

BOARD PAPER	
Paper ref:	IPSA/190711/10
Agenda item:	9

To: IPSA Board

Date: 12 July 2011

From: Andrew McDonald
Chief Executive

Subject: Chief Executive's Report

Timing

1. To be taken at the 19 July Board meeting.

Recommendation

2. That the Board notes this report.

Report

Operational update – headlines

3. Operational effectiveness:
 - In June, we validated 95% of reimbursable claims within twelve working days, the majority of which were processed within eight working days. (Our KPI is 95%.)
 - In June, we received around 565 calls a week from MPs and answered 47% of these within 20 seconds. This reflected staff absence due to annual holidays. (This is not a KPI.)
 - We continue to receive around 430 emails a week, 89% of which were handled within five working days in June. (Our KPI is 90%.)
 - Payroll accuracy in June stood at 99.86% - in line with previous months. (Our KPI is 99.5%.)
 - The accuracy of claims submitted by MPs is high, with just 0.46% of claims designated as not paid in June. (This is not a KPI.)

[REDACTED]

4. [REDACTED]

5. [REDACTED]

[REDACTED]

6. [REDACTED]

7. [REDACTED]

Mileage

8. Eight MPs are actively involved in the pilot of changes to the mileage functionality. We are pursuing a number of others to take part. Early feedback has been positive and we intend to test this further and will only roll this out once we are satisfied with the new process.

Service delivery improvements

9. We have been working to reduce the burden on MPs and their staff through centralised buying and direct payment of items such as train tickets, office supplies and rooms in certain hotels. We will provide an oral update on progress at the Board meeting on 19 July.

Publication

10. On 7 July we published the latest cycle of expenses. These included 18,000 claims (with a value of £2.1m) paid in March. We have now published 124,230 claims with a total value of £16m since May 2010. We will be publishing MPs' annualised expenditure on 21 July.
11. Subsequent to the publication data going live, we identified ten instances where claims for mileage were incorrectly published with negative values. We removed these claims from the publication system and are investigating how this came about: we believe that the error arose because of adjustments to mileage payments that were not correctly reflected in the publication system. We will fix this error and put in place further controls to ensure that similar such errors are picked up in the future.


Public Accounts Committee and National Audit Office

12. Ian, Scott and Bob will appear before the Public Accounts Committee on 13 July. We will be able to provide an oral report to the Board at the meeting on the morning of 14 July.

Committee on Members' Allowances

13. The membership of the Committee will be formally tabled in the House of Commons on 13 July.

Pensions: Commencement of IPSA's powers

14.  The revised timescale is roughly as follows:

- w/c 11 July or w/c 18 July – Written Ministerial Statement on MPs' pensions
- w/c 18 July – Motion on MPs' pensions tabled
- ? w/c 12 September – Debate on motion (subject to parliamentary calendar)
- ? w/c 19 September – Commencement of powers (subject to parliamentary calendar)

Andrew McDonald
Chief Executive

12 July 2011