 3666

commonslibrary@parliament.uk

Broadcasting Unit

020 7219 5511

pru@parliament.uk

Annex B

Members' HR Advice Service & IPSA

Who we are and what we do

Members' HR Advice Service (run by the House Service) provides HR advice to MPs in their role as employers, for example on staff recruitment, redundancies and employment law.

An HR service signposting you to various resources is also available on **0800 7569814** or employeesupport@croner.co.uk.

IPSA (the Independent Parliamentary Standards Authority) sets and administers job descriptions, salary ranges and template contracts for MPs' staff and runs the payroll for MP and staff salaries (in addition to paying MPs' parliamentary costs and expenses).

If you would like information on these issues, please contact IPSA on 020 7811 6400 or info@theipsa.org.uk, or go to IPSA's website theipsa.org.uk.

The table below provides a more detailed breakdown of the key responsibilities of Members' HR Advice Service and IPSA.

Staffing/MP issue	Members' HR Advice Service	IPSA
MP induction	<ul style="list-style-type: none"> • Provides induction for new MPs on HR and employment law matters 	<ul style="list-style-type: none"> • Provides induction for new MPs on the Scheme of MPs' Business Costs and Expenses, payroll and staff job descriptions, salary ranges and contracts
Recruitment of MP's staff	<ul style="list-style-type: none"> • Provides advice about short-listing and interviews 	<ul style="list-style-type: none"> • Provides template job descriptions for staff • Sets pay ranges for all staff roles
Terms and conditions	<ul style="list-style-type: none"> • Provides guidance on contractual terms and conditions e.g. <ul style="list-style-type: none"> – Annual leave and working hours – Probationary period – Variation of contract – Resignation – Family-friendly rights (e.g. maternity, paternity, adoption, flexible working) 	<ul style="list-style-type: none"> • Provides template contracts for new starters (fixed term, permanent or casual), apprentices and interns
Payroll administration (for MPs and their staff)		<ul style="list-style-type: none"> • Actions new starter forms to set up staff on payroll • Makes any adjustments to salary • Administers pensions • Makes and changes to personal details • Arrange payment for maternity, adoption and sickness leave • Arranges payment of timesheets/overtime • Issues P60s • Provides reporting so that MPs can manage their staffing budgets

Staffing/MP issue	Members' HR Advice Service	IPSA
Performance management and employment law	<ul style="list-style-type: none"> • Provides HR advice on: <ul style="list-style-type: none"> – Sickness absence – Poor performance/appraisal – Disciplinary/conduct issues – Grievances – Employment tribunal 	<ul style="list-style-type: none"> • Records sickness absence for payroll purposes
Exits/termination/transition	<ul style="list-style-type: none"> • Provides HR advice on: <ul style="list-style-type: none"> – Notice periods etc. – Redundancy; including advice about consultation periods and redundancy entitlements 	<ul style="list-style-type: none"> • Provides redundancy quotes for inclusion in letters to staff (generally via Members' HR Advice Service) • Closes payroll records, pays redundancy payments • Issues P45s

Annex C

Checklist of actions

Before dissolution

- Consider the working arrangements of all staff in the office during the dissolution and discuss your working arrangements with your Member.

At dissolution

- Add a disclaimer (such as “I’m not currently an MP, as Parliament has been dissolved until after the General Election”) to any website, webpages or social media accounts.
- Freeze any web or email domain which refers to your Member as a Member of Parliament e.g. www.johnpeekmp.org.uk.
- Remove any cars from the underground car park.
- Collect any purchased (not loaned) computers that you wish to remove, correspondence and papers from your lockers, filing cabinets and your office on the Parliamentary Estate.
- Clear your desk top so that the room can be cleaned effectively to ensure the room is suitable for surveys to take place while the office is empty.
- Make arrangements with the Postmaster on 020 7219 4639 for your mail either to be held for collection in the Members’ lobby counter or forwarded to a nominated external address for the duration of the dissolution period.
- Return all material on loan from the Library to the Members’ Library or the book drop in the Customer Services Hub in Portcullis House.
- Record an appropriate voicemail announcement in your Westminster and constituency offices.
- Contact the Switchboard Supervisor on 020 7219 6161 to pass on your Member’s contact details.
- Pay IPSA or PDS hire fees if using equipment for campaigning purposes.

During dissolution

- If you continue to deal with urgent constituency casework during the dissolution period, ensure all correspondence is signed in such a way as to indicate that your Member is not a Member of Parliament.

For offices where Members are not standing at the Election

As soon as you know your Member is leaving:

- Consult with your Member about their plans, the prospect of redundancy and discuss with them your last day of service and any payments you will receive.
- Agree with your Member time off work to look for other jobs or attend training.
- Start to dispose of unwanted records and other material from your office, taking appropriate measures to ensure that sensitive or personal records are destroyed securely. This includes reviewing any material you hold off-site in the Iron Mountain facility.

As soon as possible thereafter

- Members must advise the Members' HR Advice Service (020 7219 5732) of any new address or contact details. They will be circulated to IPSA and all relevant areas of the House Service.

- Contact Service Delivery on 020 7219 4226 to arrange clearing your Westminster office and to issue instructions about the secure disposal of any material you hold off-site in the Iron Mountain facility.
- Contact the Digital Service on 020 7219 2001 to arrange return of House-loaned ICT equipment, restoring of IPSA and personal-funded machines to their factory default settings and cessation of broadband services.
- Contact the Postmaster on 020 7219 4639 to arrange forwarding post.
- Contact your stakeholder/personal pension administrator for details of your pension options.
- Contact the Switchboard Supervisor on 020 7219 6161 to pass on contact details.
- Please be aware that your parliamentary pass will be deactivated at midnight, five working days after dissolution.
- Ensure all parliamentary passes (Member, staff and spouse/ partner) are returned to one of the two Pass Offices at Black Rod's Garden or Derby Gate, or to your Service Delivery Manager.

After the General Election

- Complete any urgent casework and arrange for the secure disposal of paper records and records stored on digital equipment which is not loaned from the Houses of Parliament.
- Be aware that any records left in your Westminster office after five working days or when you have vacated the office, will be destroyed without further notice.
- If you have not received a redundancy letter from your Member, contact the Members' HR Advice Service on 020 7219 2080 as a matter of urgency.

For offices where Members are not returned at the Election

- Contact your stakeholder/personal pension administrator for details of your pension options.
- Contact Service Delivery on 020 7219 4226 to arrange clearing your Westminster office and to issue instructions about the secure disposal of any material you hold off-site in the Iron Mountain facility.

- Contact the Digital Service on 020 7219 2001 to arrange return of House-loaned ICT equipment and restoring of IPSA and personal-funded machines to their factory default settings.
- Contact the Postmaster on 020 7219 4639 to arrange mail-forwarding.
- Contact the Switchboard supervisor on 020 7219 6161 to pass on your Member's contact details.
- Complete any urgent casework and arrange for the secure disposal of paper records, and records stored on House-loaned or purchased ICT equipment.
- Be aware that any records left in your office after five working days, or when you have vacated the office, will be destroyed without further notice.
- Be aware that your pass will be deactivated at midnight, five working days after Polling Day.
- Ensure all parliamentary passes (Member, staff and spouse/ partner) are returned to one of the two Pass Offices at Black Rod's Garden or Derby Gate, or to your Service Delivery Manager.

