

BOARD PAPER	
Paper ref:	IPSA/190612/7
Agenda item:	8

**TO:** IPSA Board

**DATE:** 12 June 2012

**FROM:** Andrew McDonald  
Chief Executive

**TEL:** [REDACTED]

**SUBJECT:** Chief Executive's Report

**ANNEXES:** [REDACTED]

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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 12 June 2012.

### Recommendation

3. That the Board:
  - notes this report; and
  - approves the minor changes to IPSA's Key Performance Indicators at annex C.

## Report

### Operational performance

4. We will circulate operational performance data for May 2012 at the meeting of the Board on 19 June 2012, and provide an oral report. [REDACTED]  
[REDACTED]
5. We reported to the Board in May that our performance in validation during April 2012 had been well below the target of 95% of claims processed within ten working days. I undertook then to provide a further report to the Board, both on the lessons learned and the steps that we would be taking to ensure that our validation performance for the remainder of the year hit our KPI target.
6. The Senior Leadership Team will be considering this issue at its meeting on 13 June 2012, and I will provide a further oral report as part of the Chief Executive's report to the meeting of the Board on 19 June 2012.

[REDACTED]

[REDACTED]

[REDACTED]

### Accommodation

10. We received a firm offer for IPSA's accommodation earlier this week, [REDACTED]  
[REDACTED]. We will be considering this offer, and our response, over the

coming days and I will provide a further, oral, report to the Board at its meeting on 19 June 2012.

#### Administration strategy

11. This report includes, at annex B, a copy of IPSA's administration strategy, which is based on the strategy and corporate plan agreed by the Board and which forms the basis of the operation and development of IPSA's administrative functions (MP support, validation and records management) over the coming year.

#### Annual survey of MPs

12. We will shortly be launching our first annual survey of MPs, following our commitment (in the light of the report of the National Audit Office last year) regularly to seek MPs' feedback on our administration. The survey will run for a fortnight, and the results will be circulated to the Board as part of my report to its meeting on 17 July 2012.

#### Annual report and accounts 2011/12

13. We have now produced a final draft of the Annual Report and Accounts for 2011/12, taking account of comments from members of the Board and from the National Audit Office. This will be submitted for approval by the Audit and Risk Committee at its meeting on 19 June 2012.

[REDACTED]

14.

[REDACTED]

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[REDACTED]

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