



July 2018

Findings from
the Annual
Survey of MPs
and their staff
2017

Introduction

The survey did not ask respondents for their personal details and, therefore, the responses to the survey were anonymous. Individuals could not be identified from the responses, unless personal data was entered into the free text fields.

At the beginning of the survey, MPs and their proxies were informed that the survey would be conducted anonymously and that we may disclose quantitative or qualitative data, including in response to a Freedom of Information request. Where any of the data might identify an individual, respondents were aware that we would withhold that information

The survey was built using the Smart Survey tool available online. A link to the survey was included in an email of 2 November 2017 to MPs and their staff from IPSA, inviting them to take part in the survey. A further reminder email and reminders through regular IPSA bulletin emails were sent during the following weeks until the survey closed on 7 December 2017. This resulted in a total of 93 responses; 9 MPs, 51 MP proxies, and 33 non-proxy members of staff.

Number of responses

This year, 93 people responded to our annual survey: this is a marked decrease on last year's 366 responses. This number comprised 9 MPs, down from 35 last year; 33 MP proxies (those nominated by an MP to act on their behalf to manage their business costs and expenses), down from 153 last year; and 51 non-proxy members of staff, down from 178 last year. These lower numbers may be explained by various factors including the significantly increased level of engagement there has been with MPs and their offices since the snap General Election on June 8 2017. This engagement has provided the opportunities for MPs and their staff to regularly interact with IPSA and resolve any problems they may be having, replacing the role of the survey as a 'safety release valve' for frustrations experienced following the General Election. Both IPSA and the House of Commons carried out other survey work to identify any issues regarding support for MPs and staff during this period and this may have also contributed to a level of survey fatigue.

We are very grateful for all of the responses we received and thank those who were able to spare time to complete the survey.

Improvement programme background

The IPSA Online improvement programme has five elements and we consider each to be essential in improving IPSA's regulatory and operational responsibilities. We have already achieved three of the four:

- In April 2016, we implemented an account management approach to support MPs.
- In November 2016, we launched a new public-facing website.
- In March 2017, following a long consultation and detailed deliberation, we published a new set of rules in our Scheme of MPs' Business Costs.
- In December 2017 we simplified access to IPSA's existing expenses and budget management systems. This new online interface will see further additions throughout 2018 to provide MPs and their office staff with improved information about their budgets, a quicker online claims process and an optional mobile app.

We asked a question about the improvement programme to assess the current awareness of respondents relating to what has been completed so far and what is yet to be completed. From the response received we could assess the impact of the engagement so far and determine which areas need more information to be issued to MPs and their staff.

Overall Rating

All respondents were asked how they rated the services provided by IPSA. This question was to evaluate the respondents overall view of all of IPSA's services combined.

53% felt it had been *Very Good* or *Good*. This is similar to last year's result of 51%.

Overall, how would you rate IPSA's service over the last year/ since the General Election?				
			Response Percent	Response Total
1	Very good		9.68%	9
2	Good		43.01%	40
3	Average		33.33%	31
4	Poor		10.75%	10
5	Very poor		3.23%	3
6	Don't know		0.00%	0
			answered	93

Communications, advice and guidance

Questions around the communications issued between IPSA and the respondents were asked to measure the quality of information, guidance and therefore support being provided to MPs and their staff.

Quality of information and guidance

Respondents were asked to rank methods of communications in order of preference. The most popular method of communication with IPSA staff was emails followed by phone calls, IPSA bulletins, websites and lastly in person with IPSA staff. The usefulness of the methods were then evaluated and over 60% felt that all methods were *Very useful* or *Fairly useful*.

The most common method of interaction with the organisation is by email 91%, or phone with 85%. 55% of respondents were *Very* or *Fairly satisfied* with the speed of responses by email. 67% were *Very* or *Fairly satisfied* with the speed of responses by telephone.

Respondents were asked for any suggestions for improvements relating to the information and guidance that IPSA provides. Several recurring themes emerged around speed and consistency of responses from staff. These reflect similar responses given during the General Election feedback survey. Other sentiments included:

Be consistent over what you allow to be claimed

Speedier and more accurate

Emails in plain English to resolve some queries

General Election Programme 2017

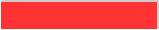






This was the first Annual Survey conducted since the General Election in June 2017. Consequently we asked specific questions of newly elected and returning MPs to assess their experiences of IPSA's 2017 General Election Programme and determine the quality of services provided.

Newly Elected MPs

MPs were asked about their first few months experience with IPSA. Half found having an Account Manager to support them *Fairly useful* and half found it *not very useful*.

MPs and proxies were then asked how useful they found 1-2-1 training and roadshows. 56% found them *very* or *Fairly useful*. 11% were not aware of the options, which indicates that more promotion for these events needs to be done following an election to ensure that offices are getting the support they need.

They were also asked what method they found most helpful in learning about the Scheme and what they could claim for. The results can be seen below:

What did you find most helpful in learning about the Scheme and what you can claim for?			Response Percent
1	One-to-one training		33.33%
2	Roadshows		0.00%
3	Reading the Scheme		33.33%
4	Account Manager		66.67%
5	Literature including, how to guides and training manuals		22.22%
6	N/A		0.00%
7	Other (please specify):		11.11%

Methods which involved speaking to a person proved to be the most popular method with 67% finding Account Managers as the most helpful source of information.

Returning MPs

MPs and proxies were asked how useful they found the guidance provided prior to the dissolution period. 71% found it *Very* or *Fairly useful*.

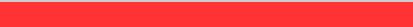




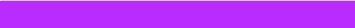

84% of those surveyed said they did not attend drop-in sessions held at the House of Commons. 56% found the information following the Election *Very or Fairly helpful* in getting back to business, and 30% found it *Neither helpful nor unhelpful*.

Completing and processing claims

There are various stages and aspects involved in submitting an expense claim using the online system. Questions were asked to assess the ease with which respondents use the system and their views on the services provided in relation to the claiming process.

Direct Payments

We asked MPs and their Proxies which direct payment options they used and the results can be seen below.

Which of the following direct payment options have you used? (Tick all that apply)			Response Percent
1	IPSA payment card (for any parliamentary expense/business cost)		87.93%
2	Travel booked through trainline.com		41.38%
3	Travel booked through Corporate Travel Management (formerly known as Chambers Travel)		53.45%
4	Items ordered with Banner, Commercial, XMA and Honest Inks		91.38%
5	Pooled research services (e.g. PRU, PRS, SNP, ERG, POLD etc.)		63.79%
6	Direct rental payments to landlords for residential accommodation or office rent		75.86%
7	None of the above		

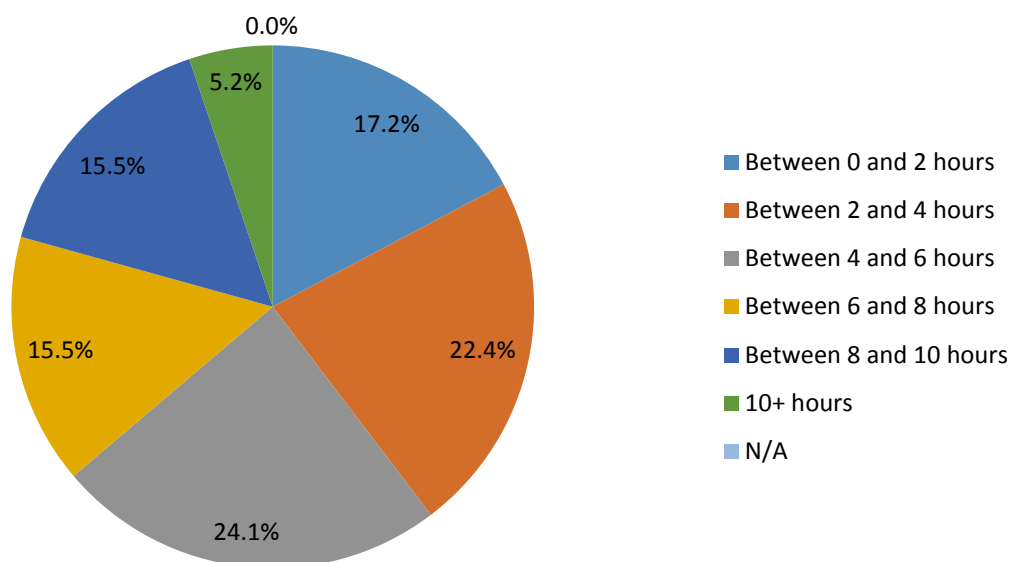
71% of those asked were aware of all these payment options; 26% were aware of some; and 3% did not know about any of the options. Work should be done to ensure that 100% of MPs and their proxies are aware of all the payment options available to them.

Recommendations for improvements including alerting new office managers of the direct payments or mentioning them in the bulletins were made by respondents. The most common request was the ability to set up direct debit payments or to have direct payment options include utility and phone bills.

Time Spent Completing Claims

We asked MPs and their proxies how many hours on average they spend per month making claims on the online system for business costs and expenses. The results were as follows:

On average, how many hours per month have you spent making claims for business costs and expenses?



In comparison to the previous year, 60% said they spent the same amount of time processing claims. 14% said they spent somewhat less time, and 4% said somewhat more time.

Online Expense System

MPs and proxies were asked how easy they found the online expense system to use and 57% said they found it *Fairly easy*; 16% found it *Neither easy nor difficult*; and 17% found it *Fairly difficult*.

76% said the reporting function was useful and 16% said they hadn't used it. The number reporting difficulties with the expenses system supports the work which IPSA is doing to develop and introduce a new simplified expenses system, due for delivery in 2018.

Improvement Programme

All respondents were asked if they were aware of the improvement programme and what the changes would mean for them. 17% responded that they did but their knowledge was limited. More information needs to be provided about the final phases of the improvement programme as this will help generate support for the project and will reduce the apprehension of using the new system when it is launched.

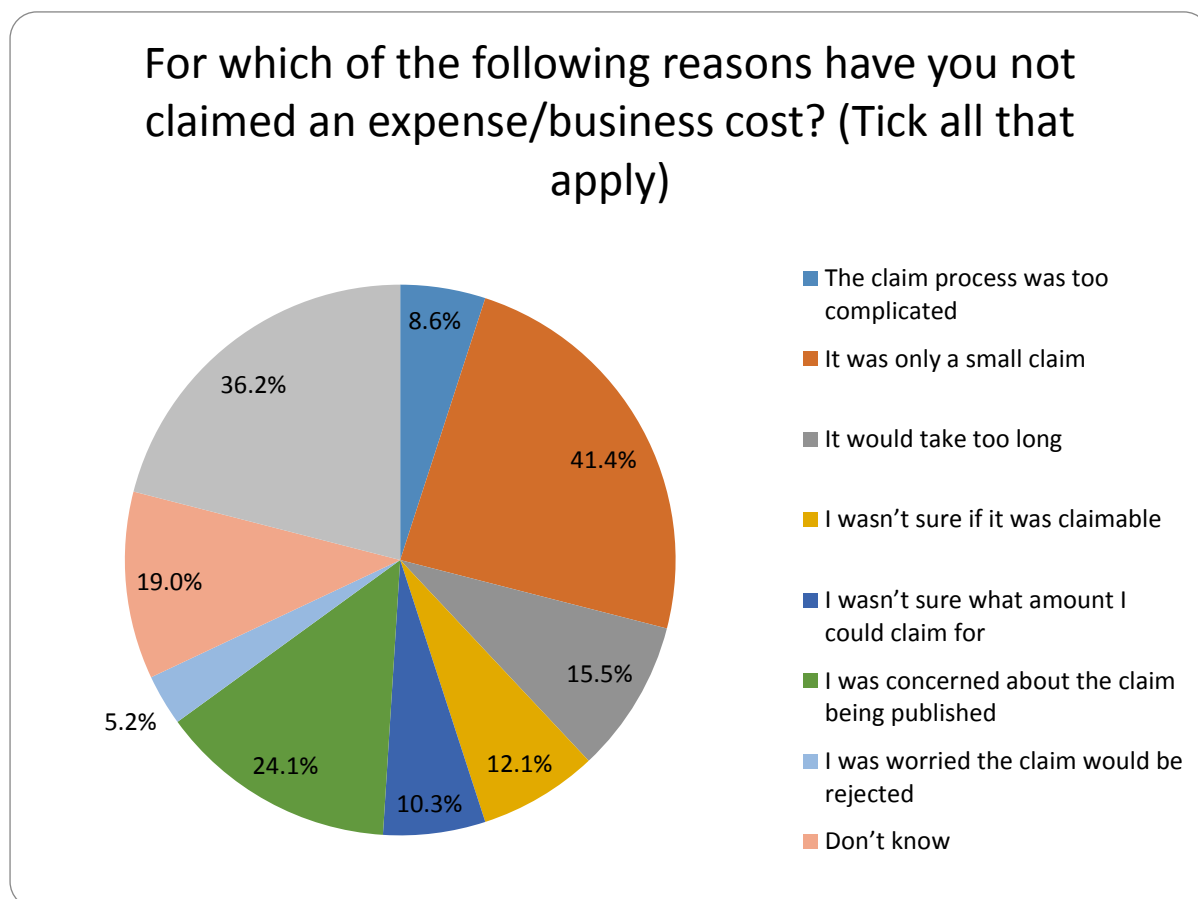
Returned Claims

MPs and their proxies were asked about returned claims. 47% found the notes included on the returned claim clear and 26% did not. When asked for suggestions for improvements, the main issue raised was that of consistency, along with the need for clearer explanation for the refusal.

Processing Claims

MPs and proxies were asked about the speed of processing claims. 83% were *very or Fairly satisfied*, and 78% were *very or Fairly* satisfied with the quality of service. When asked why they had rated the services this way, the issue of consistency was raised again. However, staff were complimented for their helpfulness, and some individuals felt the service was excellent.

The respondents then asked if in the last 12 months they had chosen not to claim for costs which they believed they could have done. 55% said yes. The reasons for not claiming are listed below:



Website

In 2016 a new website was launched as part of the improvement programme. The new website aimed to address issues and suggestions raised during previous Annual Surveys and other interactions with IPSA. Respondents were asked to assess the site to gauge

42% of respondents rated the site as either *Very Good* or *Good*, 41% found it to be *Average*. The three main reasons for visiting the site was staff employment (75%), Scheme guidance (74%) and to view published data (36%).

Respondents were asked for suggestions to further improve the site and the most common suggestions were around navigation and simplifying searching for items. There was also some acknowledgment of the improvements made.

Needs far easier navigation, deletion of outdated stuff, and simpler, clearer explanations.

Still not very clear – difficult to find documents you need quickly

The website has improved since I first started using it. There is more detailed guidance, particularly relating to staffing matters.

Payroll

IPSA is responsible for providing payroll services for all MPs and their staff. Questions were asked to evaluate the quality of these services.

64% of respondents were *Very* or *Fairly satisfied* with the job description tool and 67% were *Very* or *Fairly satisfied* with the contract tool. Payroll staff received a 55% *Very* or *Fairly satisfaction* rating though 32% of those surveyed had not had interactions with the payroll staff.

As in previous questions, suggestions for improvements were sought. Sentiments included the following:

I find the reports on expenses website difficult to work out; contract and job descriptions not user friendly and inflexible.

Staff to be better trained and responsive

The job descriptions remain unhelpfully rigid. While I sympathise with the rationale for introducing them, I suspect that overall individual staff members' job descriptions do not reflect their day to day responsibilities.

Regulation

Part of IPSA's remit includes responsibility for regulating MPs' expenses. We asked questions to determine how well respondents felt our performance has been in the last year or since the General Election. However, this is a complicated area to survey as differences in understanding will impact the type of response received. 54% surveyed were not aware of IPSA's responsibility as a regulator prior to becoming an MP/working for an MP.

46% responded that the organisation's regulation over the last year was *Very good* or *Good*, while 32% felt it was *Average*.

When asked why they rated the performance in this way, the responses received were mixed with several individuals feeling they were not aware enough of the function to provide feedback.

Positive comments focused on an efficient service and the positive impact IPSA's existence is generating. Negative comments as in previous sections related to inconsistency.

By existing, IPSA deters abuse of the expense system.

Information is clear and available

Good to have an independent body and always have a good knowledge team to talk about aspects of claiming. Always lovely to talk to and quick to give advice.

I think you are not consistent with what you allow to be claimed

Other

In March 2017 the organisation experienced a severe data breach where details of MPs' staff such as salaries, rewards and work hours were published onto the old website. The information was public for 3 hours before being taken down and made headline news.

Several of the comments made throughout the survey related to the data breach and the respondents' views that more should have been done following the incident.

Staff personal information leaked and no real recompense given – this should NOT happen as it causes great distress to those involved.

You published Parliamentary staff's salaries temporarily online including their names, I would hardly call that a good regulator.

Final Comments

As in previous years respondents were given the opportunity to give any final comments relating to topics covered in the survey or other issues they wanted to raise.

The sentiments expressed show that the forthcoming changes under the improvement programme will be greatly appreciated and are felt to be long overdue. There were several calls to introduce HR services for MP staff members. This chimes with views expressed in work carried out in the House of Commons and elsewhere in light of the recent bullying and harassment allegations across Parliament. There were also requests to further increase MPs' staffing budgets due to their increasing workloads, some of which is the result of Brexit. There were final appreciative comments for IPSA staff and the work they do for MPs and their offices.

Conclusions

Taking into account the feedback received from this survey, some recommendations are suggested for consideration by the IPSA Board and wider organisation. These are divided into the following topics:

- General Election Programme
- Communications and engagement improvements

Some of the issues raised will be addressed by the completion of the improvement programme such as:

- Improvements to the expense system
- Access to reports for proxies
- Access to information on bulletins

General Election Programme

Feedback for the support received before and after the Election was mixed. Responses from individuals who worked for MPs who were re-elected were mostly positive. However, reconsideration needs to be given to the type of events run to support re-elected MPs and their staff as 84% of the MPs and proxies surveyed did not attend drop-in sessions. This support would be better used for newly elected MPs and their staff who need more individual attention and support.

Communications and engagement




As was seen in the feedback provided, there are mixed feelings toward the communications received, specifically with the MP Account Managers and Payroll Officers. The biggest issue in this area was a perceived lack of consistency when providing advice or information. It was mentioned that IPSA staff are kind and courteous but the knowledge of individual IPSA staff didn't always meet the needs of the MP or staff member. There was also frustration at the lack of notification from IPSA's systems when claims need further action.



The new Online Homepage and the launch of the new expense system in 2018 will resolve some of these issues particularly around notifications for returned claims or reminders to reconcile claims. This should provide a more supportive service for MPs and staff. It is also suggested that regular training around the Scheme rules, such as which categories are open on the expenses system, be provided for IPSA staff and also for MPs and their staff. This will ensure information being provided by staff is consistent and up to date.






ANNEX C – SURVEY RESULTS IN FULL

IPSA Annual Survey of MPs and their staff 2017

1. Introduction

1. Are you an MP, an MP's member of staff (non-proxy), or an MP's proxy?							Response Percent	Response Total
1	MP						9.68%	9
2	MP's member of staff (non-proxy)						35.48%	33
3	MP's proxy						54.84%	51
Analysis	Mean:	2.45	Std. Deviation:	0.66	Satisfaction Rate:	72.58	answered	93
	Variance:	0.44	Std. Error:	0.07			skipped	0

2. Please select your/ your MP's status.							Response Percent	Response Total
1	Newly Elected 2017						13.98%	13
2	Returned 2017						86.02%	80
3	Departed 2017						0.00%	0
Analysis	Mean:	1.86	Std. Deviation:	0.35	Satisfaction Rate:	43.01	answered	93
	Variance:	0.12	Std. Error:	0.04			skipped	0






3. Overall, how would you rate IPSA's service over the last year/ since the General Election?							Response Percent	Response Total
1	Very good						9.68%	9
2	Good						43.01%	40
3	Average						33.33%	31
4	Poor						10.75%	10
5	Very poor						3.23%	3
6	Don't know						0.00%	0
Analysis	Mean:	2.55	Std. Deviation:	0.92	Satisfaction Rate:	30.97	answered	93
	Variance:	0.85	Std. Error:	0.1			skipped	0

2. Advice, guidance, and communications from IPSA







4. Please rank the following methods of communications in order of preference.		
Item	Total Score ¹	Overall Rank
Emails	513	1
Phone	433	2
Bulletins	355	3
IPSA's website	295	4
Meeting IPSA Staff	264	5
¹ Score is a weighted calculation. Items ranked first are valued higher than the following ranks, the score is a sum of all weighted rank counts.	answered	93
	skipped	0







5. How useful is the information which we provide using the following channels:							
	Very useful	Fairly useful	Neither useful nor not useful	Not very useful	Not at all useful	Don't know	Response Total
Email	30.1% (28)	62.4% (58)	4.3% (4)	2.2% (2)	0.0% (0)	1.1% (1)	93
Letters	10.8% (10)	35.5% (33)	20.4% (19)	5.4% (5)	2.2% (2)	25.8% (24)	93
Bulletins	22.6% (21)	55.9% (52)	11.8% (11)	4.3% (4)	1.1% (1)	4.3% (4)	93
IPSA Website	19.4% (18)	41.9% (39)	17.2% (16)	11.8% (11)	5.4% (5)	4.3% (4)	93
Phones	31.2% (29)	33.3% (31)	12.9% (12)	8.6% (8)	3.2% (3)	10.8% (10)	93
						answered	93
						skipped	0

Matrix Charts







5.1. Email				Response Percent	Response Total
1	Very useful			30.1%	28
2	Fairly useful			62.4%	58
3	Neither useful nor not useful			4.3%	4
4	Not very useful			2.2%	2
5	Not at all useful			0.0%	0
6	Don't know			1.1%	1

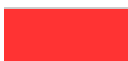





5.1. Email						Response Percent	Response Total
Analysis	Mean:	1.83	Std. Deviation:	0.76	Satisfaction Rate:	answered	93
	Variance:	0.57	Std. Error:	0.08			

5.2. Letters						Response Percent	Response Total
1	Very useful					10.8%	10
2	Fairly useful					35.5%	33
3	Neither useful nor not useful					20.4%	19
4	Not very useful					5.4%	5
5	Not at all useful					2.2%	2
6	Don't know					25.8%	24
Analysis	Mean:	3.3	Std. Deviation:	1.78	Satisfaction Rate:	answered	93
	Variance:	3.16	Std. Error:	0.18			







5.3. Bulletins						Response Percent	Response Total
1	Very useful					22.6%	21
2	Fairly useful					55.9%	52
3	Neither useful nor not useful					11.8%	11
4	Not very useful					4.3%	4
5	Not at all useful					1.1%	1
6	Don't know					4.3%	4
	Mean:	2.18	Std. Deviation:	1.13	Satisfaction Rate:	answered	93

5.3. Bulletins					Response Percent	Response Total
Analysis	Variance:	1.27	Std. Error:	0.12		

5.4. IPSA Website					Response Percent	Response Total
1	Very useful				19.4%	18
2	Fairly useful				41.9%	39
3	Neither useful nor not useful				17.2%	16
4	Not very useful				11.8%	11
5	Not at all useful				5.4%	5
6	Don't know				4.3%	4
Analysis	Mean:	2.55	Std. Deviation:	1.31	Satisfaction Rate:	30.97
	Variance:	1.71	Std. Error:	0.14		
					answered	93

5.5. Phones					Response Percent	Response Total
1	Very useful				31.2%	29
2	Fairly useful				33.3%	31
3	Neither useful nor not useful				12.9%	12
4	Not very useful				8.6%	8
5	Not at all useful				3.2%	3
6	Don't know				10.8%	10
Analysis	Mean:	2.52	Std. Deviation:	1.59	Satisfaction Rate:	30.32
	Variance:	2.53	Std. Error:	0.16		
					answered	93

6. In the last year/ since the General Election, what contact have you had with IPSA?

						Response Percent	Response Total
1	Email					91.40%	85
2	Phone					84.95%	79
3	Face to Face					16.13%	15
4	Training session					16.13%	15
5	Event					5.38%	5
6	Other (please specify):					9.68%	9
Analysis	Mean:	4.59	Std. Deviation:	4.26	Satisfaction Rate:	47.1	answered 93
	Variance:	18.16	Std. Error:	0.44			skipped 0

7. How useful has your contact with IPSA been through the following communications methods:

	Very helpful	Fairly helpful	Neither helpful nor unhelpful	Not very helpful	Not at all helpful	Don't know	I haven't used this method of communication	Response Total
Email	22.6% (21)	48.4% (45)	8.6% (8)	8.6% (8)	5.4% (5)	0.0% (0)	6.5% (6)	93
Telephone	33.3% (31)	41.9% (39)	11.8% (11)	5.4% (5)	1.1% (1)	0.0% (0)	6.5% (6)	93
Face-to-face	11.8% (11)	6.5% (6)	3.2% (3)	1.1% (1)	0.0% (0)	1.1% (1)	76.3% (71)	93
Training session	9.7% (9)	5.4% (5)	4.3% (4)	2.2% (2)	0.0% (0)	0.0% (0)	78.5% (73)	93
Event	1.1% (1)	5.4% (5)	1.1% (1)	3.2% (3)	0.0% (0)	0.0% (0)	89.2% (83)	93

7. How useful has your contact with IPSA been through the following communications methods:								
	Very helpful	Fairly helpful	Neither helpful nor unhelpful	Not very helpful	Not at all helpful	Don't know	I haven't used this method of communication	Response Total
							answered	93
							skipped	0

Matrix Charts

7.1. Email						Response Percent	Response Total
1	Very helpful					22.6%	21
2	Fairly helpful					48.4%	45
3	Neither helpful nor unhelpful					8.6%	8
4	Not very helpful					8.6%	8
5	Not at all helpful					5.4%	5
6	Don't know					0.0%	0
7	I haven't used this method of communication					6.5%	6
Analysis		Mean:	2.52	Std. Deviation:	1.58	Satisfaction Rate:	25.27
		Variance:	2.49	Std. Error:	0.16		
						answered	93

7.2. Telephone						Response Percent	Response Total
1	Very helpful					33.3%	31

7.2. Telephone						Response Percent	Response Total	
2	Fairly helpful		<div></div>			41.9%	39	
3	Neither helpful nor unhelpful		<div></div>			11.8%	11	
4	Not very helpful		<div></div>			5.4%	5	
5	Not at all helpful		<div></div>			1.1%	1	
6	Don't know					0.0%	0	
7	I haven't used this method of communication		<div></div>			6.5%	6	
Analysis	Mean:	2.25	Std. Deviation:	1.52	Satisfaction Rate:	20.79	answered	93
	Variance:	2.32	Std. Error:	0.16				







7.3. Face-to-face							Response Percent	Response Total
1	Very helpful		<div></div>				11.8%	11
2	Fairly helpful		<div></div>				6.5%	6
3	Neither helpful nor unhelpful		<div></div>				3.2%	3
4	Not very helpful		<div></div>				1.1%	1
5	Not at all helpful						0.0%	0
6	Don't know		<div></div>				1.1%	1
7	I haven't used this method of communication		<div></div>				76.3%	71
Analysis	Mean:	5.8	Std. Deviation:	2.25	Satisfaction Rate:	79.93	answered	93
	Variance:	5.04	Std. Error:	0.23				

7.4. Training session						Response Percent	Response Total
1	Very helpful					9.7%	9
2	Fairly helpful					5.4%	5
3	Neither helpful nor unhelpful					4.3%	4
4	Not very helpful					2.2%	2
5	Not at all helpful					0.0%	0
6	Don't know					0.0%	0
7	I haven't used this method of communication					78.5%	73
Analysis						answered	93
	Mean:	5.91	Std. Deviation:	2.13	Satisfaction Rate:	81.9	
	Variance:	4.53	Std. Error:	0.22			

7.5. Event						Response Percent	Response Total
1	Very helpful					1.1%	1
2	Fairly helpful					5.4%	5
3	Neither helpful nor unhelpful					1.1%	1
4	Not very helpful					3.2%	3
5	Not at all helpful					0.0%	0
6	Don't know					0.0%	0
7	I haven't used this method of communication					89.2%	83
Analysis						answered	93
	Mean:	6.53	Std. Deviation:	1.4	Satisfaction Rate:	92.11	
	Variance:	1.97	Std. Error:	0.15			

8. In the last year / since the General Election, how satisfied have you been with the speed of our responses?								
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	I haven't used this method of communication	Response Total
By email	15.1% (14)	39.8% (37)	10.8% (10)	16.1% (15)	12.9% (12)	0.0% (0)	5.4% (5)	93
By telephone	31.2% (29)	38.7% (36)	8.6% (8)	9.7% (9)	1.1% (1)	1.1% (1)	9.7% (9)	93
							answered	93
							skipped	0

Matrix Charts

8.1. By email							Response Percent	Response Total
1	Very satisfied						15.1%	14
2	Fairly satisfied						39.8%	37
3	Neither satisfied nor dissatisfied						10.8%	10
4	Fairly dissatisfied						16.1%	15
5	Very dissatisfied						12.9%	12
6	Don't know						0.0%	0
7	I haven't used this method of communication						5.4%	5
Analysis	Mean:	2.94	Std. Deviation:	1.59	Satisfaction Rate:	32.26	answered	93
	Variance:	2.53	Std. Error:	0.17				

8.2. By telephone						Response Percent	Response Total	
1	Very satisfied		<div></div>			31.2%	29	
2	Fairly satisfied		<div></div>			38.7%	36	
3	Neither satisfied nor dissatisfied		<div></div>			8.6%	8	
4	Fairly dissatisfied		<div></div>			9.7%	9	
5	Very dissatisfied		<div></div>			1.1%	1	
6	Don't know		<div></div>			1.1%	1	
7	I haven't used this method of communication		<div></div>			9.7%	9	
Analysis	Mean:	2.53	Std. Deviation:	1.79	Satisfaction Rate:	25.45	answered	93
	Variance:	3.2	Std. Error:	0.19				



9. How else could IPSA improve the information and guidance we provide?				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	39
			answered	39
			skipped	54

3. NEW MPs

10. How content were you with the introduction and service provided by IPSA at the New Members Reception Area (NMRA)?

						Response Percent	Response Total	
1	Very Dissatisfied					0.00%	0	
2	Fairly Satisfied					0.00%	0	
3	Neutral			<div></div>		100.00%	2	
4	Fairly dissatisfied					0.00%	0	
5	Very dissatisfied					0.00%	0	
6	Don't know					0.00%	0	
7	I did not attend the NMRA					0.00%	0	
Analysis	Mean:	3	Std. Deviation:	0	Satisfaction Rate:	33.33	answered	2
	Variance:	0	Std. Error:	0			skipped	91





11. How useful have you found it having an Account Manager to support you in your first few months as an MP?

						Response Percent	Response Total
1	Very useful					0.00%	0
2	Fairly useful					50.00%	1
3	Neither useful nor not useful					0.00%	0
4	Not very useful					50.00%	1
5	Not at all useful					0.00%	0
6	Don't know					0.00%	0
7	I did not contact my Account Manager					0.00%	0




11. How useful have you found it having an Account Manager to support you in your first few months as an MP?

						Response Percent	Response Total
Analysis	Mean:	3	Std. Deviation:	1	Satisfaction Rate:	33.33	answered
	Variance:	1	Std. Error:	0.71			skipped
							91

4. New MPs and Proxies
12. How useful have you found one to one training or IPSA roadshows?

						Response Percent	Response Total
1	Very useful					22.22%	2
2	Fairly useful					33.33%	3
3	Neither useful nor not useful					0.00%	0
4	Not very useful					0.00%	0
5	Not at all useful					0.00%	0
6	Don't know					0.00%	0
7	I did not attend one to one training / IPSA roadshows					33.33%	3
8	I did not know they happened					11.11%	1
Analysis	Mean:	4.11	Std. Deviation:	2.85	Satisfaction Rate:	44.44	answered
	Variance:	8.1	Std. Error:	0.95			skipped
							84





13. What did you find most helpful in learning about the Scheme and what you can claim for?									
							Response Percent	Response Total	
1	One-to-one training			<div></div>			33.33%	3	
2	Roadshows						0.00%	0	
3	Reading the Scheme			<div></div>			33.33%	3	
4	Account Manager			<div></div>			66.67%	6	
5	Literature including, how to guides and training manuals			<div></div>			22.22%	2	
6	N/A						0.00%	0	
7	Other (please specify):			<div></div>			11.11%	1	
Analysis	Mean:	5.89	Std. Deviation:	3.67	Satisfaction Rate:	70.37	answered	9	
	Variance:	13.44	Std. Error:	1.22			skipped	84	

14. How confident are you now in understanding the MPs' Scheme of Business Costs and Expenses and what you can claim for?							Response Percent	Response Total
1	Very confident						11.11%	1
2	Fairly confident						66.67%	6
3	Neither confident nor unconfident						22.22%	2
4	Not very confident						0.00%	0
5	Not at all confident						0.00%	0
6	Don't know						0.00%	0
							answered	9

14. How confident are you now in understanding the MPs' Scheme of Business Costs and Expenses and what you can claim for?

							Response Percent	Response Total
Analysis	Mean:	2.11	Std. Deviation:	0.57	Satisfaction Rate:	22.22	skipped	84
	Variance:	0.32	Std. Error:	0.19				

15. How confident are you at using the online expenses system to submit reimbursement claims and reconcile your payment card (IPSA credit card)?

							Response Percent	Response Total
1	Very confident						11.11%	1
2	Fairly confident						55.56%	5
3	Neither confident nor unconfident						22.22%	2
4	Not very confident						11.11%	1
5	Not at all confident						0.00%	0
6	Don't know						0.00%	0
Analysis	Mean:	2.33	Std. Deviation:	0.82	Satisfaction Rate:	26.67	answered	9
	Variance:	0.67	Std. Error:	0.27			skipped	84

16. Do you have any comments about the service and information you have received from IPSA since the Election or ways in which we can improve?







		Response Percent	Response Total
1	Open-Ended Question	100.00%	4
		answered	4

16. Do you have any comments about the service and information you have received from IPSA since the Election or ways in which we can improve?

	Response Percent	Response Total
	skipped	89

5. Returning MPs and Proxies

17. How useful was the information that you received about guidance during the pre-election Dissolution period?





			Response Percent	Response Total
1	Very useful		26.00%	13
2	Fairly useful		48.00%	24
3	Neither useful nor not useful		6.00%	3
4	Not very useful		12.00%	6
5	Not at all useful		2.00%	1
6	Don't know		6.00%	3
Analysis	Mean:	2.34	answered	50
	Variance:	1.82		
	Std. Deviation:	1.35	skipped	43
	Std. Error:	0.19		
	Satisfaction Rate:	26.8		

18. How useful did you find the drop in sessions in the House of Commons after the Election?







		Response Percent	Response Total
1	Very useful	0.00%	0
2	Fairly useful	4.00%	2

18. How useful did you find the drop in sessions in the House of Commons after the Election?							Response Percent	Response Total
3	Neither useful nor not useful						2.00%	1
4	Not very useful						0.00%	0
5	Not at all useful						2.00%	1
6	Don't know						2.00%	1
7	I did not know they were happening						6.00%	3
8	I did not attend drop in sessions						84.00%	42
Analysis	Mean:	7.5	Std. Deviation:	1.42	Satisfaction Rate:	92.86	answered	50
	Variance:	2.01	Std. Error:	0.2			skipped	43

19. How helpful was information provided by IPSA in helping you get back to business as usual following the Election?							Response Percent	Response Total
1	Very Helpful						12.00%	6
2	Fairly Helpful						44.00%	22
3	Neither Helpful nor unhelpful						30.00%	15
4	Not very Helpful						2.00%	1
5	Not at all Helpful						4.00%	2
6	Don't know						8.00%	4
Analysis	Mean:	2.66	Std. Deviation:	1.31	Satisfaction Rate:	33.2	answered	50
	Variance:	1.7	Std. Error:	0.18			skipped	43

20. What was your opinion of the new Scheme launched in April 2017?							Response Percent	Response Total
1	Positive						22.00%	11
2	Neutral						58.00%	29
3	Negative						10.00%	5
4	Other (please specify):						16.00%	8
Analysis	Mean:	2.32	Std. Deviation:	0.97	Satisfaction Rate:	42	answered	50
	Variance:	0.94	Std. Error:	0.14			skipped	43

6. Returning Staff

21. How useful was the information that you received about guidance during the pre-election Dissolution period?							Response Percent	Response Total
1	Very useful						21.43%	6
2	Fairly useful						46.43%	13
3	Neither useful nor not useful						3.57%	1
4	Not very useful						10.71%	3
5	Not at all useful						3.57%	1
6	Don't know						14.29%	4
Analysis	Mean:	2.71	Std. Deviation:	1.67	Satisfaction Rate:	34.29	answered	28
	Variance:	2.78	Std. Error:	0.31			skipped	65

22. How helpful was information provided by IPSA in helping you get back to business as usual following the Election?

						Response Percent	Response Total
1	Very					14.29%	4
2	Fairly					42.86%	12
3	Neither					14.29%	4
4	Not very					7.14%	2
5	Not at all useful					3.57%	1
6	Don't know					17.86%	5
Analysis	Mean:	2.96	Std. Deviation:	1.68	Satisfaction Rate:	39.29	answered 28
	Variance:	2.82	Std. Error:	0.32			skipped 65

23. What was your opinion of the new Scheme launched in April 2017?

						Response Percent	Response Total
1	Positive					17.86%	5
2	Neutral					53.57%	15
3	Negative					10.71%	3
4	Other (please specify):					17.86%	5
Analysis	Mean:	2.29	Std. Deviation:	0.96	Satisfaction Rate:	42.86	answered 28
	Variance:	0.92	Std. Error:	0.18			skipped 65

7. Departed MPs and Proxies

24. How useful have you found it having an Account Manager to support you in winding up your office?

			Response Percent	Response Total
1	Very useful		0.00%	0
2	Fairly useful		0.00%	0
3	Neither useful nor not useful		0.00%	0
4	Not very useful		0.00%	0
5	Not at all useful		0.00%	0
6	Don't know		0.00%	0
7	I did not contact my Account Manager		0.00%	0
			answered	0
			skipped	93

25. How satisfied were you with the service provided by IPSA at the Departing Members Area (DMA)?

			Response Percent	Response Total
1	Very satisfied		0.00%	0
2	Fairly satisfied		0.00%	0
3	Neither satisfied nor dissatisfied		0.00%	0
4	Fairly dissatisfied		0.00%	0
5	Very dissatisfied		0.00%	0
6	Don't know		0.00%	0
7	I did not attend the DMA		0.00%	0

25. How satisfied were you with the service provided by IPSA at the Departing Members Area (DMA)?

	Response Percent	Response Total
	answered	0
	skipped	93

26. How clear were you on what had to be done to close down parliamentary affairs with IPSA?

	Response Percent	Response Total
1 Very clear	0.00%	0
2 Fairly clear	0.00%	0
3 Neither clear nor unclear	0.00%	0
4 Fairly unclear	0.00%	0
5 Very unclear	0.00%	0
6 Don't know	0.00%	0
	answered	0
	skipped	93

27. How satisfied were you with the service provided by IPSA after your departure?

	Response Percent	Response Total
1 Very satisfied	0.00%	0
2 Fairly satisfied	0.00%	0
3 Neither satisfied nor dissatisfied	0.00%	0


27. How satisfied were you with the service provided by IPSA after your departure?				
			Response Percent	Response Total
4	Fairly dissatisfied		0.00%	0
5	Very dissatisfied		0.00%	0
6	Don't know		0.00%	0
			answered	0
			skipped	93




28. What else could we have done to help wind down your affairs quickly?				
			Response Percent	Response Total
1	Open-Ended Question		0.00%	0
No answers found.				
			answered	0
			skipped	93

29. Do you have any comments about the service and information you have received from IPSA or ways in which we can improve?				
			Response Percent	Response Total
1	Open-Ended Question		0.00%	0
No answers found.				
			answered	0
			skipped	93


8. IPSA SYSTEMS

30. Which of the following direct payment options have you used? (Tick all that apply)								
						Response Percent	Response Total	
1	IPSA payment card (for any parliamentary expense/business cost)			<div></div>		87.93%	51	
2	Travel booked through trainline.com			<div></div>		41.38%	24	
3	Travel booked through Corporate Travel Management (formerly known as Chambers Travel)			<div></div>		53.45%	31	
4	Items ordered with Banner, Commercial, XMA and Honest Inks			<div></div>		91.38%	53	
5	Pooled research services (e.g. PRU, PRS, SNP, ERG, POLD etc.)			<div></div>		63.79%	37	
6	Direct rental payments to landlords for residential accommodation or office rent			<div></div>		75.86%	44	
7	None of the above			<div></div>		1.72%	1	
8	Don't know					0.00%	0	
Analysis	Mean:	14.83	Std. Deviation:	23.24	Satisfaction Rate:	152.46	answered	58
	Variance:	539.9	Std. Error:	3.05			skipped	35



31. Prior to beginning this survey, were you aware of these direct payment options available to you?					Response Percent	Response Total
1	I knew about all these payment options and I am using the options suitable for me				70.69%	41

31. Prior to beginning this survey, were you aware of these direct payment options available to you?							Response Percent	Response Total
2	I knew about some of these options, but not all of them						25.86%	15
3	I did not know about any of these payment options						1.72%	1
4	Don't know						1.72%	1
Analysis	Mean:	1.34	Std. Deviation:	0.6	Satisfaction Rate:	11.49	answered	58
	Variance:	0.36	Std. Error:	0.08			skipped	35








32. Over 70% of MPs’ business costs and expense claims can now be paid direct to suppliers, or by using the payment card. Are there any other services you would like to pay for directly in this way?			
		Response Percent	Response Total
1	Open-Ended Question	100.00%	21
		answered	21
		skipped	72





33. On average, how many hours per month have you spent making claims for business costs and expenses?							Response Percent	Response Total
1	Between 0 and 2 hours						17.24%	10
2	Between 2 and 4 hours						22.41%	13
3	Between 4 and 6 hours						24.14%	14
4	Between 6 and 8 hours						15.52%	9





33. On average, how many hours per month have you spent making claims for business costs and expenses?

						Response Percent	Response Total
5	Between 8 and 10 hours					15.52%	9
6	10+ hours					5.17%	3
7	N/A					0.00%	0
Analysis	Mean:	3.05	Std. Deviation:	1.47	Satisfaction Rate:	34.2	answered 58
	Variance:	2.15	Std. Error:	0.19			skipped 35




34. How does this compare to the amount of time you spent making claims a year ago?

						Response Percent	Response Total
1	Much less time now					1.72%	1
2	Somewhat less time now					13.79%	8
3	About the same amount of time					56.90%	33
4	Somewhat more time now					3.45%	2
5	Much more time now					1.72%	1
6	Don't know					6.90%	4
7	N/A					15.52%	9
Analysis	Mean:	3.72	Std. Deviation:	1.7	Satisfaction Rate:	45.4	answered 58
	Variance:	2.89	Std. Error:	0.22			skipped 35





35. How easy do you find the online expenses system to use?							Response Percent	Response Total
1	Very easy						0.00%	0
2	Fairly easy						56.90%	33
3	Neither easy nor difficult						15.52%	9
4	Fairly difficult						17.24%	10
5	Very difficult						10.34%	6
6	Don't know						0.00%	0
Analysis	Mean:	2.81	Std. Deviation:	1.06	Satisfaction Rate:	36.21	answered	58
	Variance:	1.12	Std. Error:	0.14			skipped	35

36. Do you find it useful to be able to produce reports detailing how much you have spent in various budgets on the online expenses system?							Response Percent	Response Total
1	Yes, this is useful						75.86%	44
2	No, this is not useful						5.17%	3
3	Don't know						3.45%	2
4	I haven't used the reporting function						15.52%	9
Analysis	Mean:	1.59	Std. Deviation:	1.11	Satisfaction Rate:	19.54	answered	58
	Variance:	1.24	Std. Error:	0.15			skipped	35

9. Improvement Program

37. In 2018, as part of an improvement programme, IPSA will be bringing its services together in one place with improved access using single sign on using your parliamentary account. A faster online expenses system will also be introduced. Are you aware of what the changes mean for you?							Response Percent	Response Total
1	Yes (please provide comments)						16.67%	15
2	No						63.33%	57
3	Didn't know about the improvement programme.						20.00%	18
Analysis	Mean:	2.03	Std. Deviation:	0.6	Satisfaction Rate:	51.67	answered	90
	Variance:	0.37	Std. Error:	0.06			skipped	3




10. Processing of claims by IPSA



38. If we have returned a claim to you recently, were our explanatory notes clear?							Response Percent	Response Total
1	Yes						46.55%	27
2	No						25.86%	15
3	Don't know						1.72%	1
4	I have not had any claims returned to me by IPSA						25.86%	15
Analysis	Mean:	2.07	Std. Deviation:	1.23	Satisfaction Rate:	35.63	answered	58
	Variance:	1.51	Std. Error:	0.16			skipped	35







39. Do you have any comments to make about the explanatory notes IPSA sends you when returning a claim?			Response Percent	Response Total
1	Open-Ended Question		100.00%	21
			answered	21
			skipped	72

40. How satisfied are you with IPSA's current service in relation to the following aspects of processing your claims?							
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Response Total
Speed of processing	22.4% (13)	60.3% (35)	10.3% (6)	5.2% (3)	0.0% (0)	1.7% (1)	58
Quality of service	17.2% (10)	60.3% (35)	13.8% (8)	5.2% (3)	1.7% (1)	1.7% (1)	58
						answered	58
						skipped	35

Matrix Charts





40.1. Speed of processing			Response Percent	Response Total
1	Very satisfied		22.4%	13
2	Fairly satisfied		60.3%	35
3	Neither satisfied nor dissatisfied		10.3%	6

40.1. Speed of processing						Response Percent	Response Total
4	Fairly dissatisfied					5.2%	3
5	Very dissatisfied					0.0%	0
6	Don't know					1.7%	1
Analysis	Mean:	2.05	Std. Deviation:	0.9	Satisfaction Rate:	answered	58
	Variance:	0.81	Std. Error:	0.12			









40.2. Quality of service						Response Percent	Response Total
1	Very satisfied					17.2%	10
2	Fairly satisfied					60.3%	35
3	Neither satisfied nor dissatisfied					13.8%	8
4	Fairly dissatisfied					5.2%	3
5	Very dissatisfied					1.7%	1
6	Don't know					1.7%	1
Analysis	Mean:	2.19	Std. Deviation:	0.96	Satisfaction Rate:	answered	58
	Variance:	0.91	Std. Error:	0.13			

41. Please explain why you have rated the speed and quality of the service this way.				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	36
			answered	36
			skipped	57

42. In the last 12 months, have you chosen not to claim for any expenses/business costs which you believe could have been claimed?








						Response Percent	Response Total
1	Yes					55.17%	32
2	No					20.69%	12
3	Don't know					12.07%	7
4	N/A					12.07%	7
Analysis	Mean:	1.81	Std. Deviation:	1.06	Satisfaction Rate:	27.01	answered 58
	Variance:	1.12	Std. Error:	0.14			skipped 35









43. For which of the following reasons have you not claimed an expense/business cost? (Tick all that apply)

						Response Percent	Response Total
1	The claim process was too complicated					8.62%	5
2	It was only a small claim					41.38%	24
3	It would take too long					15.52%	9
4	I wasn't sure if it was claimable					12.07%	7
5	I wasn't sure what amount I could claim for					10.34%	6
6	I was concerned about the claim being published					24.14%	14
7	I was worried the claim would be rejected					5.17%	3
8	Don't know					18.97%	11

43. For which of the following reasons have you not claimed an expense/business cost? (Tick all that apply)							Response Percent	Response Total
9	Other (please specify):						36.21%	21
Analysis	Mean:	8.97	Std. Deviation:	6.18	Satisfaction Rate:	90.52	answered	58
	Variance:	38.17	Std. Error:	0.81			skipped	35

11. IPSA public website (www.theipsa.org.uk)

44. In general, how would you rate the IPSA website?							Response Percent	Response Total
1	Very good						3.37%	3
2	Good						38.20%	34
3	Average						40.45%	36
4	Poor						5.62%	5
5	Very Poor						4.49%	4
6	Don't know						3.37%	3
7	I have never used the IPSA website						4.49%	4
Analysis	Mean:	2.98	Std. Deviation:	1.33	Satisfaction Rate:	32.96	answered	89
	Variance:	1.77	Std. Error:	0.14			skipped	4







45. For what purpose have you used the IPSA website (tick all that apply)							Response Percent	Response Total
1	Employing staff (e.g. contracts, job descriptions, etc.)						75.28%	67
2	Scheme guidance						74.16%	66
3	News						23.60%	21
4	RSA software token guidance						7.87%	7
5	Making a complaint						2.25%	2
6	Published data						35.96%	32
7	N/A						7.87%	7
8	Other (please specify):						2.25%	2
Analysis	Mean:	6.26	Std. Deviation:	6.11	Satisfaction Rate:	56.66	answered	89
	Variance:	37.34	Std. Error:	0.65			skipped	4

46. Please tell us further how you think the IPSA website could be improved.				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	30
			answered	30
			skipped	63








12. IPSA payroll services






47. How satisfied are you with the following payroll services:								
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	I have never used this service	Response Total
Staff budget report	16.1% (14)	28.7% (25)	13.8% (12)	4.6% (4)	3.4% (3)	1.1% (1)	32.2% (28)	87
Online timesheets	6.9% (6)	16.1% (14)	5.7% (5)	2.3% (2)	4.6% (4)	5.7% (5)	58.6% (51)	87
Job description tool	12.6% (11)	41.4% (36)	12.6% (11)	11.5% (10)	5.7% (5)	2.3% (2)	13.8% (12)	87
Contract tool	12.6% (11)	44.8% (39)	6.9% (6)	8.0% (7)	6.9% (6)	2.3% (2)	18.4% (16)	87
Payroll staff members	21.8% (19)	23.0% (20)	6.9% (6)	6.9% (6)	6.9% (6)	2.3% (2)	32.2% (28)	87
							answered	87
							skipped	6



Matrix Charts








47.1. Staff budget report			Response Percent	Response Total
1	Very satisfied		16.1%	14
2	Fairly satisfied		28.7%	25
3	Neither satisfied nor dissatisfied		13.8%	12
4	Fairly dissatisfied		4.6%	4
5	Very dissatisfied		3.4%	3
6	Don't know		1.1%	1





47.1. Staff budget report							Response Percent	Response Total
7	I have never used this service		<div></div>				32.2%	28
Analysis	Mean:	3.83	Std. Deviation:	2.38	Satisfaction Rate:	47.13	answered	87
	Variance:	5.68	Std. Error:	0.26				

47.2. Online timesheets							Response Percent	Response Total
1	Very satisfied						6.9%	6
2	Fairly satisfied						16.1%	14
3	Neither satisfied nor dissatisfied						5.7%	5
4	Fairly dissatisfied						2.3%	2
5	Very dissatisfied						4.6%	4
6	Don't know						5.7%	5
7	I have never used this service						58.6%	51
Analysis	Mean:	5.33	Std. Deviation:	2.26	Satisfaction Rate:	72.22	answered	87
	Variance:	5.1	Std. Error:	0.24				

47.3. Job description tool							Response Percent	Response Total
1	Very satisfied						12.6%	11
2	Fairly satisfied						41.4%	36
3	Neither satisfied nor dissatisfied						12.6%	11
4	Fairly dissatisfied						11.5%	10
5	Very dissatisfied						5.7%	5

47.3. Job description tool						Response Percent	Response Total
6	Don't know					2.3%	2
7	I have never used this service					13.8%	12
Analysis	Mean:	3.18	Std. Deviation:	1.91	Satisfaction Rate:	answered	87
	Variance:	3.64	Std. Error:	0.2			

47.4. Contract tool						Response Percent	Response Total
1	Very satisfied					12.6%	11
2	Fairly satisfied					44.8%	39
3	Neither satisfied nor dissatisfied					6.9%	6
4	Fairly dissatisfied					8.0%	7
5	Very dissatisfied					6.9%	6
6	Don't know					2.3%	2
7	I have never used this service					18.4%	16
Analysis	Mean:	3.32	Std. Deviation:	2.09	Satisfaction Rate:	answered	87
	Variance:	4.36	Std. Error:	0.22			

47.5. Payroll staff members						Response Percent	Response Total
1	Very satisfied					21.8%	19
2	Fairly satisfied					23.0%	20
3	Neither satisfied nor dissatisfied					6.9%	6
4	Fairly dissatisfied					6.9%	6







47.5. Payroll staff members						Response Percent	Response Total
5	Very dissatisfied					6.9%	6
6	Don't know					2.3%	2
7	I have never used this service					32.2%	28
Analysis	Mean:	3.9	Std. Deviation:	2.45	Satisfaction Rate:	48.28	answered 87
	Variance:	6	Std. Error:	0.26			

48. How could IPSA improve these and other payroll services?				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	33
			answered	33
			skipped	60

13. Regulation

49. As well as administering the system to pay your salaries and expenses, IPSA has a wider regulatory role to provide assurance to the public that MPs are remunerated fairly and transparently. Were you aware of this dual role prior to becoming an MP/working for an MP?						Response Percent	Response Total
1	Yes					46.15%	6
2	No					53.85%	7
Analysis	Mean:	1.54	Std. Deviation:	0.5	Satisfaction Rate:	53.85	answered 13
	Variance:	0.25	Std. Error:	0.14			skipped 80

14. Regulation

50. Thinking about IPSA's regulatory role, how would you rate our performance over the past year?							Response Percent	Response Total
1	Very good						5.56%	4
2	Good						40.28%	29
3	Average						31.94%	23
4	Poor						1.39%	1
5	Very poor						4.17%	3
6	Don't know						16.67%	12
Analysis	Mean:	3.08	Std. Deviation:	1.52	Satisfaction Rate:	41.67	answered	72
	Variance:	2.3	Std. Error:	0.18			skipped	21

51. Please explain why you have rated IPSA’s regulatory role in this way				
			Response Percent	Response Total
1	Open-Ended Question		100.00%	53
			answered	53
			skipped	40

15. End of main survey

52. Thank you for completing the main survey questions. Do you have anything else you'd like to add? Remember the survey software anonymises all responses so please call us if you would like to talk about a specific query.

		Response Percent	Response Total
1	Open-Ended Question	100.00%	28
		answered	28
		skipped	65