Example answers for Parliament's People Awards 2027

This document contains example answers for the Staffer of the Year questions and for the Parliamentary In-House Individual/Team of the Year questions.

Please note: Your nomination will be used to create a short summary on the awards website, should your nominee be shortlisted. Please only include information, quotes or statistics that can be made public when the shortlist is announced in February 2027. Please also refrain from using defamatory, denigrating, or abusive language and only communicate publicly known information.

Staffer of the Year | Example Answers

1. **Please provide a brief summary of why you are nominating your nominee for this award. What do they do to enable and support parliamentary democracy and/or to improve the lives of constituents? For example, what are their usual responsibilities and how do they go above and beyond when undertaking these? (200 words)**

   Emily is a dedicated and hardworking team member within the constituency office, working to support constituents, always with a positive and friendly attitude. Emily is the first point of contact for many constituents—ensuring their voices are heard and their concerns are represented to the relevant authorities. Even when dealing with difficult and often frustrating cases, Emily maintains a professional and resolute manner when dealing with often long term and complex cases, presented by those who have turned to us as a last resort. Her ability to communicate with empathy, combined with her steadfastness in pursuing resolutions, means that vulnerable individuals who feel let down, can work with a case worker who genuinely listens and acts on the issue at hand. From housing disputes and immigration delays to benefit appeals and social care issues, Emily demonstrates a deep commitment to fairness and justice. She regularly goes above and beyond her formal responsibilities, often staying late to meet a deadline or personally chasing up agencies that have failed to respond. Her calm, solution-focused approach and genuine care for the community embody the values of public service and make her an invaluable part of our team.

2. **Please provide an example of a time where the nominee has excelled and impressed in the role, including any challenges they faced, what the nominee did to overcome these, and the impact that their actions had on those around them. (200 words)**

   Emily supported an elderly constituent who had been waiting over eight months for a hip replacement surgery through the NHS, during which time she was living with severe, pain that severely affected her mobility and independence. The delay had taken a significant emotional toll, leaving her anxious, lonely, and isolated. Emily went above and beyond to provide support and reassurance. She quickly contacted the local NHS trust to press for an urgent update, clearly outlining the devastating impact the delay was having on the constituent's health and wellbeing, and facilitated a personalised letter from the MP to be added to the patient's medical file, advocating for her to be prioritised based on clinical and compassionate grounds. Recognising

the urgency of the situation, Emily arranged for local physiotherapy to help manage the woman's pain, personally connected her with a befriending service to combat isolation and provide emotional support, and persistently chased the hospital liaison team until real progress was made. Thanks to Emily's tireless advocacy, the constituent was given a surgery date merely 2 weeks after bringing the case to Emily, ending months of uncertainty and distress. Emily continued to check in regularly, offering long-term reassurance throughout the recovery process. Today, the constituent is fully mobile again and credits Emily's dedication and kindness as being instrumental in her journey.

3. **What is the broader impact of the nominee's work within parliament or their constituency? For example, who benefits from their work and/or are there any long-term benefits of the nominee's work? (200 words)**

The impact Emily has made on the lives of constituents is nothing short of remarkable. Her dedication, compassion, and relentless drive to resolve complex and often deeply personal issues have brought life-changing outcomes for countless individuals. Whether it's securing urgent medical treatment, navigating complex housing challenges, or supporting those in emotional crisis, Emily approaches every case with empathy, urgency, and an unwavering belief in achieving the best possible outcome. Emily's work has long-term effects, restoring hope, dignity, and stability to those who felt left behind. Her attention to detail and proactive approach also enable the office to identify patterns and push for systemic improvements with external agencies, ensuring services are more accessible and better reflect the needs of the community. Emily's work not only transforms individual lives but uplifts the entire constituency. Her presence brings reassurance to both the public and the team, and she embodies the role of what a caseworker should be—thorough, kind, and fiercely committed to making a difference.

In-house Parliamentary Individual or Team of the Year | Example Answers

1. **Please provide a brief summary of why you are nominating your nominee for this award. What do they do to enable and support parliamentary democracy? For example, what are their usual responsibilities and how do they go above and beyond when undertaking these? (200 words)**

The House of Commons catering team are the unsung heroes of parliamentary life, working tirelessly behind the scenes to ensure that events, meetings, and daily operations run smoothly and professionally. Their core responsibilities, setting up, providing catering, and clearing down for a vast number of internal and external events, are delivered with unmatched consistency, precision, and professionalism. What truly sets them apart is their unwavering positivity and friendly attitude, no matter the pressures of the day. Always punctual and perfectly presented, they make every guest feel welcome, and every event feel special. Their ability to set up and take down with quiet efficiency ensures events remain seamless and stress-free. The atmosphere they create, through small acts of care and attention, contributes to more successful engagements, briefings, and discussions. They go above and beyond every day, and their behind-the-scenes presence deserves to be recognised for the integral part they play in the smooth running of Parliament.

2. **Please provide an example of a time where your nominee has excelled and impressed in the role, including any challenges they faced, what the nominee did to overcome these, and the impact that their actions had on those around them. (200 words)**

   At a recent reception hosted in Parliament, two invited guests, both with severe nut allergies, initially expressed deep anxiety about attending, citing past experiences where their dietary needs had been overlooked. They were close to declining the invitation entirely. However, the in-house catering team handled the situation with exceptional care and professionalism. Upon learning of the guests' concerns, the team immediately revised the menu, ensuring that all ingredients were fully nut-free and preparing separate, clearly labelled options made in an isolated area of the kitchen. They also assigned a specific staff member to liaise directly with the guests throughout the event, providing reassurance and answering questions with warmth and sensitivity. The impact was profound: the guests attended the event, felt entirely safe and welcomed, and later expressed that they had never felt more accommodated at a professional function. This level of attention to detail and willingness to adapt underlines the team's exceptional dedication—not just to delivering food, but to creating a safe and inclusive environment where all guests can enjoy themselves, regardless of dietary requirements that may have previously provided worry. Their response transformed a potential problem into a powerful example of hospitality, professionalism, and kindness.

3. **What is the broader impact of the nominee's work within parliament? For example, who benefits from their work and/or are there any long-term benefits of the nominee's work? (200 words)**

   Their work ensures that the wheels of Parliament keep turning, enabling MPs, staff, charities, and stakeholders to meet, collaborate, and build relationships in a welcoming and well-managed environment. The catering team helps create the atmosphere in which important conversations can happen, however I believe their constant behind-the-scenes presence means they're often overlooked. Their reliability, professionalism, and efficiency take the stress out of event planning, allowing organisers to focus on content and guest engagement rather than logistics. Their consistently high standards foster trust across Parliament - organisers know that, regardless of last-minute changes or complex requirements, the team will deliver on time, with a smile, and without fuss. That kind of quiet excellence builds a foundation for events that are not only successful in the moment, but that strengthen long-term relationships across the parliamentary community. Ultimately, the team contributes to a Parliament that is more welcoming, inclusive, and people-focused. Their work may be behind the scenes, but its impact is felt in every successful event and in every person attended, making them a team that contribute invaluably to the workings of parliament.