IPSA Bulletin

News and updates from IPSA

24 June 2021

Thank you to everyone who attended the MP Staff User Group last week, as always, your feedback was really useful. The majority of offices told us that they are still experiencing a higher than usual workload and not expecting this to decrease in the near future.

Karen Walker, Director of Strategy and Change, talked through some of the improvements we have made to our service including reorganising our structure to ensure that regional teams include the right people to offer full support, re-introducing named account managers so that you get a personal service and reopening our inbound phoneline so that you can get quick answers to your queries. We're also providing customer service training to all of our staff and working on knowledge management systems to ensure that you receive accurate, consistent advice. We are working to improve IPSA Online and the payment card service and we've developed new corporate values that better reflect our customer-focused approach.

It is invaluable for us to hear your perspective so that we can continue to

improve our service. All MPs staff are welcome to join the MP Staff User Group, you can register here.

This bulletin contains new information on the following:

- Publication - **deadline Thursday 1 July**
- Payment card reconciliation – **deadline Thursday 8 July**
- Making your Office Covid-Secure
- Members' Services Team (MST) SharePoint
- Our values

Important information you should still be aware of includes:

- Barclaycard App
- Training and Development
- Contact us

With best wishes

The IPSA Team

Publication

On Thursday 8 July we will publish your business costs for February and March 2021.

We have redacted your personal information in line with our Publication Scheme. We recommend that you check your data before we publish and if you think we have missed anything, please contact us by **Thursday 1 July 2021** at the latest to let us know.

You can access your data directly by clicking here. This link can also be found on our information website. If you experience any problems accessing your

data, please contact us.

Your data may include claims from before February 2021. On previous publication dates we may not have published claims for various reasons, but with the intention to publish at a later date. We make amendments to the data already on the website when necessary.

If you have any queries, please contact the MP Services team.

Payment Card Reconciliation

Your May payment card lines are ready for reconciliation. Log into IPSA Online to reconcile them before the deadline of **8 July** to avoid the risk of your card being suspended. Instructions on how to reconcile your payment card can be found here.
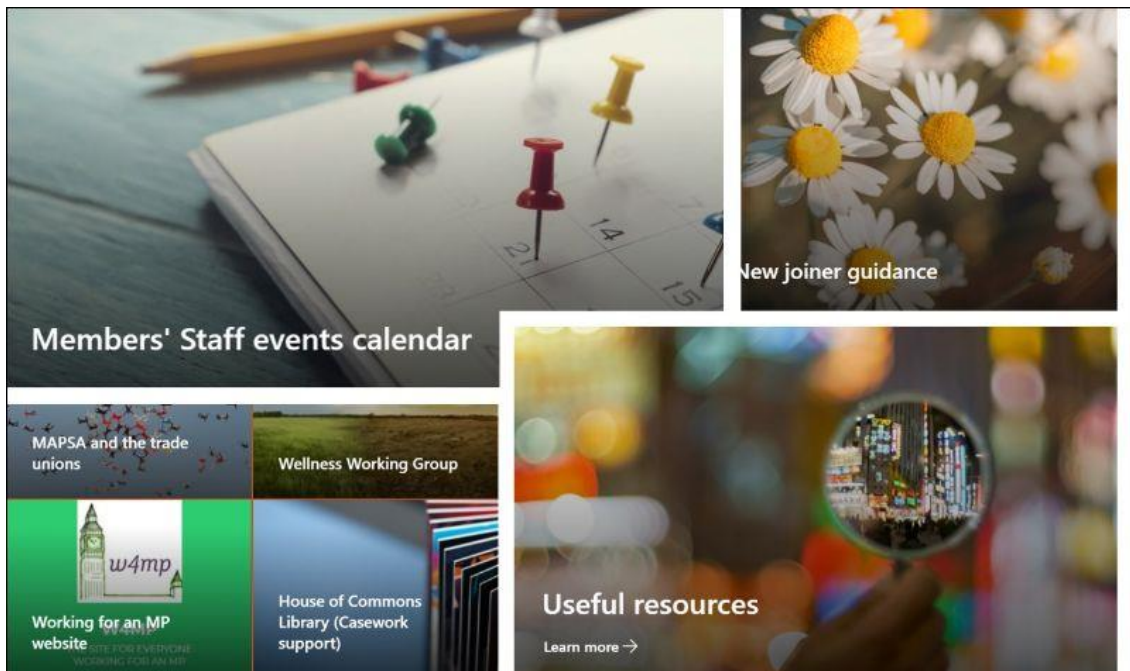
Making your Office Covid-Secure

If you are thinking about returning to office working, we want to help you and your staff do so safely. We have now published guidance on our website which describes the safety measures that must be taken and what options are available for you to pay for them.

You can find the new guidance here, which contains the following information:

- What the government recommended measures are
- Who to contact
- What budgets are available
- When to make a contingency application

Members' Services Team (MST) SharePoint

The Members' Services Team (MST) are pleased to announce the launch of their new SharePoint site.

The site is aimed at Members and their staff and includes:

- An events calendar
- HR best practice guides
- Support services for MPs and for MPs' staff
- Signposting to useful resources

If you have any feedback about the site or would like further information, please contact MST@parliament.uk

This service is provided by the Members' Services Team, not by IPSA.

Our Values

Our aim is to enable MPs to focus on what really matters by providing an exemplary, seamless regulatory service. Our corporate plan for 2021-2024 set out the following values in support of this aim:

- Staying Connected
- Seeing the Bigger Picture
- Being Open
- Doing the Right Thing
- Making a Difference

You can find out more about our corporate plan and strategy [here.](#)

Important information you should still be aware of...

Barclaycard App

Barclaycard have launched a new app for corporate cardholders to help you stay in control of your business spending. Through the app, you'll have 24/7 access to your card information through your mobile.

It's free and takes just minutes to download and set up. The new app will give you the ability to:

- view your account balance to monitor spending
- check your available credit limit to avoid overspend
- look back at previous transactions and monthly statements

- freeze and unfreeze your card

Find out more about the Barclaycard app here.

Training and Development

We currently have a programme of training sessions on a range of subjects. These explain our rules, demonstrate processes and answer other questions you may have. Our current programme of sessions includes:

- Reconciling your Payment Card
- Staffing Budget Report
- Property Registration, Management and Amendment
- IPSA Online Training
- IPSA Drop-in Training Sessions

Click here for more details and to register

Contact us

Website: check the MP and MPs' staff website for general queries.

Email: email info@theipsa.org.uk or payroll@theipsa.org.uk with queries for your dedicated Account Manager or Payroll Officer. Your email will be directed to your team and someone will get back to you. Our aim is to get back to you within 5 working days but we'll reply sooner if we can.

Book a call: to speak to your dedicated Account Manager or Payroll Officer using the call booking system. They will contact you at the allocated time. You can find information about your IPSA team on our Contact us page.

Call the support team: You can call us directly on **020 7811 6400**. Your call will be answered by a member of the team, not necessarily your Account Manager or Payroll Officer, who will try to resolve your issue or will forward to a member of the team.