

BOARD PAPER	
Paper ref:	IPSA/170511/8
Agenda item:	9

To: IPSA Board

Date: 10 May 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 17 May Board meeting.

Recommendation

3. That the Board notes this report.

Report

Operational update – headlines

4. Operational effectiveness:
 - Since January, we have been receiving, validating and processing around 15,000 claims per month.
 - In April we validated almost 97.40% of reimbursable claims within twelve working days, the majority of which are processed within seven working days. We are therefore 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 April we received around 680 calls a week from MPs and answered 48% of these within 20 seconds. This reflects higher call volumes and higher claims volumes around year end.
 - 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 around 2.11% of claims not receiving reimbursement.

- We have to date published details of over 72,000 claims. In doing so we have made errors in respect of seven claims. Two of these appeared in cycle 3. 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 reflect an increase in the number of calls received in April – reflecting both impact of two consecutive bank holiday weekends and of the volume of claims submitted around year end.

[REDACTED]

7. [REDACTED]

8. [REDACTED]

9. [REDACTED]

Publication

10. Our next round of publication will take place on 2 June (for claims paid in January and February 2011).
11. The Board will be able to preview how we will publish aggregated data at the June Board meeting (21 June) and this will be published on 7 July.

NAO value for money audit

12. We continue to work with the NAO on the value for money audit: we will have sight of the draft report in late June. The NAO team will be meeting with Isobel and Ken (on behalf of the Board) on 17 May, and with the Board as a whole on 9 June.

[REDACTED]

13. [REDACTED]

[REDACTED]

[REDACTED]

14. [REDACTED]

15. [REDACTED]

Scott Woolveridge

Acting Chief Executive

10 May 2011