

To: IPSA Board

Date: 17 February 2011

cc:

From: Andrew McDonald
Chief Executive

Tel:

Subject: Chief Executive's Report

Issue

1. Chief Executive's Report

Timing

2. To be taken at the 22 February Board meeting.

Recommendation

3. That the Board notes this report.

Report

Operational update – headlines

4. Operational effectiveness:
 - We receive, validate and process over 10,000 claims a month.
 - We are validating over 95% of reimbursable claims within twelve working days. In January this figure stood at over 99%. The year-to-date figure since October stands at 93.9% and we are on target to meet our 95% target.
 - Taking all claims into account (including payment card claims which do not require reimbursements to be made to MPs), we are validating over 89% within twelve working days.
 - We receive around 600 calls a week from MPs and their offices and are answering over 95% of these within 60 seconds, and over 80% of these within 20 seconds.

- We receive around 500 emails a week, 95% of which are now routinely handled within five working days.
- Payroll accuracy in the year-to-date stands at over 99.8% in January;
- All but 9 MPs now use the expense system, and accuracy of claims submitted by MPs is high, with just 1% of claims not receiving reimbursement, down from around 6% in the first three months;
- We have to date published details of over 46,000 claims. In doing so we have made errors in respect of just three claims. In other words, after two rounds of publication, our accuracy rate stands at 99.99%.

[REDACTED]

5. [REDACTED]

6. [REDACTED]

Support services

7. Similarly, the performance in call handling and email responses has improved substantially since introducing the service changes in January, resulting in the performance target for the team being changed from answering 80% of telephone calls within 60 seconds to answering 80% of calls within 20 seconds. The longest call wait on 17 February was just 31 seconds.

[REDACTED]

8. [REDACTED]

9. [REDACTED]

10. [REDACTED]

[REDACTED]

11. [REDACTED]

Publication

12. Following the successful second round of publication, the publication team is now considering how to address the question of how publication of “not paid” claims

can be clarified further, in order to address some of the concerns raised in respect of these. A proposal on this will be tabled at the next Board meeting.

13. The team is also considering how to move to more regular, monthly, publication.
14. Although the number of Freedom of Information requests remains higher than before we started publishing details of expense claims, we have not to date received the high numbers we might have expected.

Policy

15. The focus of the policy team has been on analysing the responses to the consultation of the expenses scheme and on producing the papers to be taken at the 22 February Board meeting on the review of the scheme.

Andrew McDonald