

**Findings from the
Annual Survey of MPs
and their staff**

2018

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Introduction

1. Conducted each year with MPs and their staff, the annual user survey is one of the main ways for IPSA to find out how well we are performing. This year's survey marks a change from previous years, as it is both shorter and more focused on measuring respondent satisfaction with IPSA services. As such, comparisons with previous years' survey results are difficult, though where possible, these have been drawn.
2. This year saw a delay in implementation of the final piece of the IPSA Online improvement programme, the roll-out of a new online system for MPs. Other changes already implemented as part of the improvement programme have included a simplified Scheme of MPs' Business Costs and Expenses; the introduction of an account management approach to support MPs; the launch of a new external facing website; and the IPSA Online homepage which makes access to IPSA's current systems much quicker and easier. The new online system was launched in April 2019.
3. We circulated the link to the online survey to all MPs and staff via the IPSA bulletin, and the survey ran from the 29 November 2018 to the 11 January 2019. The survey did not ask for respondents' personal details such as name or constituency. The survey questions and responses are provide in full at Appendix 1.

Key Findings

4. The results show there are areas where IPSA is performing well:
 - Our satisfaction score was substantially improved from last year; in 2018, 68% of respondents thought our services were either good or very good, up from 53% in 2017.
 - There were positive comments from respondents regarding IPSA staff members, showing the strength of the team.
 - Respondent satisfaction for IPSA's communication channels such as the IPSA bulletin and twitter account, was higher than the perceived importance of them.
 - Although some respondents were frustrated with the delay to the new online system, they did not indicate that this impacted on IPSA's ability to provide a good service.
5. The survey has also highlighted areas where IPSA can improve:
 - Respondents said that IPSA was not being transparent regarding the delay to the new system, and suggested that we could have communicated the reasons for the delay better.
 - Multiple respondents mentioned that advice from IPSA was inconsistent and slow.

- IPSA's online resources, particularly the job description and contract tools, were negatively commented on by numerous respondents, with many saying they are not useful in their current form.
- Only 50% of respondents felt confident in their understanding of the Scheme of MPs' Business Costs and Expenses.

Number of responses

6. In 2018, 291 people responded to our annual survey: this is a marked increase on last year's 93 responses. The number comprised 30 MPs, up from 9 last year; 146 proxy members of staff (those nominated by an MP to act on their behalf to manage their business costs and expenses), up from 33 last year; and 115 non-proxy members of staff up from 51 last year. Though these figures show a much higher response rate than last year, they are still lower than the 2016 figure of 366 responses.
7. The higher level of engagement may be explained by more personalised methods of communicating the survey. Additionally, in 2018 many staff members received training on the new online system, meaning greater engagement with IPSA. Last year's low response rate may have been partially caused by the 2017 election and influx of new MPs.

Overall Rating

8. Respondents were asked how they rated the services provided by IPSA overall. This year 68% of respondents rated IPSA's services as Very Good or Good, a substantial improvement on last year's result of 53%. Figure 1 shows the results in full along with the results from the previous two years. However, when broken down into the different types of respondents, MPs expressed significantly lower levels of satisfaction (33%) than their staff members (72%).
9. After rating IPSA's services, respondents were asked if they had any further comments. These responses were analysed and categorised. Comments regarding IPSA's staff were largely positive, with eight respondents referring to them as helpful, though some felt staff could do with some more training. Negative comments on our service largely related to conflicting advice, delayed responses and the inflexibility of online forms. The issue of conflicting advice was also brought up several times in the general comments. Three respondents referred to the delay to the new online system.

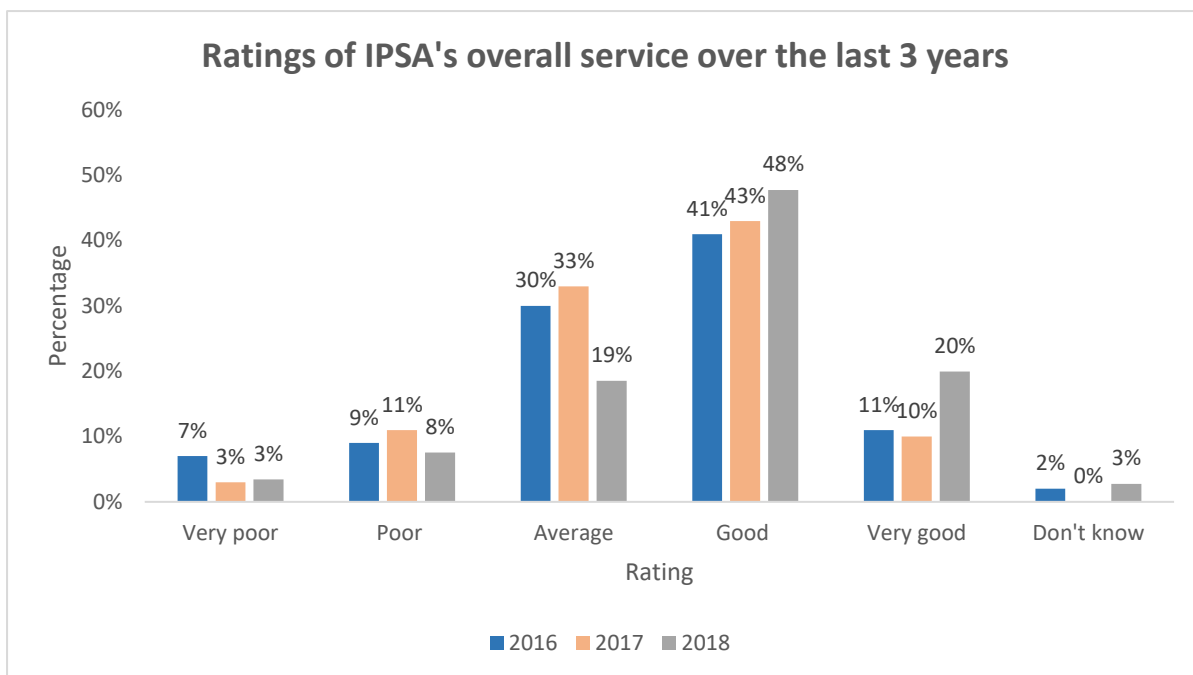


Figure 1 Rating of IPSA's services

10. Below is a sample of the comments received:

“Disappointment of no new system, otherwise good”

“Some incorrect advice given which has resulted in budget problems for the MP”

“I have always found the staff so very helpful”

“Staff are excellent system is very poor”

Confidence with IPSA’s rules

11. The Scheme of MPs’ Business Costs and Expenses (the Scheme) outlines the rules and budgets relating to MPs’ expenses. In order to enable high compliance, it is important that MPs and staff have a good understanding of them. Fifty percent of respondents report being ‘confident’ or ‘very confident’ in their understanding of the Scheme, with 31% stating they feel neutral about it. By contrast, in 2017, 77.8% of new MPs felt confident in what they could claim for, suggesting a need for further training for all MPs.

The process of making a claim

12. There are various stages and processes to submitting a claim. It is important for IPSA to know how confident respondents are with using our systems, in order to target our resources in the right areas.

Time spent claiming

13. We asked MPs and their proxies how many hours on average they spend per month making claims online. The results are presented in figure 2.

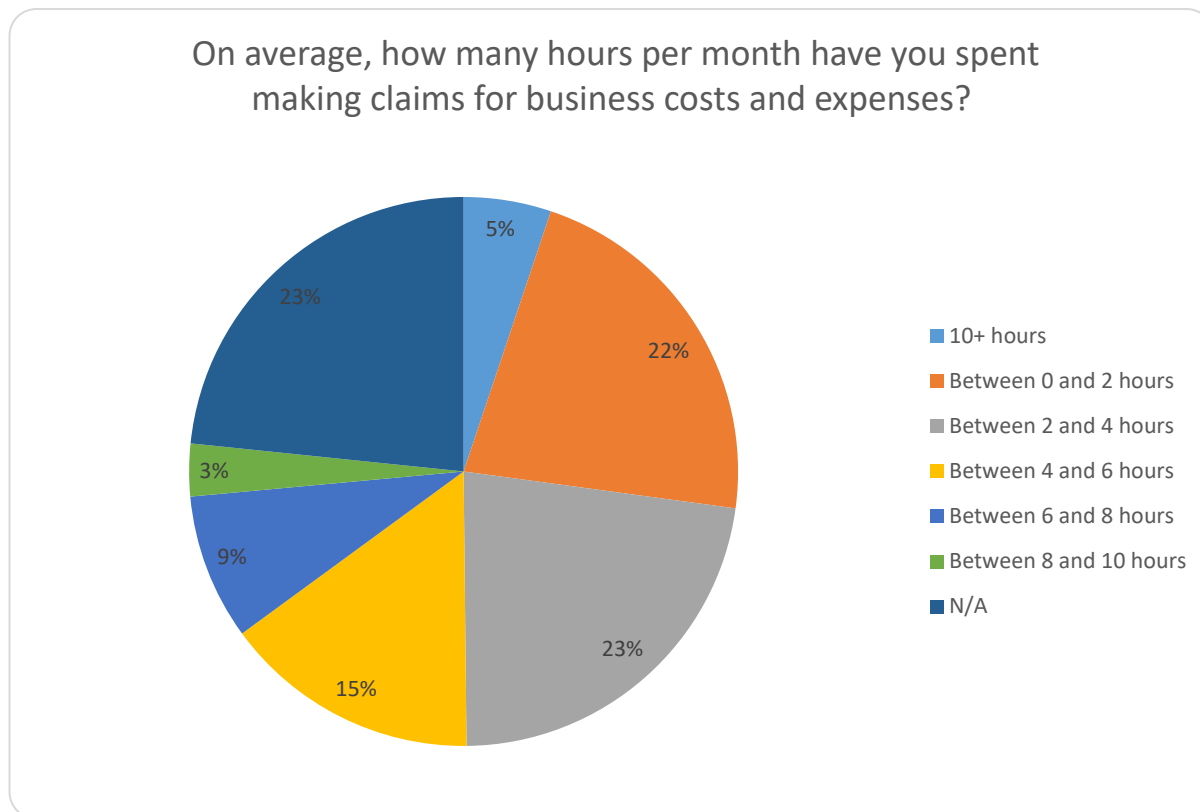


Figure 2 Self-reported time spent making claims

14. Respondents were asked whether the amount of time spent making claims has changed compared to the previous year. Forty-five percent of respondents reported that they spent the same amount of time; and 33% of respondents stated that this question was not applicable to them.
15. We also asked respondents about returned claims, and whether the explanatory notes with these returned claims were clear. When asked, 50% of respondents said they either didn't know or had not had any returned claims, though 35% stated that the notes they received were clear.

Choices when making a claim

16. In this year's survey we asked respondents if they had chosen not to claim something that would have been allowable. Fifty-four percent of respondents said this was the case.
17. The most common reason for not making an eligible claim, which 41% of respondents cited, was that "it was only a small claim". The second most common reason, which 24% of respondents cited, was concern about the claim being published. Respondents were

also invited to write other reasons for not making claims; these varied, but two common themes were that making a small claim was not worth the hassle, and that staff members cannot be directly reimbursed for these costs. One respondent commented:

“The process ridiculously means that staff cannot be paid directly. I do not want to bother the member asking for £2.50 back...despite the fact this all adds up.”

IPSA Online

18. In April 2019 we launched a new integrated finance, payroll and expenses online system. This system gives MPs and their staff near-real-time information about their budgets; a quicker digital process for submitting claims; a mobile app; and the ability for staff members to be directly reimbursed. The system was due to be launched in July 2018 but was delayed. The launch of this system forms a key part of our improvement programme and will improve the service we can offer to MPs and staff.
19. This survey was carried out prior to the launch. We asked respondents how aware they were of the new system and what it would mean for them. Fifty-three percent of respondents said they were not aware, while 47% of respondents said that they were. As of the closing date of this survey (11 January 2019), staff from 51% of offices had attended training on IPSA Online. In other parts of the survey, respondents did express frustration about the delay in implementation of the online system. This is addressed elsewhere in this report.

MP Support Services

20. Respondents were asked to give an importance score, between 1 and 10, to a range of MP support services, 1 being not important and 10 being very important.
21. Importance scores remain fairly consistent across services, apart from *Disability funding* which received an average score of 5.8. This may reflect that not all offices require this service. Across the other services, importance ranges from 8.1 to 9.7, with *Getting help when you need it* receiving the highest importance score.
22. Respondents were also asked to provide satisfaction scores for these services. Satisfaction scores had a larger range than importance scores, with averages ranging from 6.9 to 9.4. The lowest satisfaction score was given to complaint management. Our complaints procedure has recently been reviewed, and therefore we hope to see an improved score going forward.
23. Figure 3 shows there is a gap between the importance of some of our services and respondent satisfaction with them. The largest gaps are present for *Getting help when you need it* and *complaint management*. On the other hand, there are also areas where satisfaction outweighs importance, as is the case for *Direct rental Payments* and *Disability funding*.

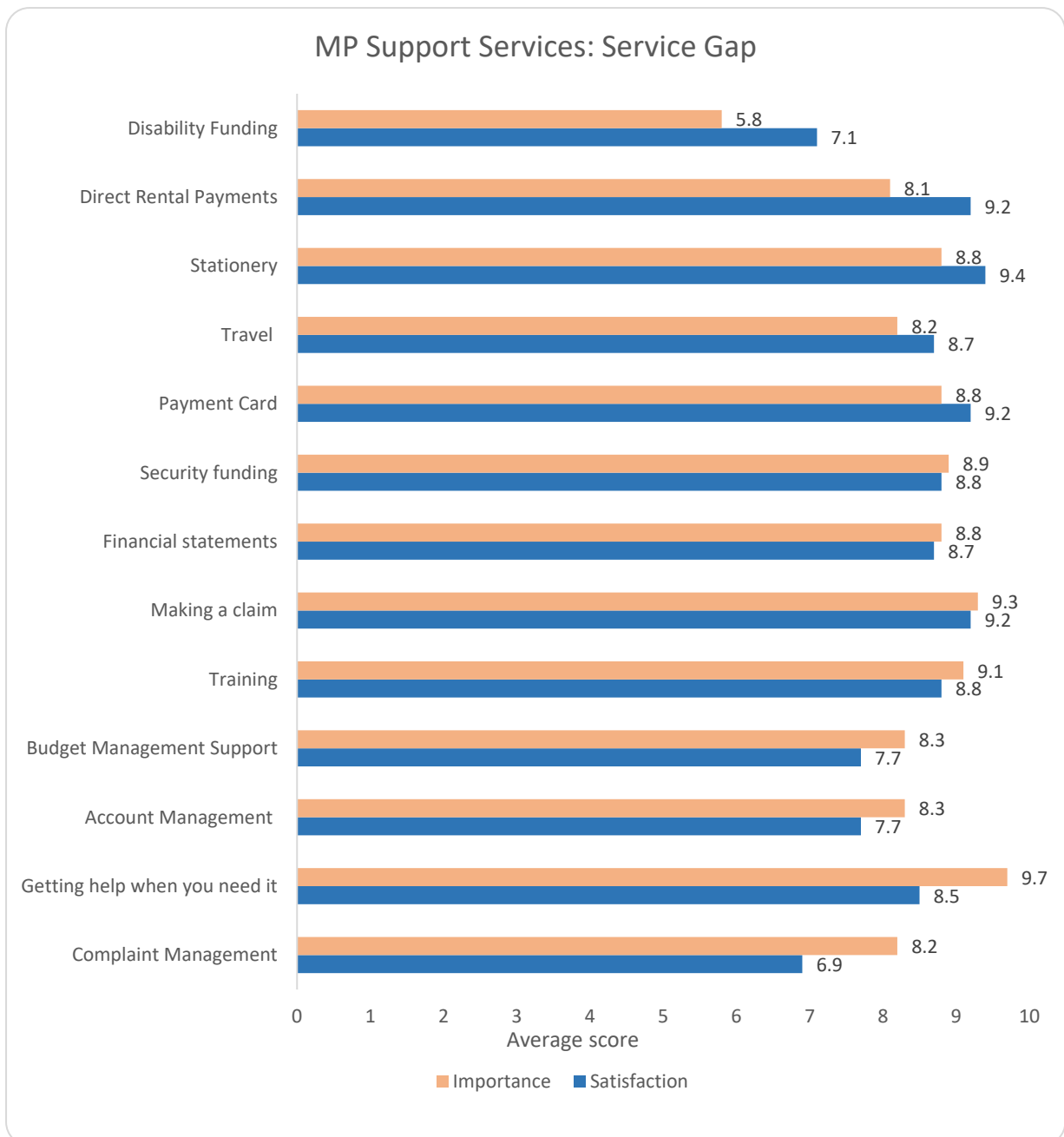


Figure 3 Graph showing the difference in average scores between how important respondents view services, and how satisfied they are with them

Payroll Services

24. Respondents were also asked to give both an importance and satisfaction score to a range of payroll services. The graph below (figure 4) shows the areas where the service gaps appear. The importance of the *Staff budget report* was scored 1.1 point higher than satisfaction with it, showing it as an area to be prioritised. In contrast, the *Online timesheets* were given a satisfaction score 1.8 points higher than their importance score.

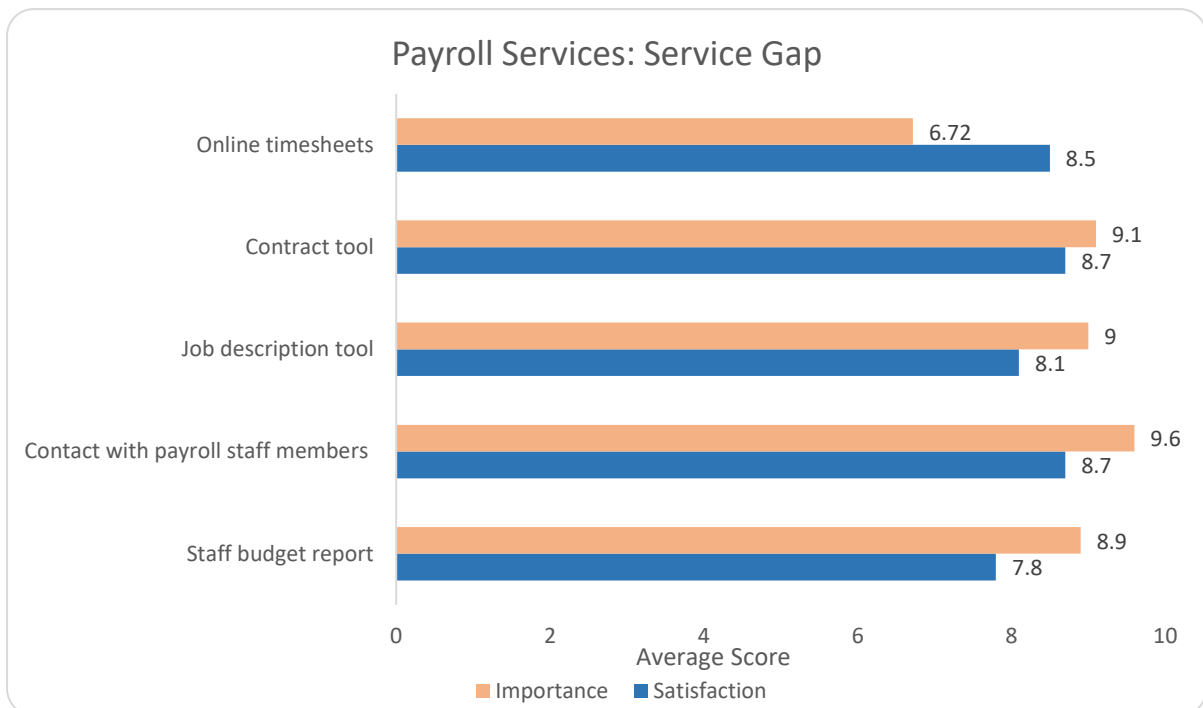


Figure 4 Graph showing the difference in average scores between the importance of payroll services and satisfaction with them

25. Respondents were asked if they had any other comments regarding payroll services. These comments largely consisted of complaints about the job description and contract tools. There were also comments submitted about conflicting advice given by IPSA staff and tasks which are seen as burdensome for the MP.
26. A sample of the comments can be seen below:

“I wish there were slightly more scope for variation in the job description and contract tools”

“Lack of clarity with reports and staff not understanding them when you call”

“I have always found everyone I deal with at IPSA and Payroll to be very helpful.”

Communications

27. Respondents were asked to rate both the importance and satisfaction with various communication channels.
28. From the results shown in the graph below (Figure 5), it appears that for communication channels there is a much greater range in importance and satisfaction scores. MPs and their staff see the IPSA twitter account as being of low importance, but emails, telephone calls and the website as being of high importance.

29. For over half of the channels, respondents rated their satisfaction higher than importance. However, the ratings for telephone calls and emails from IPSA suggest that these areas require some improvement.

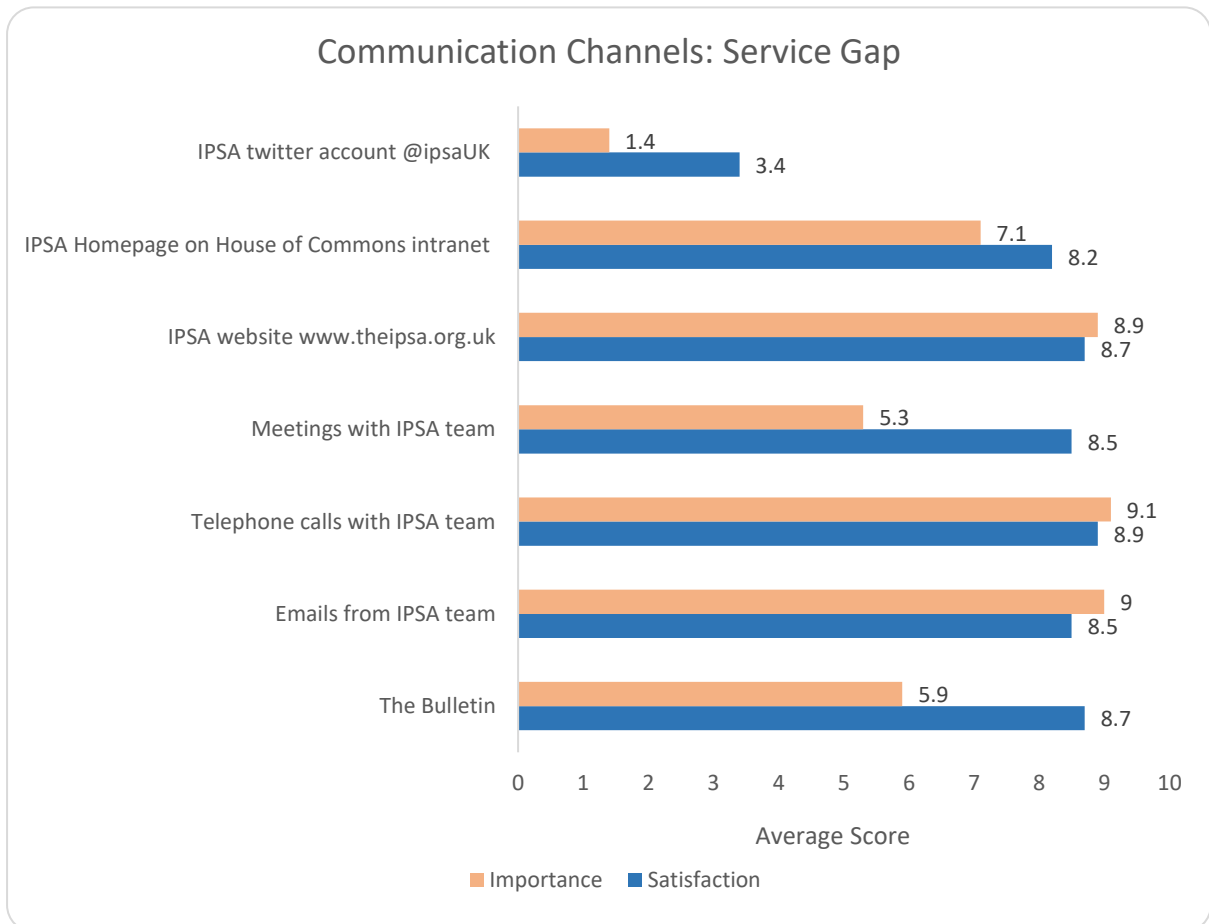


Figure 5 Graph showing the difference in average scores between the importance of communication channels and satisfaction with them

30. As with the previous sections, respondents were asked if they had any further comments. There were several comments relating to problems with the website, such as the search function not working and difficulties finding specific information. Respondents again mentioned both speed and clarity of email responses as things that needed to be improved.

31. Below is a sample of comments:

“Email reply speed can be improved”

“The website is very clunky. The search function does not work”

“Team are helpful over the phone but often difficult to get through”

Final comments

32. Each year we give respondents space at the end of the survey to give us any further comments relating to the content of the survey or other issues they wanted to address.
33. A common theme was frustration with the delay to the implementation of the new online system. Many simply requested clarity about the date the system would go live, and some asserted that IPSA had not been transparent enough about the reasons for the delay. Aside from this, many respondents seemed excited for the launch and wished it would happen as soon as possible. A number of respondents were concerned about the time that has elapsed between the training on the new system, held in the summer, and the revised go-live date of April 2019. A number of respondents stressed the importance of refresher training. IPSA delivered a comprehensive training programme in March and April 2019 to address this.
34. Other frustrations expressed in comments related to IPSA's current system and processes, including forms and receipts being lost in the post. We expect the new system, which is online rather than paper-based, to resolve many of these.
35. Budgets and staff pay also featured in comments. There was some discontent among respondents with the current staffing budget. Related to this, some MPs' staff members reported that they are not being passed on the increases made each year the staffing budget. IPSA is currently undergoing a review of the staffing budget which will investigate in detail any issues MPs and their staff may have with the staffing budget.
36. Lastly, some staff members used this space to thank the IPSA team for their work throughout the year.
37. A sample of final comments is below:

"Went for training on new system this summer. Why is new system not in place right now??"

"I think the team are pretty brilliant to be honest. Many thanks"

"IPSA need to increase MP's staffing allowance and have a separate allowance for MPs to use to employ a living wage intern".

Conclusion

38. We are grateful to all respondents for taking the time and effort to fill out the annual user survey. The responses indicate that there are areas where IPSA is performing well, as well as areas which need improvement. There is a generally high, and improving, degree of satisfaction among respondents with IPSA's services, particularly communications, and in addition to this, there was praise for our staff members. However we must improve the speed of our responses and the consistency of the advice

we provide, and make sure that MPs and their staff fully benefit from the new online system.




Next steps






39. We have identified four specific areas where we will take action based on the survey results.



- 1) **Our communications about IPSA Online:** This survey was open during a period of uncertainty when we had changed our IT suppliers and were unable to announce a new go-live date for the system. Respondents felt that we did not communicate this clearly enough. We will learn lessons on how we might improve our communications during any future period of operational uncertainty.
- 2) **Consistency in advice and response times:** This was also an issue in the 2017 user survey. As a result, in 2018 we introduced a weekly refresher on the Scheme rules for all relevant staff, to ensure they have a strong understanding of the rules and can advise MPs consistently. We will continue with this. In addition, in the coming year, we expect the new system, and MPs' increased ability to self-serve, will improve consistency. We have also introduced new Key Performance Indicators in the past year to track our response times more accurately. We will factor in the feedback received in this year's survey and ensure that response times continue to improve.
- 3) **Online resources:** Respondents said that IPSA's standard job descriptions do not reflect the reality of what MPs' staff do. We have committed to reviewing the standard job descriptions for staff, which we expect to do in the coming year in conjunction with staff representative groups, and will update the job description tool upon the completion of this review. The tools are legacies from our previous website, and in the next year we will update these and make them more user friendly.
- 4) **Familiarity with the rules:** The 2017 survey indicated that confidence with the Scheme rules was higher among MPs than in 2018, which may have been a result of the training offered to new MPs after the 2017 election. Following implementation of the new online system in April, we will dedicate more staff time to offering training to MPs and their staff. IPSA Account Managers remain available to answer queries that arise, both on the phone and over email.

APPENDIX 1 Survey Responses

1. Introduction

1. Are you an MP, an MP's proxy or a member of staff (non-proxy)?							Response Percent	Response Total
1	MP						10.31%	30
2	MP's proxy						50.17%	146
3	MP's member of staff (non-proxy)						39.52%	115
Analysis	Mean:	2.29	Std. Deviation:	0.64	Satisfaction Rate:	64.6	answered	291
	Variance:	0.41	Std. Error:	0.04			skipped	0

2. Where is your constituency?							Response Percent	Response Total
1	England (not London)						67.70%	197
2	London						8.59%	25
3	Northern Ireland						1.37%	4
4	Scotland						14.78%	43
5	Wales						7.56%	22
Analysis	Mean:	1.86	Std. Deviation:	1.39	Satisfaction Rate:	21.48	answered	291
	Variance:	1.94	Std. Error:	0.08			skipped	0

3. Overall, how would you rate IPSA's service over the past year?							Response Percent	Response Total
1	Very good						19.93%	58
2	Good						47.77%	139

3. Overall, how would you rate IPSA's service over the past year?

							Response Percent	Response Total	
3	Average							18.56%	54
4	Poor							7.56%	22
5	Very poor							3.44%	10
6	Don't know							2.75%	8
Analysis	Mean:	2.35	Std. Deviation:	1.15	Satisfaction Rate:	27.01	answered	291	
	Variance:	1.31	Std. Error:	0.07					skipped
Comments: (60)									

2. MP Support

4. On a scale of 1-10, how important are the following MP support services to you?

	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
Account management	6.6% (19)	2.1% (6)	1.4% (4)	1.0% (3)	5.9% (17)	3.1% (9)	9.7% (28)	10.4% (30)	8.7% (25)	28.8% (83)	22.2% (64)	288
Direct rental payments	9.8% (28)	1.0% (3)	0.7% (2)	0.7% (2)	3.1% (9)	3.1% (9)	3.5% (10)	5.2% (15)	6.6% (19)	36.0% (103)	30.1% (86)	286
Travel: Chambers Travel Management/Trainline	7.6% (22)	2.1% (6)	1.7% (5)	1.7% (5)	5.9% (17)	4.2% (12)	4.8% (14)	14.2% (41)	8.0% (23)	29.8% (86)	20.1% (58)	289
Stationary: Banner/Commercial/XMA	4.5% (13)	1.4% (4)	2.1% (6)	2.8% (8)	7.2% (21)	6.2% (18)	5.9% (17)	14.8% (43)	10.7% (31)	30.3% (88)	14.1% (41)	290
Payment card	6.9% (20)	0.7% (2)	1.0% (3)	1.0% (3)	2.8% (8)	2.1% (6)	2.4% (7)	9.3% (27)	8.6% (25)	43.1% (125)	22.1% (64)	290

4. On a scale of 1-10, how important are the following MP support services to you?

	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
Security funding	5.2% (15)	1.0% (3)	1.4% (4)	3.1% (9)	6.2% (18)	1.7% (5)	4.8% (14)	10.0% (29)	8.6% (25)	36.2% (105)	21.7% (63)	290
Disability funding	11.1% (32)	2.4% (7)	3.1% (9)	1.0% (3)	7.3% (21)	1.7% (5)	2.1% (6)	5.2% (15)	2.4% (7)	12.5% (36)	51.0% (147)	288
Making a claim	4.1% (12)	0.0% (0)	0.7% (2)	1.4% (4)	2.8% (8)	2.4% (7)	3.1% (9)	10.0% (29)	12.4% (36)	47.2% (137)	15.9% (46)	290
Getting help when you need it	2.1% (6)	0.3% (1)	0.3% (1)	0.7% (2)	1.7% (5)	1.0% (3)	4.1% (12)	6.2% (18)	11.7% (34)	62.4% (181)	9.3% (27)	290
Financial statements	5.5% (16)	0.7% (2)	1.0% (3)	0.7% (2)	3.8% (11)	2.8% (8)	6.6% (19)	10.7% (31)	10.7% (31)	36.3% (105)	21.1% (61)	289
Budget management support	6.3% (18)	2.1% (6)	1.0% (3)	1.4% (4)	8.0% (23)	6.9% (20)	4.2% (12)	8.7% (25)	9.7% (28)	26.4% (76)	25.3% (73)	288
Complaint management	5.9% (17)	2.4% (7)	0.0% (0)	3.1% (9)	8.7% (25)	3.1% (9)	6.3% (18)	10.8% (31)	7.0% (20)	24.1% (69)	28.3% (81)	286
Training	3.8% (11)	1.7% (5)	1.0% (3)	1.7% (5)	9.0% (26)	6.6% (19)	6.9% (20)	11.7% (34)	10.7% (31)	33.1% (96)	13.8% (40)	290
											answered	290
											skipped	1

5. On a scale of 1-10, how satisfied are you with the following services?








	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Account management	4.2% (12)	3.2% (9)	1.4% (4)	3.5% (10)	7.7% (22)	4.6% (13)	6.7% (19)	16.9% (48)	7.7% (22)	12.3% (35)	31.7% (90)	284
Direct rental payments	2.5% (7)	2.5% (7)	0.7% (2)	0.7% (2)	4.6% (13)	3.9% (11)	3.5% (10)	7.7% (22)	9.5% (27)	24.3% (69)	40.1% (114)	284
Travel: Chambers Travel Management/Trainline	3.9% (11)	1.1% (3)	1.4% (4)	1.4% (4)	4.6% (13)	3.5% (10)	6.0% (17)	14.1% (40)	12.3% (35)	22.5% (64)	29.2% (83)	284
Stationary: Banner/Commercial/XMA	2.1% (6)	2.5% (7)	2.8% (8)	3.5% (10)	6.0% (17)	5.3% (15)	7.7% (22)	10.5% (30)	14.7% (42)	23.2% (66)	21.8% (62)	285
Payment card	2.5% (7)	2.1% (6)	1.1% (3)	1.8% (5)	3.2% (9)	3.5% (10)	3.5% (10)	11.6% (33)	14.7% (42)	24.9% (71)	31.2% (89)	285
Security funding	3.5% (10)	1.1% (3)	1.8% (5)	0.7% (2)	7.0% (20)	3.9% (11)	4.6% (13)	9.9% (28)	12.7% (36)	22.2% (63)	32.7% (93)	284
Disability funding	3.2% (9)	1.4% (4)	0.4% (1)	0.0% (0)	2.8% (8)	2.8% (8)	0.7% (2)	3.9% (11)	2.5% (7)	6.7% (19)	75.6% (214)	283
Making a claim	2.5% (7)	2.5% (7)	1.8% (5)	2.1% (6)	5.3% (15)	4.9% (14)	9.2% (26)	14.1% (40)	11.3% (32)	23.9% (68)	22.5% (64)	284
Getting help when you need it	5.3% (15)	3.2% (9)	3.9% (11)	2.5% (7)	5.3% (15)	4.2% (12)	8.5% (24)	15.1% (43)	11.3% (32)	27.1% (77)	13.7% (39)	284
Financial statements	2.8% (8)	4.2% (12)	2.8% (8)	2.1% (6)	7.4% (21)	4.9% (14)	7.0% (20)	12.3% (35)	9.8% (28)	16.8% (48)	29.8% (85)	285
Budget management support	4.2% (12)	3.9% (11)	1.4% (4)	3.2% (9)	8.1% (23)	7.1% (20)	6.0% (17)	7.8% (22)	7.4% (21)	12.0% (34)	38.9% (110)	283
Complaint management	4.2% (12)	4.9% (14)	3.2% (9)	1.4% (4)	6.4% (18)	5.3% (15)	3.9% (11)	8.8% (25)	2.8% (8)	8.1% (23)	50.9% (144)	283

5. On a scale of 1-10, how satisfied are you with the following services?

	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Training	2.5% (7)	1.1% (3)	3.2% (9)	4.3% (12)	9.9% (28)	7.4% (21)	7.4% (21)	14.9% (42)	6.7% (19)	16.3% (46)	26.2% (74)	282
											answered	285
											skipped	6

4. Page 4

6. 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					21.99%	64	
2	Between 2 and 4 hours					22.68%	66	
3	Between 4 and 6 hours					15.12%	44	
4	Between 6 and 8 hours					8.59%	25	
5	Between 8 and 10 hours					3.09%	9	
6	10+ hours					5.15%	15	
7	N/A					23.37%	68	
Analysis	Mean:	3.57	Std. Deviation:	2.28	Satisfaction Rate:	42.84	answered	291
	Variance:	5.19	Std. Error:	0.13			skipped	0

7. 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					3.78%	11	
2	Somewhat less time now					8.25%	24	
3	About the same amount of time					45.36%	132	
4	Somewhat more time now					3.44%	10	
5	Much more time now					1.37%	4	
6	Don't know					4.47%	13	
7	N/A					33.33%	97	
Analysis	Mean:	4.37	Std. Deviation:	2.04	Satisfaction Rate:	56.19	answered	291
	Variance:	4.18	Std. Error:	0.12			skipped	0

8. If we have returned a claim to you recently, were our explanatory notes clear?

						Response Percent	Response Total	
1	Yes					34.36%	100	
2	No					15.46%	45	
3	Don't know					7.22%	21	
4	I have not had any claims returned to me by IPSA					42.96%	125	
Analysis	Mean:	2.59	Std. Deviation:	1.34	Satisfaction Rate:	52.92	answered	291
	Variance:	1.79	Std. Error:	0.08			skipped	0

5. Payroll

9. On a scale of 1-10, how important are the following services to you?												
	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
Contact with payroll staff members	2.4% (7)	0.0% (0)	1.0% (3)	0.7% (2)	3.1% (9)	3.8% (11)	6.9% (20)	9.0% (26)	9.7% (28)	55.2% (160)	8.3% (24)	290
Staff budget report	4.8% (14)	1.7% (5)	1.4% (4)	0.7% (2)	6.2% (18)	2.1% (6)	6.6% (19)	10.3% (30)	8.3% (24)	34.8% (101)	23.1% (67)	290
Online timesheets	9.7% (28)	2.1% (6)	2.8% (8)	2.1% (6)	6.9% (20)	3.1% (9)	4.5% (13)	6.6% (19)	2.1% (6)	17.0% (49)	43.1% (124)	288
Job description tool	4.5% (13)	0.7% (2)	2.4% (7)	2.4% (7)	7.3% (21)	4.8% (14)	6.2% (18)	12.5% (36)	8.0% (23)	34.9% (101)	16.3% (47)	289
Contract tool	4.1% (12)	0.7% (2)	2.4% (7)	2.1% (6)	5.9% (17)	4.1% (12)	4.5% (13)	13.1% (38)	9.0% (26)	35.9% (104)	18.3% (53)	290
											answered	290
											skipped	1

6. Page 6





10. On a scale of 1-10, how satisfied are you with the service you received?												
	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Contact with payroll staff members	4.6% (13)	1.1% (3)	3.5% (10)	3.2% (9)	6.0% (17)	3.9% (11)	7.4% (21)	11.6% (33)	13.3% (38)	27.7% (79)	17.9% (51)	285

10. On a scale of 1-10, how satisfied are you with the service you received?

	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Staff budget report	5.3% (15)	1.8% (5)	2.1% (6)	3.2% (9)	6.7% (19)	6.3% (18)	9.2% (26)	9.2% (26)	8.5% (24)	16.2% (46)	31.7% (90)	284
Online timesheets	1.8% (5)	1.8% (5)	1.1% (3)	2.1% (6)	3.5% (10)	3.5% (10)	5.3% (15)	7.0% (20)	4.9% (14)	9.1% (26)	60.0% (171)	285
Job description tool	4.6% (13)	1.4% (4)	4.6% (13)	2.8% (8)	6.7% (19)	6.0% (17)	6.0% (17)	10.2% (29)	10.9% (31)	17.2% (49)	29.8% (85)	285
Contract tool	3.2% (9)	1.1% (3)	3.2% (9)	1.8% (5)	7.0% (20)	5.3% (15)	6.0% (17)	10.6% (30)	10.9% (31)	19.0% (54)	32.0% (91)	284
											answered	285
											skipped	6

7. Page 7

11. 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						54.30%	158
2	No						24.05%	70
3	Don't know						6.19%	18
4	N/A						15.46%	45
Analysis	Mean:	1.83	Std. Deviation:	1.09	Satisfaction Rate:	27.61	answered	291
	Variance:	1.19	Std. Error:	0.06			skipped	0

12. 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					11.00%	32	
2	It was only a small claim					41.24%	120	
3	It would take too long					10.31%	30	
4	I wasn't sure if it was claimable					12.37%	36	
5	I wasn't sure what amount I could claim for					3.78%	11	
6	I was concerned about the claim being published					24.05%	70	
7	I was worried the claim would be rejected					6.53%	19	
8	Don't know					20.96%	61	
9	Other (please specify):					27.15%	79	
Analysis	Mean:	7.95	Std. Deviation:	5.09	Satisfaction Rate:	79.68	answered	291
	Variance:	25.96	Std. Error:	0.3			skipped	0

8. Communication

13. How important are the following communication channels to you?

	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
The Bulletin	12.6% (32)	4.7% (12)	4.7% (12)	4.3% (11)	9.4% (24)	10.6% (27)	9.4% (24)	12.2% (31)	10.2% (26)	15.0% (38)	6.7% (17)	254
Emails from IPSA team	3.5% (9)	1.6% (4)	2.7% (7)	1.6% (4)	8.2% (21)	6.6% (17)	13.3% (34)	16.8% (43)	13.3% (34)	28.9% (74)	3.5% (9)	256

13. How important are the following communication channels to you?

	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
Telephone calls with IPSA team	4.3% (11)	1.2% (3)	1.2% (3)	1.6% (4)	5.1% (13)	4.7% (12)	8.2% (21)	13.3% (34)	10.6% (27)	38.4% (98)	11.4% (29)	255
Meetings with IPSA team	11.4% (29)	3.1% (8)	5.1% (13)	3.9% (10)	7.9% (20)	5.5% (14)	8.7% (22)	8.3% (21)	4.3% (11)	10.2% (26)	31.5% (80)	254
IPSA website www.theipsa.org.uk	4.7% (12)	3.1% (8)	3.5% (9)	3.1% (8)	7.1% (18)	9.0% (23)	9.8% (25)	11.8% (30)	8.2% (21)	34.9% (89)	4.7% (12)	255
IPSA Homepage on House of Commons intranet	8.7% (22)	4.3% (11)	5.1% (13)	3.2% (8)	9.1% (23)	7.1% (18)	11.9% (30)	12.3% (31)	6.3% (16)	18.2% (46)	13.8% (35)	253
IPSA twitter account @theIPSA	38.3% (97)	7.1% (18)	5.5% (14)	1.6% (4)	6.3% (16)	4.0% (10)	2.4% (6)	1.2% (3)	0.4% (1)	1.6% (4)	31.6% (80)	253
											answered	256
											skipped	35

9. Page 9

14. How satisfied are you with following communication channels?



	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
The Bulletin	3.2% (8)	3.6% (9)	1.2% (3)	0.8% (2)	15.5% (39)	8.8% (22)	10.8% (27)	12.7% (32)	7.6% (19)	19.1% (48)	16.7% (42)	251
Emails from IPSA team	4.7% (12)	2.0% (5)	1.6% (4)	1.6% (4)	12.6% (32)	8.7% (22)	11.5% (29)	16.6% (42)	8.3% (21)	24.5% (62)	7.9% (20)	253
Telephone calls with IPSA team	3.6% (9)	2.0% (5)	2.4% (6)	1.6% (4)	8.7% (22)	6.7% (17)	6.7% (17)	11.5% (29)	9.5% (24)	28.2% (71)	19.0% (48)	252
Meetings with IPSA team	2.0% (5)	2.0% (5)	0.8% (2)	1.2% (3)	5.6% (14)	4.4% (11)	5.6% (14)	6.8% (17)	5.6% (14)	10.0% (25)	56.0% (140)	250

14. How satisfied are you with following communication channels?												
	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
IPSA website www.theipsa.org.uk	3.2% (8)	3.2% (8)	2.8% (7)	4.4% (11)	10.7% (27)	9.9% (25)	13.5% (34)	13.5% (34)	9.9% (25)	18.7% (47)	10.3% (26)	252
IPSA Homepage on House of Commons intranet	3.2% (8)	3.2% (8)	3.2% (8)	2.8% (7)	10.7% (27)	8.7% (22)	6.3% (16)	12.3% (31)	6.7% (17)	13.0% (33)	30.0% (76)	253
IPSA twitter account @ipsaUK	7.6% (19)	2.8% (7)	0.4% (1)	3.2% (8)	6.8% (17)	2.8% (7)	1.6% (4)	1.6% (4)	0.8% (2)	2.8% (7)	69.7% (175)	251
											answered	253
											skipped	38

10. Page 10

15. How confident are you in your understanding the MPs' Scheme of Business Costs and Expenses?							Response Percent	Response Total
1	Not confident						7.81%	20
2	Not very confident						10.55%	27
3	Neutral						31.25%	80
4	Confident						40.63%	104
5	Very confident						9.77%	25
Analysis	Mean:	3.34	Std. Deviation:	1.05	Satisfaction Rate:	58.5	answered	256
	Variance:	1.1	Std. Error:	0.07			skipped	35

16. As part of an improvement programme, IPSA will be launching a new online HR, payroll and expenses system in 2019. Are you aware of what this change means for you?

						Response Percent	Response Total	
1	Yes					47.47%	122	
2	No					52.53%	135	
Analysis	Mean:	1.53	Std. Deviation:	0.5	Satisfaction Rate:	52.53	answered	257
	Variance:	0.25	Std. Error:	0.03			skipped	34

11. End of main survey

17. Thank you for completing the main survey questions. Do you have anything else you would like to add? Remember that IPSA 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%	84
						answered	84
						skipped	207