

BOARD PAPER	
Paper ref:	IPSA/210611/12
Agenda item:	11

To: IPSA Board

Date: 13 June 2011

From: Scott Woolveridge
Acting Chief Executive

Subject: Chief Executive's Report

Issue

1. Chief Executive's report

Timing

2. To be taken at the 21 June Board meeting.

Recommendation

3. That the Board notes this report.

Report

4. At the Board conference call last week, the Board asked for us to revisit the format of our operational updates in order to provide a standard exception report in the weekly update and a more detailed, contextualised, report each month. [REDACTED] will be doing more work on this before the next Board meeting.
5. In the meantime, the graphs in Annex A provide an indication of our recent performance. (If so desired, this data can be provided in the weekly Board update.)

Operational update – headlines

6. Operational effectiveness:
 - Since January, we have been receiving, validating and processing around 15,000 claims per month.
 - Between 1 April and 11 May, we validated 97.29% of reimbursable claims within twelve working days, the majority of which were processed within eight working days.
 - Taking all claims into account (including payment card claims which do not require reimbursements to be made to MPs), we are validating over 90% within twelve working days.
 - In May, we received around 680 calls a week from MPs and answered 48% of these within 20 seconds. This reflected higher than normal call volumes around the end of the financial year.

- We continue to receive around 370 emails a week, more than 89% of which are handled within five working days.
- Payroll accuracy in February stood at 99.88% - in line with previous months.
- The accuracy of claims submitted by MPs is high, with just 0.27% of claims designated as not paid in May.
- We have to date published details of over 106,000 items of expenditure. In doing so we have made 8 errors. After four rounds of publication, our accuracy rate stands at 99.99%.

[REDACTED]

1. [REDACTED]

2. [REDACTED]

3. [REDACTED]

Support services

4. The performance in call handling and email responses reflect an increase in the number of calls received in April and May. We expect there to be more pressure on the Information team as well as on the Validation team during over the holiday season. While we might expect volumes to drop a little, after the House rises we may see an increase in the early part of the summer.

[REDACTED]

5. [REDACTED]

6. [REDACTED]

Mileage

7. Fifteen MPs have been approached to pilot the changes to the mileage functionality. Early feedback for the mileage spreadsheet has been positive. We intend to test this further and will only roll this out once we are satisfied with the new process. We are considering this in conjunction with other potential IT system improvements for mileage as outlined in the Delivery of Service Improvements paper (IPSA/210611/9).

Publication

8. Our next round of publication will take place on 7 July – this will include aggregated end-year data and routine claim data for March 2011.

NAO value for money audit

9. Following the Board's meeting with the NAO team on 9 June, we expect to have sight of the draft report towards the end of the month. It will be published on 7 July and we will be appearing before the Public Accounts Committee on 13 July.

[REDACTED]

10. [REDACTED]

[REDACTED]

11. [REDACTED]

Committee on Members' Allowances

12. We expect to know the composition of the revived Committee on Members' Allowances before the end of the month. We will be able to provide an oral report on progress at the Board meeting.

Scott Woolveridge

Acting Chief Executive

13 June 2011