Bulletin 21 May 2020

This week IPSA is proud to support Mental Health Awareness Week. The Mental Health Foundation have chosen 'kindness' as the theme of the week, and at IPSA we have hosted events to promote good mental health and wellbeing for our staff. We recognise the demanding nature of parliamentary and constituency work, particularly during the pandemic and the impact this can have on mental health. This year's staffing budget included an additional £4,000 in MPs' staffing budgets to provide support for wellbeing, health, training and welfare costs for MPs' staff. We wish everyone a good mental health awareness week.

A range of information, guidance and FAQs is available to support MPs and staff throughout this period. The FAQs include year-end specific questions. You can find out more on the dedicated coronavirus page on our website here.

Our office is currently closed whilst our staff work from home. Please do not post any documents or cheques to our office. If you need to send documents to us, please email these to info@theipsa.org.uk or payroll@theipsa.org.uk as appropriate.

This bulletin contains new information on the following:

- Website Content Feedback

Important information you should still be aware of includes:

- Call Booking Service
- Year-end 2019-20

- Support from IPSA

With best wishes

The IPSA Team

Website Content Feedback

We are evaluating and improving how information about IPSA's rules and systems is presented online on our [website](). We would like your feedback to help us.

A digital design agency with lots of public sector experience is conducting research for us to hear your views and help us build a new website which will be your one stop shop for IPSA information and will be used to access IPSA Online. They are asking for 30-60 minutes of your time tomorrow or next week. We are especially interested in hearing from those who have only been working with IPSA and the system since the last general election.

If you are able to take part tomorrow or next week, please contact IPSA's Content Manager, Gareth Scurlock, [gareth.scurlock@theipsa.org.uk](). Thank you to those who have already volunteered.

Alongside this work we continue to make improvements to IPSA Online in response to feedback.

Call Booking Service

If you have an urgent or complex query, you can book a telephone call with a member of the MP Support or Payroll team.

The feedback for the call booking service has been very positive so far. If you do have a telephone call, please use the feedback survey afterwards to let us know how it went, and suggest any improvements.

If you would like to book a call, click here.

Year-end 2019-20

The deadline for submission of claims for 2019-20 and year-end paperwork is **30 June**.

Please use the form found in the year-end 2019-20 section of the website here along with guidance for completing the process. Our FAQs have been updated which may help to answer any concerns or issues you have as a result of the coronavirus pandemic.

The guidance contains screenshots and easy-to-follow steps to completing the year-end procedures. We are also hosting an online training session for year-end and you can find out more information below.

Guidance on how to check your budgets and use our reports can be found here.

Support from IPSA

We have a range of channels available to provide support to you during the coronavirus outbreak.

There is guidance available on the IPSA website and Homepage, this includes

a dedicated tab for IPSA Online guidance.

Queries can be submitted to IPSA teams by emailing the MP Support (info@theipsa.org.uk) or Payroll teams (payroll@theipsa.org.uk).

Our call booking service can be found here.

We also have online training sessions available. We have introduced a new Ask IPSA session which you can find out more about below as well as upcoming training sessions. These can also be found on the Learning and Development page on the IPSA Homepage.

IPSA ONLINE TRAINING

IPSA Online training takes place every Tuesday and Thursday at 2pm using a virtual platform. Sign up here.

YEAR-END

IPSA's Head of Operations, Karen Lacey, will present the key points to note and actions to take in relation to year end requirements. There will be an opportunity to ask questions at the end of the webinar.

Wednesday 27 May, 2pm for one hour. Sign up here.

LEASES

An IPSA Account Manager will talk through how to register new and update existing properties with IPSA, including submitting forms and, importantly, the evidence needed so that your property registration and property amendment forms can be processed promptly as soon as we receive them. There will be an opportunity at the webinar to ask questions at the end.

Wednesday 3 June at 11am for one hour. [Sign up here](#).

Monday 29 June at 2pm for one hour. [Sign up here](#).

PAYMENT CARD RECONCILIATION

It's really important that your payment card is reconciled on time by the 8th of each month, and that all claims made on the payment card last year are fully reconciled by **30 June**. To help you do so, an IPSA Account Manager will talk through the payment card policy and how to reconcile your payment card. There will be an opportunity to ask questions at the end of the webinar.

Wednesday 27 May at 11am for one hour. [Sign up here.](#)

Thursday 25 June at 3pm for one hour. [Sign up here](#).

ASK IPSA

We are trialling a new regular session where a panel of IPSA staff give a brief introduction to their area of work and then answer your questions. This is a good opportunity to ask general questions, but of course any individual cases are be best discussed privately via email or a call.

Thursday 28 May at 2pm for one hour. [Sign up here.](#)

Tuesday 2 June at 11am for one hour. [Sign up here.](#)