


BOARD PAPER	
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Agenda item:	7

**TO:** IPSA Board

**DATE:** 11 January 2012

**FROM:** Andrew McDonald  
Chief Executive

**TEL:** 

**SUBJECT:** Chief Executive's Report

**ANNEX:** A: Key Performance Indicators as January 2012

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## Issue

1. Chief Executive's regular report to the Board.

## Timing

2. For consideration at the meeting of the Board on 21 February 2012.

## Recommendation

3. That the Board notes this report.

## Report

### Operational performance: Validation

4. Performance for the percentage of claims processed within ten working days is flagged as amber because performance for the month was 91.90%, below the target of 95%. The current year-to-date figure suggests a daily run-rate of close to 98% is now needed to ensure we meet the 95% target for the year.
5. I am confident we can meet this target. The dip in performance was caused primarily by a big spike in claims (nearly 19,600 versus an average of 12-13,000) and a short delay in the go-live date for the semi-automated version of streamlined validation. Additionally,

validators have been used in the administration of the RSA token exchange and the production of year-end financial statements in recent weeks. Both these activities have now concluded. Streamlined validation has also now been implemented as business-as-usual and this should enable us to attain performance of 100% (or close to it) on a regular basis. I will continue to review the figures on a weekly basis. Scott Woolveridge is looking at the figures on a daily basis and will alert me at any point if the required run-rate increases.

#### Operational performance: Correspondence

6. Correspondence was flagged amber for November because the target had been missed for one month. Performance improved in December, but not to the level needed to make sure we met our annual target for 2011-12. Since then, performance has improved to the extent that the year-to-date figure for week ending 10 February was 90.58% (i.e. above the target). Scott and I will continue to keep performance in this area under review.

#### IT and data security

7. A joint IPSA-Calyx IT workshop will take place on 23 February to consider the key elements of IPSA's corporate strategy which drive its IT requirement and to commission the development of a future IT strategy. A further report will be provided to the Board after that workshop.

#### Accommodation

8. We have identified a suitable sub-tenant and, subject to due diligence, hope to agree terms relatively swiftly. We will provide a further oral report to the Board at its meeting on 21 February 2012.

[REDACTED]

9. [REDACTED]

10. [REDACTED]

**ANDREW McDONALD**