

BOARD PAPER	
Paper ref:	IPSA/190411/10
Agenda item:	9

To: IPSA Board

Date: 12 April 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 19 April 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 March we validated almost 98% of reimbursable claims within twelve working days, the majority of which are processed within seven working days. As of 11 April, the year-to-date figure since October stands at almost 96% (previously 95%). 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 680 calls a week from MPs and have answered 58% of these within 20 seconds. This reflects higher call volumes as we approached the end of the financial year.
- We continue to receive around 400 emails a week, more than 83% 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 around 1% of claims not receiving reimbursement, down from around 6% in the first three months.
- 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 remains substantially higher in the period since the service changes were introduced 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 when 'phone call levels are within normal ranges.

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[REDACTED]

Publication

11. The third cycle of MPs' expenses claims was published on 7 April. Following the Board's decision in 22 March, claims that were not paid initially but subsequently paid after a later submission were not published.

12. Publication errors

- In the last two publication cycles, there were three repayments made as a result of IPSA errors - these have been marked accordingly.

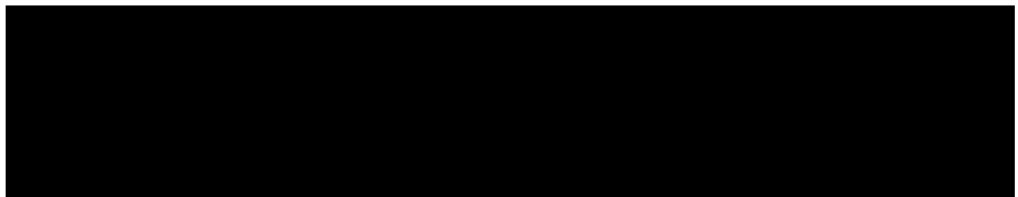
- One redaction error has come to light, originating from the previous cycle of publication. As far as we are aware, this is our only redaction error out of more than 72,000 lines – giving us a redaction accuracy rate of rate of 99.999%.

13. Feedback

- Reaction to this third cycle of publication – the first with no new or different elements from the previous cycle, and with the system agreed at the March Board for dealing with certain “not paid” claims in place – was muted.
- A few MPs continued to express concern but the real step change was in public and press interest, with less than one tenth the number of web page hits and less than one quarter the number of unique visitors compared with the first cycle. Press coverage too was dramatically down on both previous cycles. This begs the question of whether increased publication frequency would be a strong use of scarce resources.



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15. Our next round of publication will take place on 2 June (for claims paid in January and February 2011).

16. The Board will be able to preview how we will publish aggregated data at the May Board meeting (17 May) and this will be published on 7 July.

Policy

17. Since the launch of the revised *MPs' Expenses Scheme*, the Policy team has been giving initial thought to the scope of forthcoming projects on MPs' staff, expenses/allowances and pay and pensions.

18. Policy representatives have also been involved in training for IPSA staff on the new Scheme and have met with representatives of MPs' staff to discuss the new rules and budget.

Performance and change

19. The Performance and Change team has continued its work on the Business Plan and the Annual Report. It has started reviewing IPSA's performance measurements and KPIs, and has started work reassessing IPSA's principal strategic risks.

20. The team has also continued to handle a steady stream of FOI requests and PQs, and, in advance of publication of the revised rules, and has provided training for the operations team.

21. Work is also underway to collate a single body of monthly performance management information for the SLT and Board to consider in a strategic manner.

22. Performance and Change continues to provide oversight over the various change projects, such as extending the payment card, mileage simplification and General Election planning.

Board support

23. New Board support arrangements are now in place, through a new Board Office, reporting directly to Andrew. [REDACTED] is leading this, with support from [REDACTED]

[REDACTED]

24. [REDACTED]

Scott Woolveridge

Acting Chief Executive

12 April 2011