ipsa

Independent Parliamentary
Standards Authority

Findings from the
# Annual Survey of MPs
and their staff

2019

Contents

Introduction

1. IPSA's User Survey of MPs and their staff is conducted each year and is one of the main ways that IPSA measures its performance. As in previous years, the 2019 survey was relatively short and focused on measuring satisfaction with IPSA's support services.

2. 2019 was a demanding year both for MPs and IPSA. The introduction in April 2019 of IPSA Online, a modern integrated and secure online finance, expenses and payroll system, brought challenges for MPs and their staff as they got to grips with new IT processes. In addition, the snap General Election in December 2019 was the first on the new system, and came after a difficult year in Parliament of Brexit debates and threats to MPs' security. As a result, MPs' demands on IPSA for support were high throughout the year and at a time of high stress.

3. IPSA's annual user survey was open from 22 January to 3 March 2020 and sent to all MPs and their staff. This is later than the usual December survey period; the release of the survey was delayed by the 2019 General Election.

4. The survey did not ask for respondents' personal details such as name or constituency. The survey questions and responses are provided in full in Appendix 1.

Key Findings

5. The survey results reflect that it took time for IPSA, MPs and MPs' staff to get used the new IT system. The transition was more difficult than expected, and the overall satisfaction of MPs and MPs' staff was impacted.

6. IPSA's performance was satisfactory in terms of our relationship with direct suppliers, our regular communication, the Bulletin, and social media presence.

7. The survey highlighted a number of areas where IPSA can improve and we report from paragraph 40 how we are responding to this feedback and the improvements that we have already put in place in the following areas:

    *   Respondents reported receiving slow or inconsistent advice;
    *   There was a lack of satisfaction with the guidance IPSA provides to MPs and staff to enable them to understand the rules and processes;
    *   There were concerns about the usability of IPSA Online;
    *   MPs and MPs' staff did not feel confident in their knowledge of the Scheme of MPs' Business Costs and Expenses;
    *   Respondents wanted more clarity in the explanations of why claims were returned to them.

Figure 1: proportion of respondent MPs or staff members.
2019 compared to the average in previous years.
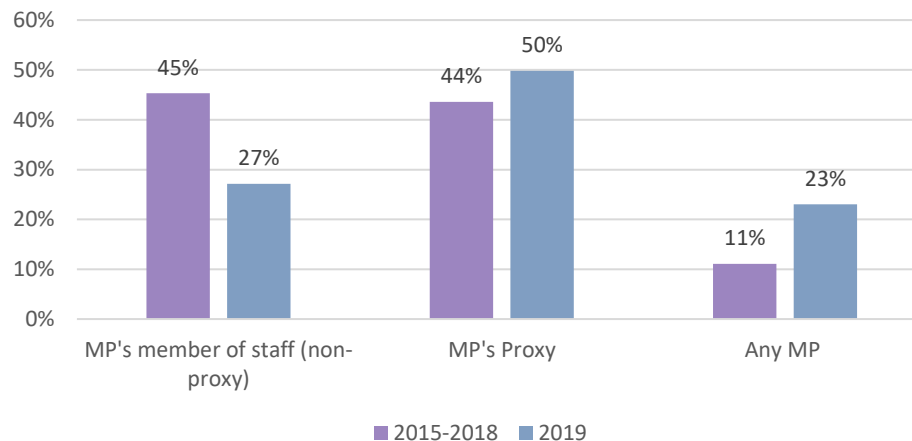
Respondents

8. 243 people responded to the survey, a decrease from 291 in 2018. The number comprised 56 MPs (37 were returning; 6 were new MPs as of December 2019; and 13 were former MPs who stood down or were defeated at the December 2019 General Election); 121 proxy members of staff (those nominated by an MP to act on their behalf to manage their business costs and expenses); and 66 other members of MPs' staff.

9. As Figure 1 shows, the proportion of respondents who were MPs or former MPs was over double that on average in any of the years since 2015. Excluding former MPs, 18% of respondents were current MPs in the 2019 survey.

10. The majority of respondents (170) were from English (non-London) constituencies. 43 were from Scottish constituencies, 15 were from London constituencies, 9 from Welsh constituencies and 6 from Northern Irish constituencies. As a percentage, Scottish constituencies were nearly three times better represented in the survey results than Welsh and London constituencies, and twice as well represented as English (non-London) and Northern Irish constituencies.

11. Just under half of the respondents had been an MP or staff member responsible for IPSA work for 4 years or more. 17% had been responsible for IPSA work for 1-3 years, and 20% had been responsible for IPSA work for less than a year. 12% of respondents were non-proxy staff who skipped this question and not responsible for IPSA work.

Overall rating

12. Respondents were asked how they rated IPSA's service in 2019 (or since the General Election, if new MPs) overall. This year's results show a sharp drop from the improving trend of the three preceding years. Only 25% of respondents thought our services were good or very good, compared to 68% in 2018.

13. 44% of respondents rated our service as poor or very poor, four times more than in 2018. The reasons for this poor overall performance were explained mostly by the issues faced by MPs and MPs' staff during the transition to IPSA Online.

IPSA Online & making claims

Overall reaction to IPSA Online

14. Feelings towards IPSA Online were negative. 12% of respondents said that they wanted a complete replacement of the system, and 33% said that IPSA Online had no benefits at all.

15. 17% of respondents said that they were very confident using IPSA Online for expenses, while 31% said that they were not confident at all. 41% of respondents felt that the paperless online nature of the new system was a benefit. Before the introduction of IPSA Online, MPs' offices were required to enter claims using an old system, print a barcode and post this along with all receipts and invoices to IPSA, where a team of IPSA staff would scan and upload these into an expenses system which was separate from three separate payroll, finance and HR systems. IPSA Online integrated these into a single digital system for the first time, with enhanced data security.

16. The features that MPs were most positive about were the paperless claims process and that staff were reimbursed directly, with 41% and 35% of respondents respectively saying that they had experienced these benefits.

Time spent making claims

17. The survey asked respondents about whether they were spending more or less time making claims, compared with the previous year.

18. 16% of respondents said that IPSA Online saved them time, while 43% of respondents said that they took more time than in previous years (See Figure 3.).

Figure 3: Time taken making claims compared to previous year (2016-2019)
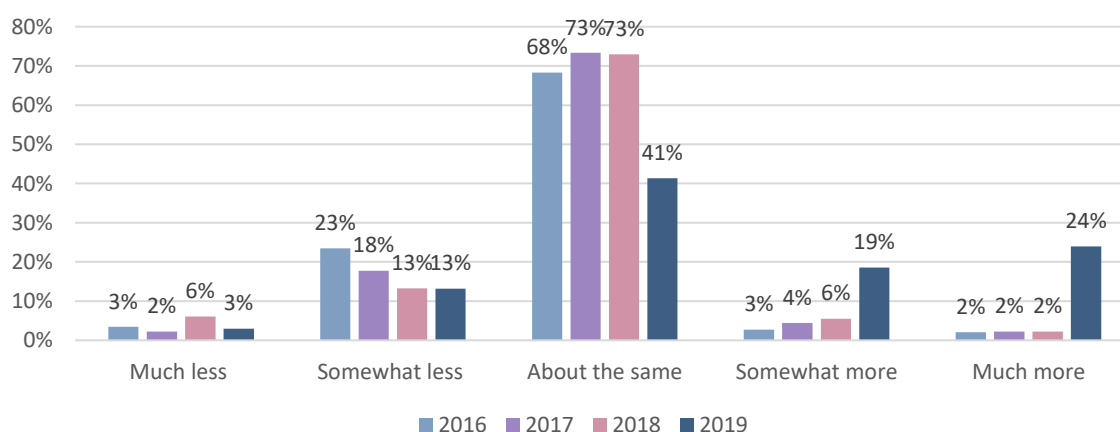
19. Figure 4 shows that in 2019 there was an increase from 2017 and 2018 in the proportion of respondents (18% compared with 5% and 7%) saying that they spend more than 10 hours per month making claims, and an increase from 2018 in the proportion saying that they spend 8-10 hours. The proportions spending fewer than four hours per month have also reduced to pre-2018 levels.

20. Over half of the comments explaining why respondents spent more time making claims attributed this to the introduction of IPSA Online.

*Figure 4: Time spent making claims per month (2016-2019)*
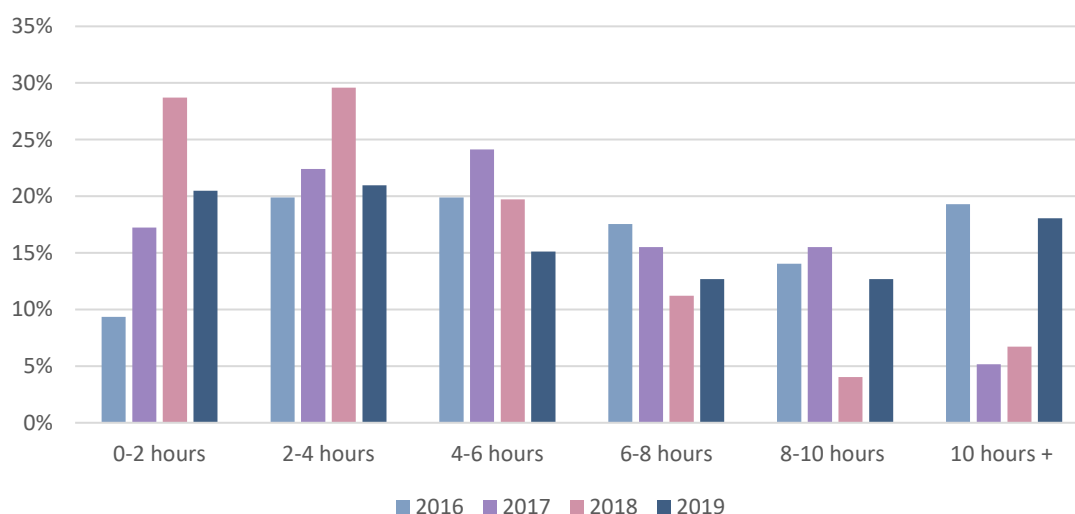
Returned claims

21. IPSA's validation team returns claims to MPs and staff where they require amendment – for example where there is insufficient evidence attached or where the claim has been coded incorrectly. This allows the MP or staff member to make changes and resubmit the claim, rather than having claims rejected outright. The proportion of respondents who said they had had claims returned increased from 57% in 2018 to 76% in 2019.

22. Figure 5 shows that there has been a reduction in satisfaction with the clarity of explanations for returned claims: 21% thought the explanatory notes were clear in 2019 compared to 60% in 2018, 63% in 2017 and 65% in 2016.

Figure 5: Clarity of explanatory notes with returned claims (2016-2019)
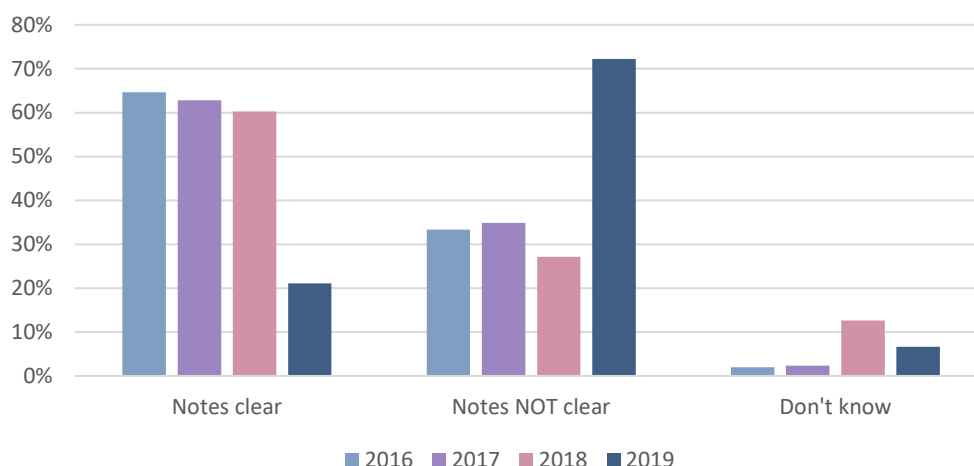
Deciding to not make a claim

23. 50% of respondents said that they chose not to claim for an expense to which they or their MP were entitled in 2019. This is not significantly different from the proportion doing so in 2017 or 2018.

24. 40% of those who said they had chosen not to claim for an expense that they were entitled to said this was because the process was too complicated. Only 11% gave this as a reason in 2018.

25. 14% of respondents who had chosen not to claim for a legitimate expense said this was because they were concerned about it being published.

IPSA Online Guidance

26. Respondents were asked to rate the usefulness of the various types of guidance provided by IPSA from 0 - 10. Table 1 gives a summary of their responses.

Table 1: Summary of ratings of IPSA guidance sources.

IPSA GUIDANCE SOURCE	% NOT HELPFUL (1-4) *	% SOMEWHAT HELPFUL (5-7) *	% VERY HELPFUL (8-10) *	% WHO RESPONDED
Online bulletins	34%	41%	26%	74%
Step-by-step in IPSA Online	39%	38%	23%	69%
Full length user guides	37%	40%	22%	79%
Mini guides	37%	41%	21%	65%
Classroom training	45%	38%	17%	55%
Online training videos	54%	33%	13%	41%
Online webinars	58%	31%	11%	39%

* These are the proportion of those who responded on a specific source who gave these ratings, not the proportion of all respondents who gave ratings across all source.

27. On average, 38% of respondents rated the range of guidance as helpful (score 6-10) and 42% rated the guidance as not being helpful.

IPSA's services

28. We asked respondents to rate the importance of and their satisfaction with each service offered by IPSA's MP Support, Payroll and Communications teams.
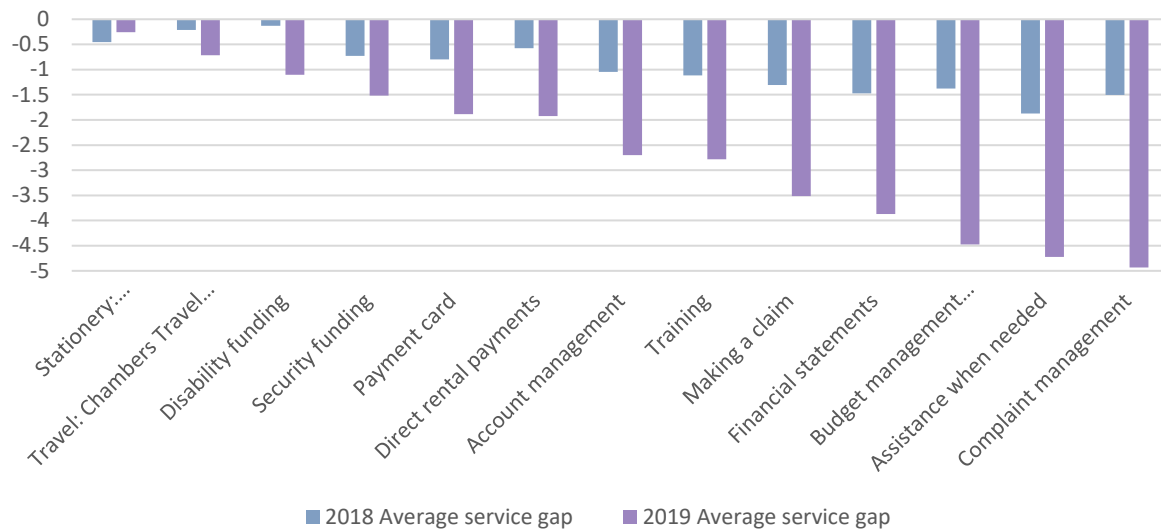
29. There has been an increase in the gap between respondents' rating of the importance of services and their satisfaction with them. The gap between these two scores is used to estimate a 'service gap'. The service gap increased from 2018 to 2019 in relation to most services included in the survey. This measurement was introduced in 2018, so it is not possible to compare with preceding years.

MP Support

30. Figure 6 shows that the service gap has increased for all MP support services, except the stationery arrangements, where it has decreased. The most significant increases have been seen for 'Complaint management'; 'Getting assistance when you need it'; 'Account management'; 'Budget management support'; 'Financial statements'; 'Making a claim' & 'Training'.

Figure 6: MP Support 'service gaps'

Chart categories (left to right): Stationery..., Travel: Chambers Travel..., Disability funding, Security funding, Payment card, Direct rental payments, Account management, Training, Making a claim, Financial statements, Budget management..., Assistance when needed, Complaint management

Legend: ■ 2018 Average service gap ■ 2019 Average service gap

31. Some respondents left comments to express dissatisfaction at speed of responses and consistency of advice:

"I am generally supportive of the work IPSA does, but I do feel they often let themselves down at times and poor communication by IPSA is to blame for most of the issues I have ever experienced"

"When the new system started it was extremely difficult to speak to IPSA staff. Staff are always friendly and helpful"

Payroll

32. The survey responses also indicate an increased service gap for the 'Staff budget report' and 'Contact with payroll staff members'.

33. Respondents expressed frustration with IPSA and our failure to show flexibility for errors made by MPs' offices.


Figure 7: Payroll 'service gaps'

Chart categories: Job description tool, Contract tool, Online timesheets, Contact with payroll staff members, Staff budget report

Legend: ■ 2018 Average service gap ■ 2019 Average service gap
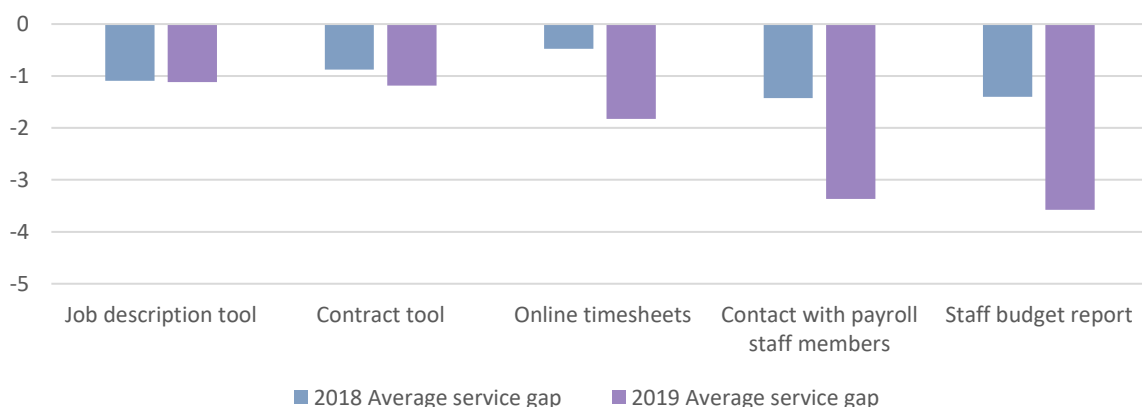
34. There were no significant service gaps in this area in 2018, but direct contact with IPSA, whether by phone, email or in person now shows declines in satisfaction. The poor scores may be reflective of the general decline in satisfaction, given that many of these communications tools, including IPSA's website, are unchanged since 2018.

35. There were also comments made about the difficulty of arranging individual meetings between MPs and IPSA.

Figure 8: Communications 'service gaps'
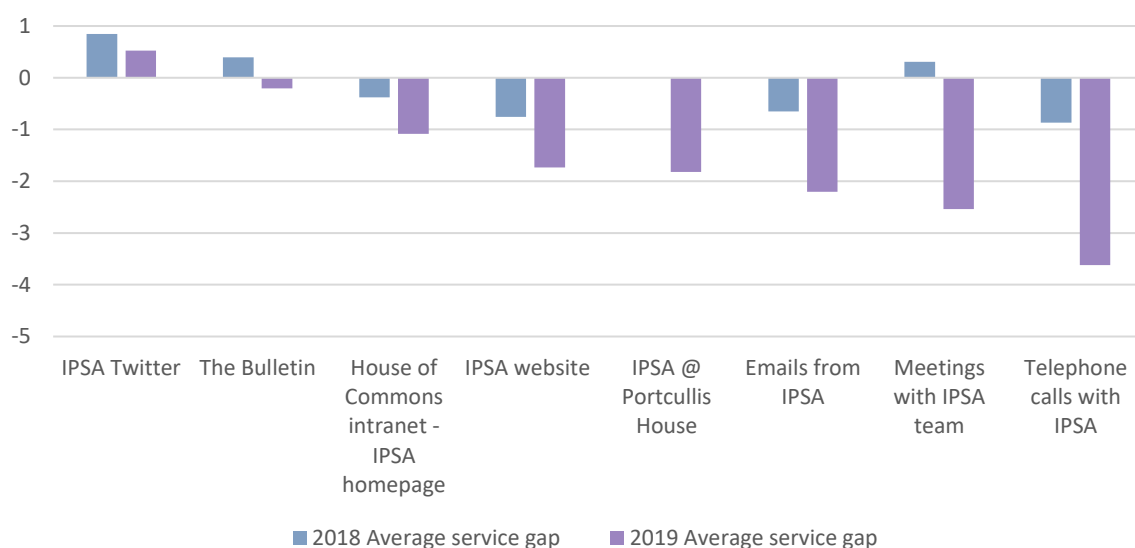
Learning and development

36. The survey asked respondents for their views on learning and development support that is offered or could be provided by IPSA.

37. Respondents with more than two years' experience managing the MP's IPSA-related affairs were asked whether they would be interested in working with IPSA to provide peer support. 31 respondents (13%) indicated that they were willing to do this.

38. 70% of respondents said that they would find it valuable to receive learning and development support, such as attending training and being signposted to resources.

39. As shown in Figure 9 above, respondents would most like to be able to learn by contacting IPSA as and when the need arises. Face-to-face training and screen-sharing were the next most popular: nearly 40% of respondents strongly preferred these methods. However, there were diverging views on these methods; around 25% showed no preference for them. Use of online resources was the least popular learning method.

Figure 9: Learning type preferences
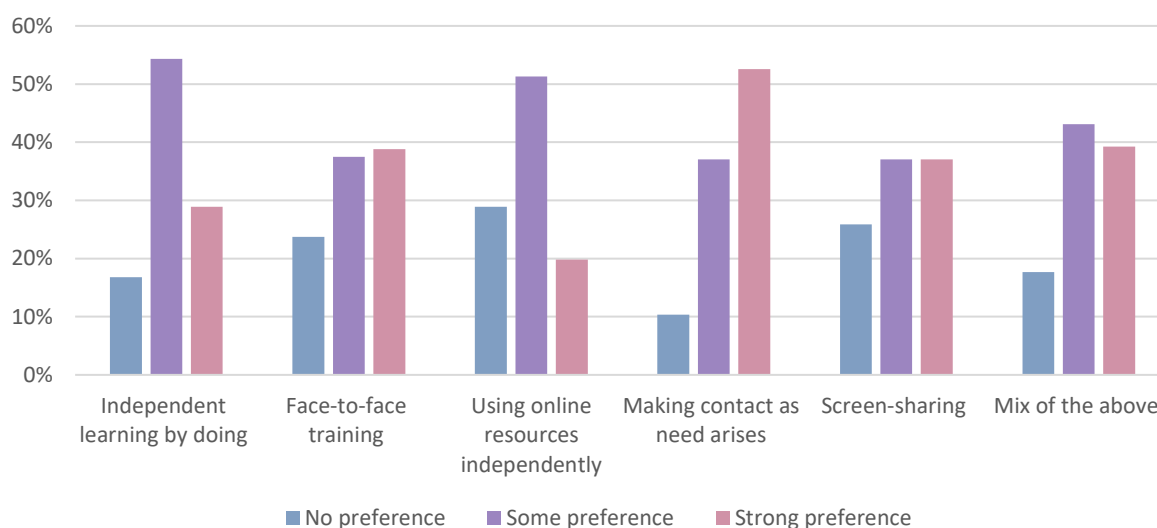
Next steps.

40. As a result of this feedback, IPSA has implemented a comprehensive programme of improvements that focus on the quality of the experience that MPs and their staff have with IPSA, including with the new online system and with IPSA staff. These improvements have been presented to the Speaker's Committee for IPSA in the House of Commons and are now being implemented.

41. The improvements prioritise five specific areas where action will be taken, based on the feedback from MPs and their staff in the 2019 user survey.

42. **IPSA's Service**
Many respondents who were dissatisfied with IPSA's service cited the speed of response and consistency of advice as the main reasons. 2019 was an unusually busy year for IPSA with the launch of IPSA Online and the General Election in 2019, which placed exceptionally high demand on IPSA's teams. We now run monthly training programmes for IPSA staff on the rules of the Scheme and further training to enable IPSA staff to share knowledge effectively. We monitor service KPIs to ensure that targets are met, responses are sent quickly to MPs, and we conduct more quality checks to ensure advice given to MPs and their staff is consistent and accurate. We introduced a telephone appointment booking system in April 2020 during the pandemic lockdown. This has been well received and saved MPs and their staff waiting for an answer to their query.

43. **IPSA Guidance**

To further improve our support to MPs, we are redesigning our MP-facing website to provide better guidance to MPs and MPs' staff, and a fully searchable database of advice. This gives MPs all the guidance and information they need to understand the rules of the Scheme and complete the necessary processes to be paid quickly and correctly. MPs and MPs' staff have informed and participated in this project to ensure it meets their needs. The improved online guidance and redesigned website are live from summer 2020 and will be further improved subsequently.

44. **IPSA Online**

We are constantly reviewing and improving the functionality of the digital claims system IPSA Online, taking into account the experience of users. We do this by logging and responding to feedback and by analysing query topics, as well as by holding monthly meetings with IPSA's User Group of MPs' staff. Since its launch in 2019 we have made more than 110 improvements, large and small, to the system, including introducing a range of email notifications, creating an electronic contingency budget application form, and using automation to ensure newly-elected MPs were paid in the month of the snap General Election. We will continue to make further system changes and provide training to all MPs and staff in its use.

45. **Confidence in the Scheme**

We have increased training opportunities for MPs and their staff by introducing new online training, including webinars and drop-in 'Ask IPSA' sessions on all aspects of IPSA's rules and processes. We will continue to work with the House of Commons learning and development teams to ensure that all training and support to MPs and their staff is well coordinated and effective.

46. **Returned Claim Communication**

Later in 2020, we will review all IPSA's communication channels to ensure that communication, including on returned claims, is clear. We will also conduct further training of our internal teams to ensure their support to MPs is consistent.

Annex 1. Survey responses

1. Introduction

1. Are you a new MP, former MP, returned MP, Proxy or a member of staff (non-proxy)?

			Response Percent	Response Total
1	New MP		2.85%	7
2	Returned MP		15.04%	37
3	Former MP		5.28%	13
4	MP's Proxy		49.59%	122
5	MP's member of staff (non-proxy)		27.24%	67

2. Where is/was your constituency?

			Response Percent	Response Total
1	England (non London)		69.92%	172
2	London		6.10%	15
3	Northern Ireland		2.44%	6
4	Scotland		17.89%	44
5	Wales		3.66%	9

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

			Response Percent	Response Total
1	Very good		3.66%	9
2	Good		21.14%	52
3	Average		30.89%	76
4	Poor		23.98%	59
5	Very poor		19.92%	49
6	Don't know		0.41%	1

2. The Scheme and IPSA Online

4. How confident are/were you in your understanding the MPs' Scheme of Business Costs and Expenses and using IPSA Online?

	0 - not at all confident, need to check everything	1 - broadly confident, need to check some things	2 - very confident, need to check very few things	Response Total
The Scheme of MPs' Business Costs and Expenses	26.3% (61)	53.4% (124)	20.3% (47)	232
Using IPSA Online for expenses	31.2% (72)	51.9% (120)	16.9% (39)	231
Using IPSA Online for payroll	43.7% (100)	45.9% (105)	10.5% (24)	229

5. On average, how many hours per month did you spend making claims for business costs and expenses in 2019?

			Response Percent	Response Total
1	Between 0 and 2 hours		17.57%	42
2	Between 2 and 4 hours		18.41%	44
3	Between 4 and 6 hours		12.97%	31
4	Between 6 and 8 hours		11.30%	27
5	Between 8 and 10 hours		10.88%	26
6	10+ hours		15.48%	37
7	N/A		13.39%	32

6. How does this compare to the amount of time you spent making claims the year before?

			Response Percent	Response Total
1	Much less time now		2.09%	5
2	Somewhat less time now		9.21%	22
3	About the same amount of time		28.87%	69
4	Somewhat more time now		13.39%	32
5	Much more time now		16.74%	40
6	Don't know		3.35%	8
7	N/A		26.36%	63

4. Business Costs and Expenses

	7. If a claim was recently returned to you, were our explanatory notes clear?			
			Response Percent	Response Total
1	Yes		16.32%	39
2	No		54.39%	130
3	Don't know		5.02%	12
4	I have not had any claims returned to me by IPSA		24.27%	58

	8. 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		49.37%	118
2	No		31.80%	76
3	Don't know		10.04%	24
4	N/A		8.79%	21

5. Business Costs and Expenses

	9. 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		39.83%	47
2	It was only a small claim		54.24%	64
3	It would take too long		37.29%	44
4	I wasn't sure if it was claimable		17.80%	21
5	I wasn't sure what amount I could claim for		5.93%	7
6	I was concerned about the claim being published		28.81%	34
7	I was worried the claim would be rejected		11.02%	13
8	Don't know		0.00%	0
9	Other (please specify):		28.81%	34

6. IPSA Online

10. What have been the benefits of IPSA Online for you?(Tick all that apply)

			Response Percent	Response Total
1	Time saved completing tasks		11.72%	28
2	Paperless claims process		41.84%	100
3	Faster payment of claims		27.20%	65
4	Fewer expense codes		15.90%	38
5	Mobile app		3.35%	8
6	Staff members reimbursed directly		35.98%	86
7	Near real-time budget reporting		12.13%	29
8	Alerts and notifications		6.28%	15
9	Optional HR function		2.93%	7
10	None		32.64%	78
11	Other (please specify):		7.53%	18

12. Rate the following IPSA Online guidance in terms of its usefulness. (Tick all that apply)

	1 (not at all useful)	2	3	4	5	6	7	8	9	10 (very useful)	N/A	Response Total
Full-length IPSA Online user guides	9.2% (22)	7.5% (18)	5.9% (14)	7.1% (17)	14.6% (35)	7.1% (17)	9.6% (23)	6.3% (15)	5.0% (12)	6.7% (16)	20.9% (50)	239
New IPSA Online mini guides	9.6% (23)	6.3% (15)	3.8% (9)	5.0% (12)	11.3% (27)	7.9% (19)	7.5% (18)	5.9% (14)	2.9% (7)	5.0% (12)	34.7% (83)	239
IPSA Online classroom training	10.5% (25)	7.1% (17)	4.6% (11)	2.9% (7)	8.8% (21)	4.2% (10)	7.5% (18)	3.3% (8)	2.9% (7)	3.3% (8)	44.8% (107)	239
IPSA Online Webinars	12.1% (29)	3.3% (8)	3.8% (9)	3.8% (9)	5.0% (12)	2.9% (7)	4.2% (10)	1.3% (3)	0.4% (1)	2.5% (6)	60.7% (145)	239
IPSA Online Bulletins	9.2% (22)	4.6% (11)	4.6% (11)	6.7% (16)	10.0% (24)	7.5% (18)	12.6% (30)	7.9% (19)	3.3% (8)	7.9% (19)	25.5% (61)	239
IPSA Online training videos	10.0% (24)	4.6% (11)	3.8% (9)	3.8% (9)	5.9% (14)	3.8% (9)	3.8% (9)	2.1% (5)	2.1% (5)	1.7% (4)	58.6% (140)	239
Step-by-step guidance within IPSA Online	10.5% (25)	7.9% (19)	4.6% (11)	4.2% (10)	10.0% (24)	7.1% (17)	8.8% (21)	3.8% (9)	6.7% (16)	5.4% (13)	31.0% (74)	239

7. Learning and Development

13. How long have you been am MP or responsible for IPSA?

			Response Percent	Response Total
1	0 - 1 years		20.71%	41
2	1 - 2 years		10.61%	21
3	2 - 3 years		9.09%	18
4	3 - 4 years		5.56%	11
5	4 - 5 years		20.71%	41
6	5+ years		33.33%	66

9. Learning and Development

15. Please rate your preferred ways of learning:

	0 - No preference	1 - some preference	2 - strong preference	Response Total
Learn by doing, on your own	16.7% (39)	54.5% (127)	28.8% (67)	233
Face-to-face training (may involve travel/overnight stay)	23.6% (55)	37.3% (87)	39.1% (91)	233
Use online resources in your own time	29.2% (68)	51.1% (119)	19.7% (46)	233
Make contact by email or phone, as the need arises	10.3% (24)	36.9% (86)	52.8% (123)	233
Screen-sharing	25.8% (60)	36.9% (86)	37.3% (87)	233
A mix of the above	17.6% (41)	43.3% (101)	39.1% (91)	233

16. IPSA Online is a customised Enterprise Resource Planning (ERP) system. Have you used another similar system before?

			Response Percent	Response Total
1	Yes		18.45%	43
2	No		81.55%	190

17. Would you find it valuable to receive learning and development support, such as attending training, being signposted to resources, and so on?

			Response Percent	Response Total
1	Yes		69.83%	162
2	No		30.17%	70

10. MP Support

18. On a scale of 1-10, how important are/were the following services to you?

	1 Not important	2	3	4	5	6	7	8	9	10 Very important	N/A	Response Total
Account management	4.1% (10)	0.4% (1)	1.6% (4)	1.6% (4)	3.7% (9)	2.8% (7)	7.3% (18)	7.3% (18)	5.3% (13)	42.7% (105)	23.2% (57)	246
Direct rental payments	6.1% (15)	0.4% (1)	0.8% (2)	0.0% (0)	4.1% (10)	0.8% (2)	3.7% (9)	5.3% (13)	6.1% (15)	47.6% (117)	25.2% (62)	246
Travel: Chambers Travel Management/Trainline	6.9% (17)	0.4% (1)	2.4% (6)	2.8% (7)	5.3% (13)	4.9% (12)	2.4% (6)	7.3% (18)	6.1% (15)	37.4% (92)	24.0% (59)	246
Stationery: Banner/Commercial/XMA	4.9% (12)	1.6% (4)	1.6% (4)	0.4% (1)	8.1% (20)	6.1% (15)	4.1% (10)	11.0% (27)	8.5% (21)	35.4% (87)	18.3% (45)	246
Payment card	6.5% (16)	0.4% (1)	1.2% (3)	0.8% (2)	1.6% (4)	1.6% (4)	3.3% (8)	5.3% (13)	6.9% (17)	53.7% (132)	18.7% (46)	246
Security funding	3.7% (9)	0.4% (1)	1.6% (4)	0.8% (2)	3.7% (9)	1.6% (4)	3.7% (9)	6.1% (15)	6.1% (15)	48.4% (119)	24.0% (59)	246
Disability funding	11.8% (29)	0.8% (2)	0.4% (1)	0.0% (0)	5.7% (14)	0.8% (2)	2.0% (5)	4.1% (10)	2.4% (6)	15.0% (37)	56.9% (140)	246
Making a claim	0.4% (1)	0.0% (0)	0.4% (1)	0.0% (0)	2.0% (5)	2.4% (6)	2.8% (7)	8.5% (21)	10.6% (26)	59.8% (147)	13.0% (32)	246
Getting help when you need it	0.4% (1)	0.0% (0)	0.8% (2)	1.2% (3)	2.0% (5)	3.3% (8)	2.4% (6)	4.1% (10)	4.5% (11)	69.5% (171)	11.8% (29)	246
Financial statements	2.8% (7)	0.0% (0)	0.8% (2)	1.2% (3)	3.7% (9)	2.8% (7)	2.0% (5)	10.6% (26)	11.8% (29)	46.3% (114)	17.9% (44)	246
Budget management support	3.7% (9)	1.2% (3)	1.2% (3)	0.4% (1)	4.1% (10)	2.0% (5)	3.3% (8)	8.1% (20)	6.9% (17)	43.9% (108)	25.2% (62)	246
Complaint management	3.7% (9)	1.6% (4)	1.2% (3)	0.8% (2)	4.1% (10)	2.4% (6)	2.8% (7)	8.1% (20)	6.5% (16)	43.9% (108)	24.8% (61)	246
Training	3.7% (9)	0.8% (2)	0.0% (0)	1.6% (4)	9.3% (23)	5.3% (13)	7.3% (18)	9.8% (24)	7.3% (18)	38.6% (95)	16.3% (40)	246

11. MP Support

19. On a scale of 1-10, how satisfied are/were you with the following services in over the past year or since the General Election?

	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Account management	18.3% (45)	5.7% (14)	5.7% (14)	4.1% (10)	6.1% (15)	11.0% (27)	8.5% (21)	6.5% (16)	3.7% (9)	4.1% (10)	26.4% (65)	246
Direct rental payments	9.3% (23)	2.4% (6)	2.8% (7)	1.2% (3)	4.9% (12)	2.4% (6)	2.8% (7)	4.9% (12)	9.3% (23)	24.4% (60)	35.4% (87)	246
Travel: Chambers Travel Management/Trainline	2.8% (7)	0.4% (1)	3.7% (9)	1.6% (4)	4.9% (12)	2.0% (5)	4.1% (10)	7.3% (18)	8.1% (20)	26.4% (65)	38.6% (95)	246
Stationery: Banner/Commercial/XMA	3.7% (9)	0.8% (2)	2.0% (5)	2.0% (5)	7.3% (18)	2.4% (6)	5.3% (13)	10.6% (26)	11.8% (29)	28.5% (70)	25.6% (63)	246
Payment card	6.5% (16)	1.6% (4)	2.8% (7)	2.4% (6)	6.9% (17)	2.0% (5)	7.3% (18)	10.2% (25)	10.2% (25)	22.4% (55)	27.6% (68)	246
Security funding	6.1% (15)	0.0% (0)	4.1% (10)	0.0% (0)	5.7% (14)	3.3% (8)	3.7% (9)	9.8% (24)	6.1% (15)	24.0% (59)	37.4% (92)	246
Disability funding	2.8% (7)	0.4% (1)	0.4% (1)	0.8% (2)	2.0% (5)	0.4% (1)	1.6% (4)	2.4% (6)	2.0% (5)	4.1% (10)	82.9% (204)	246
Making a claim	12.2% (30)	4.1% (10)	6.5% (16)	4.5% (11)	8.1% (20)	6.9% (17)	7.3% (18)	13.0% (32)	8.9% (22)	9.8% (24)	18.7% (46)	246
Getting help when you need it	23.6% (58)	4.5% (11)	8.9% (22)	4.5% (11)	8.5% (21)	7.7% (19)	6.9% (17)	8.1% (20)	4.9% (12)	7.3% (18)	15.0% (37)	246
Financial statements	13.8% (34)	3.3% (8)	6.5% (16)	5.3% (13)	11.0% (27)	6.1% (15)	5.7% (14)	6.5% (16)	4.1% (10)	6.9% (17)	30.9% (76)	246
Budget management support	16.7% (41)	4.5% (11)	5.7% (14)	5.7% (14)	9.8% (24)	4.9% (12)	2.8% (7)	5.3% (13)	2.0% (5)	4.1% (10)	38.6% (95)	246
Complaint management	20.3% (50)	6.5% (16)	2.8% (7)	3.3% (8)	8.5% (21)	3.7% (9)	3.7% (9)	2.4% (6)	0.8% (2)	2.0% (5)	45.9% (113)	246
Training	8.9% (22)	2.0% (5)	4.5% (11)	5.3% (13)	11.0% (27)	7.3% (18)	6.5% (16)	7.3% (18)	2.8% (7)	7.7% (19)	36.6% (90)	246

12. Payroll

20. On a scale of 1-10, how important are/were 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	1.2% (3)	0.8% (2)	0.4% (1)	0.0% (0)	1.2% (3)	3.3% (8)	6.1% (15)	9.8% (24)	7.3% (18)	56.1% (138)	13.8% (34)	246
Staff budget report	2.4% (6)	1.2% (3)	1.2% (3)	0.0% (0)	3.3% (8)	4.5% (11)	4.1% (10)	7.7% (19)	6.9% (17)	45.9% (113)	22.8% (56)	246
Online timesheets	16.7% (41)	3.3% (8)	1.2% (3)	1.2% (3)	5.3% (13)	2.4% (6)	4.1% (10)	2.8% (7)	4.5% (11)	14.6% (36)	43.9% (108)	246
Job description tool	4.1% (10)	0.8% (2)	3.3% (8)	2.4% (6)	5.3% (13)	4.1% (10)	5.7% (14)	11.4% (28)	9.3% (23)	34.6% (85)	19.1% (47)	246
Contract tool	3.7% (9)	1.6% (4)	0.4% (1)	2.0% (5)	5.7% (14)	4.1% (10)	4.9% (12)	11.4% (28)	8.9% (22)	36.2% (89)	21.1% (52)	246

13. Payroll

21. On a scale of 1-10, how satisfied are/were you with the service you received over the past year or since the General Election?												
	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
Contact with payroll staff members	15.9% (39)	4.9% (12)	5.7% (14)	1.6% (4)	9.3% (23)	4.9% (12)	10.6% (26)	10.2% (25)	7.3% (18)	11.0% (27)	18.7% (46)	246
Staff budget report	16.7% (41)	4.5% (11)	2.4% (6)	3.3% (8)	9.3% (23)	5.3% (13)	7.7% (19)	8.9% (22)	4.5% (11)	7.3% (18)	30.1% (74)	246
Online timesheets	6.5% (16)	4.1% (10)	0.8% (2)	2.8% (7)	5.7% (14)	1.6% (4)	4.5% (11)	2.4% (6)	2.4% (6)	4.5% (11)	64.6% (159)	246
Job description tool	7.7% (19)	2.4% (6)	3.7% (9)	3.3% (8)	4.1% (10)	4.1% (10)	7.3% (18)	9.3% (23)	6.9% (17)	18.7% (46)	32.5% (80)	246
Contract tool	5.7% (14)	2.8% (7)	3.3% (8)	1.6% (4)	6.1% (15)	5.3% (13)	4.9% (12)	11.8% (29)	7.3% (18)	18.3% (45)	32.9% (81)	246

14. Communication

22. How important are/were 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	10.2% (25)	1.6% (4)	5.7% (14)	3.3% (8)	11.0% (27)	8.1% (20)	10.6% (26)	17.1% (42)	4.9% (12)	14.2% (35)	13.4% (33)	246
Emails from IPSA team	2.8% (7)	2.0% (5)	2.4% (6)	3.3% (8)	9.3% (23)	6.9% (17)	11.8% (29)	15.0% (37)	8.5% (21)	32.9% (81)	4.9% (12)	246
Telephone calls with IPSA team	2.8% (7)	0.0% (0)	0.4% (1)	1.6% (4)	3.7% (9)	5.3% (13)	6.5% (16)	8.5% (21)	10.6% (26)	53.7% (132)	6.9% (17)	246
Meetings with IPSA team	6.9% (17)	2.4% (6)	0.4% (1)	1.6% (4)	5.3% (13)	5.3% (13)	4.1% (10)	6.1% (15)	6.5% (16)	18.7% (46)	42.7% (105)	246
IPSA presence at Portcullis House	9.3% (23)	4.5% (11)	1.2% (3)	2.8% (7)	6.5% (16)	2.4% (6)	3.3% (8)	7.7% (19)	2.8% (7)	15.0% (37)	44.3% (109)	246
IPSA website www.theipsa.org.uk	4.9% (12)	5.3% (13)	2.8% (7)	2.8% (7)	9.3% (23)	6.5% (16)	10.2% (25)	11.4% (28)	10.2% (25)	27.6% (68)	8.9% (22)	246
IPSA Homepage on House of Commons intranet	12.2% (30)	6.5% (16)	4.9% (12)	4.1% (10)	9.3% (23)	7.7% (19)	7.3% (18)	9.3% (23)	4.9% (12)	16.7% (41)	17.1% (42)	246
IPSA twitter account @theIPSA	48.8% (120)	0.8% (2)	3.3% (8)	2.4% (6)	2.8% (7)	1.2% (3)	1.2% (3)	1.6% (4)	0.4% (1)	1.2% (3)	36.2% (89)	246

15. Communication

23. How satisfied are/were you with following communication channels over the past year or since the General Election?	1 Not satisfied	2	3	4	5	6	7	8	9	10 Very satisfied	N/A	Response Total
The Bulletin	5.3% (13)	1.6% (4)	4.5% (11)	7.3% (18)	16.7% (41)	5.7% (14)	12.2% (30)	11.8% (29)	8.1% (20)	9.8% (24)	17.1% (42)	246
Emails from IPSA team	13.0% (32)	5.7% (14)	7.7% (19)	6.9% (17)	12.2% (30)	9.3% (23)	12.2% (30)	14.2% (35)	3.7% (9)	7.7% (19)	7.3% (18)	246
Telephone calls with IPSA team	19.1% (47)	6.9% (17)	5.7% (14)	6.9% (17)	6.1% (15)	9.3% (23)	8.9% (22)	7.3% (18)	9.3% (23)	8.1% (20)	12.2% (30)	246
Meetings with IPSA team	10.2% (25)	2.4% (6)	2.0% (5)	2.0% (5)	8.5% (21)	1.2% (3)	3.7% (9)	4.9% (12)	2.0% (5)	3.3% (8)	59.8% (147)	246
IPSA presence at Portcullis House	8.9% (22)	2.0% (5)	3.7% (9)	2.4% (6)	11.0% (27)	0.8% (2)	4.9% (12)	3.3% (8)	2.4% (6)	4.9% (12)	55.7% (137)	246
IPSA website www.theipsa.org.uk	9.8% (24)	4.1% (10)	5.3% (13)	4.5% (11)	14.2% (35)	7.3% (18)	10.6% (26)	8.1% (20)	6.1% (15)	8.5% (21)	21.5% (53)	246
IPSA Homepage on House of Commons intranet	8.9% (22)	2.0% (5)	4.5% (11)	4.9% (12)	10.2% (25)	6.1% (15)	8.5% (21)	6.5% (16)	2.4% (6)	4.9% (12)	41.1% (101)	246
IPSA twitter account @ipsaUK	11.0% (27)	2.0% (5)	2.0% (5)	0.8% (2)	4.1% (10)	0.8% (2)	2.0% (5)	1.2% (3)	0.4% (1)	0.4% (1)	75.2% (185)	246