

<b>BOARD UPDATE</b>	
Paper ref:	IPSA/020211/2
Agenda item:	3

**To:** ISPA Board

**Date:** 27 January 2011

**cc:**

**From:** Andrew McDonald  
Chief Executive

**Tel:**

**Subject:** Chief Executive's Report

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**Issue**

1. Chief Executive's Report

**Timing**

2. To be taken at the meeting of 2 February

**Recommendation**

3. That the Board notes this report.

**Report**

Annual Review

4. Work continues on the annual review of expenses. We are gathering and analysing data on the costs of staffing, CORE and GAE in order to establish the range of costs across the population of MPs.



5. An FOI request about the provenance of the annual review of expenses and of the organisation review renews the issue of whether extracts from board papers should be disclosed. This question will be addressed at the next Board meeting.

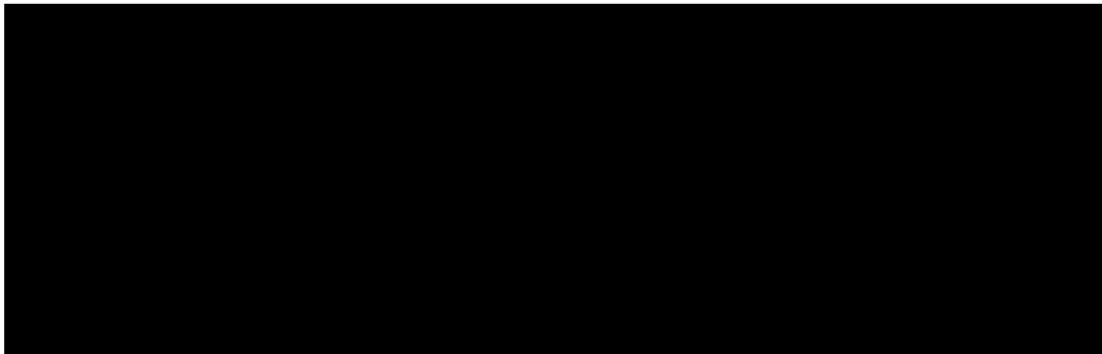
### Publication of MPs' expenses

6. We are on target to publish the second cycle of expense claims on 3 February. We will continue the same strategy seen in the first cycle – releasing information to MPs three days prior to publication. This cycle will also see the publication of 'not paid' claims and the publication of repayments made between May and October 2010 that have been made by a number of MPs. The categories for 'not paid' claims to be published are:
  - a. Over 90 days
  - b. Not claimable under the scheme
  - c. Duplicate claim
  - d. Evidence received late
  - e. Pre-dates the IPSA Scheme
  - f. Receipt doesn't match claim
  - g. Insufficient evidence.
7. Aggregated data – for example on staffing expenditure - will be published in July 2011.

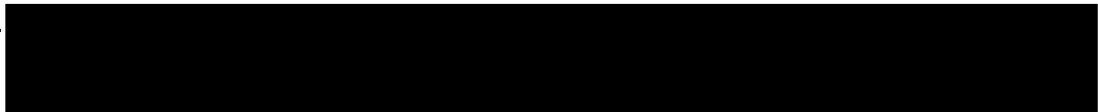
### Operations

8. We continue to receive high volumes of claims, and we currently have over 6000 lines in validation. Since 1 October, we have processed on average 90% of all claims within our 12 working day target.

9.

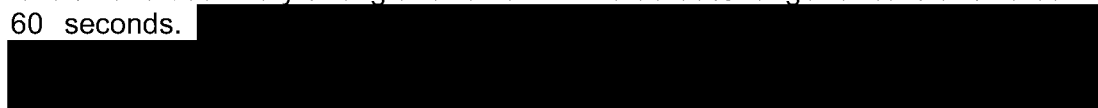


10.



### *Telephone Service*

11. Call volumes stand at 553 this week and we continue to see a falling trend. Service levels have been very strong and remain in the 96-99% range for calls answered in 60 seconds.



*Written correspondence*

12. Volumes have risen slightly, but within normal expectations. The number of cases outstanding over 5 days rose to 10, [REDACTED] The percentage of cases responded to within 5 days remains within our target, at 95.8%.

[REDACTED]

13. [REDACTED]

14. [REDACTED]

[REDACTED]

[REDACTED]

15. [REDACTED]

Andrew McDonald  
27<sup>th</sup> January 2011