

BOARD PAPER	
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Agenda item:	13

**TO:** IPSA Board

**DATE:** 8 May 2012

**FROM:** Andrew McDonald  
Chief Executive

**TEL:** [REDACTED]

**SUBJECT:** Chief Executive's Report

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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 15 May 2012.

## Recommendation

3. That the Board notes this report.

## Report

### Operational performance

4. We will have data on IPSA's performance against its Key Performance Indicators (KPIs) for April 2012 at the meeting of the Board on 15 May 2012. A full report will be tabled at the meeting of the Board on 17 April 2012, with an oral report on progress.
5. April saw a lower-than-expected performance in validation [REDACTED]  
[REDACTED]. Scott Woolveridge will provide a further, more detailed, reported at the meeting of the Board on 15 May 2012.

### Accommodation

6. We will provide a further oral progress report at the meeting of the Board on 19 June 2012.

[REDACTED]

7.

[REDACTED]

8.

[REDACTED]

### Improvements in administration – release schedule

9. Improvements to our administration (for example, additional direct payment mechanisms, changes to the payment card, or changes to the online expenses system) will henceforth be announced twice annually.

[REDACTED]

[REDACTED]

10.

[REDACTED]

11.

[REDACTED]

[REDACTED]

12.

[REDACTED]