


BOARD PAPER	
Paper ref:	IPSA/180912/7
Agenda item:	8

TO: IPSA Board **DATE:** 10 September 2012

FROM: Paula Higson
Acting Chief Executive

TEL: 

SUBJECT: Chief Executive's Report

ANNEXES: A: Performance in August 2012 [for circulation on 14/09/12]
B: Annual survey of MPs

Issue

1. Chief Executive's regular report to the Board.

Timing

2. For consideration at the meeting of the Board on 18 September 2012.

Recommendation

3. That the Board notes this report.

Report

Operational performance

4. We will circulate a report on operational performance in August 2012 on 14 September 2012.

Accommodation

5. We have made good progress with respect to the work to sublet our accommodation, and we expect to be able to carry out the works needed in order to decant into the east side of the building within budget. Our contractors are due to start on site on 12 September and we expect to move over in early October.

Annual survey of MPs

6. I have attached at annex B a copy of a report on the outcomes of the annual survey of MPs conducted in July 2012. The results of the survey are encouraging. In particular:
 - 73% of MPs found published guidance to the Scheme helpful (up from 39%);
 - 50% of MPs said that, since October 2011, they are spending less time claiming;
 - 61% of MPs said that changes made in the last 12 months made it easier to claim;
 - 45% of MPs said they were satisfied with the way we handle queries to claims (up from 18%); and
 - 34% said that all or most of our queries are reasonable (up from 15%).
7. MPs still complain, however, that they are spending too much time making claims and continue to be critical of the complexity of the system and the speed of processing. They also continue to report that they are not claiming for business costs and expenses to which they feel they are entitled.
8. We are proposing to publicise the main outcomes of the survey in the form of a letter to MPs, with the full report posted on our website.

Olympics and business continuity plan

9. You will recall that we had prepared, in addition to our existing business continuity plan, a plan for the handling of any incidents or disruption arising from the London Olympic and Paralympic Games. In the event, we did not need to call upon this plan and the arrangements we had put in place allowed for us to continue with business as usual.

[REDACTED]

10.

[REDACTED]

11.

12.

13.

14.

Government changes

15. Following the reshuffle of the cabinet last week:

- Andrew Lansley has replaced George Young as Leader of the House. Ian and Andrew will be seeing Mr Lansley, alongside Tom Brake (Deputy Leader) on 17 September.

- Andrew Mitchell has replaced Patrick McLoughlin as Government Chief Whip. Andrew is seeing Mr Mitchell next week for an introductory meeting.

[REDACTED]

16.

[REDACTED]

17.

[REDACTED]

Publication

18. On 6 September, we published the latest cycle of MPs' business costs and expenses, including claims for April and May 2012. We also published aggregated data for 2011/12: we identified three errors following publication, all of which have now been addressed.

[REDACTED]

19.

[REDACTED]

20.

[REDACTED]

[REDACTED]

21.

[REDACTED]

22.

[REDACTED]