



**TO:** IPSA Board

**DATE:** 13 July 2010

**CC:**

**FROM:** Andrew McDonald

**TEL:** 020 7811 [REDACTED]

**SUBJECT:** Chief Executive's Report

**ANNEX:** OGC letter

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**Issue**

1. Operational update.

**Timing**

2. To be taken at the 13 July Board meeting.

**Recommendation**

3. The Board is asked to note this report and the OGC letter annexed.

**Finance**

4. The Speaker's Committee is meeting this afternoon. I hope to be able to update you on our budget at tomorrow's meeting.

## PROTECT - MANAGEMENT

### Operations directorate

5. Following Geraldine Terry's review of the Operations Directorate, the directorate is restructuring, creating a flatter structure, with team leaders reporting to managers, in order to improve our services. All members of staff are also currently meeting managers for one-to-ones at which their feedback is sought on their experience of the first two months of operation.

6.

7.

### Support services

#### *Telephone lines*

8. A new call handling system has been put in place which gives us accurate figures of the number of calls handled during the course of a day. It also shows staff on the telephone lines how many callers are waiting to get through and what the longest outstanding call is. Further improvements are to be made to the telephone system, including having a dedicated line for MPs and their staff and a separate one for the press and members of the public. These changes will help us plan the resourcing of the telephone lines.

#### *Emails*

9. I will provide up-to-date email statistics at tomorrow's meeting.
10. The following steps have been taken to improve the email service:
  - a. We have extended access to, and training in, the case management system: 20 additional staff members have been trained in how to use CRM and respond to MPs' queries.
  - b. All emails are assessed and assigned within two hours of being received either to the core email response team or to other teams which are better placed to

## **PROTECT - MANAGEMENT**

respond (e.g. Policy, Payroll, Documentation etc.). Correspondence received over the weekend is dealt with on Monday morning.

- c. Once assigned, the responsible individual must consider what action needs to be taken within 24 hours.
- d. Emails deemed urgent at the assessment stage are actioned immediately.
- e. More effective use of Frequently Asked Questions and templates is being made to facilitate quick responses to 'standard' queries.
- f. One to one sessions on the Expense@Work system have now been advertised – and a number of MPs have used this service in the past week. This service should have a beneficial impact on the volume of contacts from MPs and staff as a significant number of emails (and telephone calls) concern users experiencing problems using the online system for the first time.

### **11. Steps planned to reduce turnaround times:**

- a. More people trained on the case management system and responding to queries – this will be particularly useful at times of peak volume.
- b. Intelligent reporting from the new call-handling system will enable us to identify 'troughs' of call volumes, during which the telephone team can assist in resolving queries received by email.
- c. Smarter resource planning within the team to ensure that recruitment and leave processes are co-ordinated in such a way as to avoid personnel absences having an effect on service delivery.

12.

### **Policy directorate**

13. You are up-to-date on developments in policy, which forms the focus of today's meeting.

### **Communications team**

14. I will brief you on the Communications Director appointment process at the Board meeting.

## **PROTECT - MANAGEMENT**

### **Implementation programme**

15. The implementation programme's primary focus is on ensuring our redaction systems and procedures are operational (see paper IPSA/130710/7).

**Andrew McDonald**

**12 July 2010**