

BOARD PAPER	
Paper ref:	IPSA/220311/10
Agenda item:	10

To: IPSA Board

Date: 17 March 2011

cc:

From: Scott Woolveridge
Acting Chief Executive

Tel:

Subject: Chief Executive's Report

Issue

1. Chief Executive's report

Timing

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

Recommendation

3. That the Board notes this report.

Report

Operational update – headlines

4. Operational effectiveness:
 - We are receiving, validating and processing around 10,000 claims per month.
 - In February and in March to date we have validated over 95% of reimbursable claims within twelve working days, the majority of which are processed within seven working days. As of 16 March, the year-to-date figure since October stands at 95.08%. We are therefore now meeting our KPI target.
 - 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 the past four weeks we have received around 480 calls a week from MPs and their offices and have answered over 95% of these within 60 seconds, and over 80% of these within 20 seconds.
 - We continue to receive around 330 emails a week, 95% of which are now routinely handled within five working days.

- Payroll accuracy in February stood at 99.85% - in line with previous months;
- 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 five claims. This is two more than reported last month since the additional two have subsequently come to light. After two rounds of publication, our accuracy rate stands at 99.99%.

[REDACTED]

5.

[REDACTED]

Support services

6. Similarly, the performance in call handling and email responses has remained substantially higher 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.

[REDACTED]

7.

[REDACTED]

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[REDACTED]

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[REDACTED]

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[REDACTED]

[REDACTED]

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[REDACTED]

12.

[REDACTED]

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[REDACTED]

14.

[REDACTED]

Publication

15. The publication team is finalising work on the third set of MPs' expense claims due to be published on 7 April.

16.

17. The team has two other principal areas of focus:

- a. More regular publication – a paper on which is due at the April Board meeting; and
- b. Publication of year-end totals and aggregated data.

Policy

18. The focus of the policy team has been on finalising the MPs' Expenses Scheme and related papers, the final aspects of which the Board will consider at the 22 March meeting.

Performance and change

19. A range of work is underway or in development in this area, including:

- a. Internal training on the scheme changes;
- b. Data protection and Freedom of Information awareness training;
- c. Reviewing IPSA's KPIs;
- d. Work to improve IPSA's records management;
- e. Work on simplification, such as work on improving the IT experience; and
- f. General Election planning.

Board support

20. Since Andrew's e-mail of 21 February, work has been undertaken to put in place new support arrangements for the Board, including:

- a. A new Board diary running to September 2012;
- b. More frequent bilaterals and calls with Andrew;
- c. A detailed forward agenda (a draft of which will be circulated at the Board meeting on 22 March);
- d. A revised cycle for the distribution of Board papers; and
- e. Improved IT support (a progress report on which will be provided at the meeting on 22 March).

21. Support for these new arrangements will be provided through a new Board Office, reporting directly to Andrew. [REDACTED] will lead this, with support from [REDACTED].

22. We remain on track to put arrangements for all this in place in time for w/c 4 April.

[REDACTED]

23.

[REDACTED]

Scott Woolveridge

Acting Chief Executive

16 March 2011