

IPSA Bulletin

News and
updates from
IPSA



10 June 2021

As you may know, we now have named account managers for each UK region to ensure that you can speak to someone at IPSA who can provide a more individual service to you and your team. In April we reopened our inbound phone line so that you can now choose how you contact us: by email to the [MP Services](#) or [Payroll](#) teams, [booking a call](#) or calling us on 020 7811 6400. We hope that you have found these improvements to our service useful. Full details about how you can contact us can be found [here](#).

We will continue to work with you, and representative groups, to ensure that we are providing the best possible service. If you have any feedback or suggestions, please let your account manager know.

Recently, a member of the MP Staff Wellbeing Working Group joined our team meeting to talk about the emotional impact of working in an MP's office. It was really valuable for us to hear her perspective. There is money within the Staffing budget for training, health and welfare, with guidance on how this can be used [on our website](#).

This bulletin contains new information on the following:

- [IPSA Online Upgrade](#)
- [Wellbeing hub for members' staff](#)
- [Payment card reconciliation](#)

Important information you should still be aware of includes:

- [Training and Development](#)
- [Contact us](#)

With best wishes

The IPSA Team

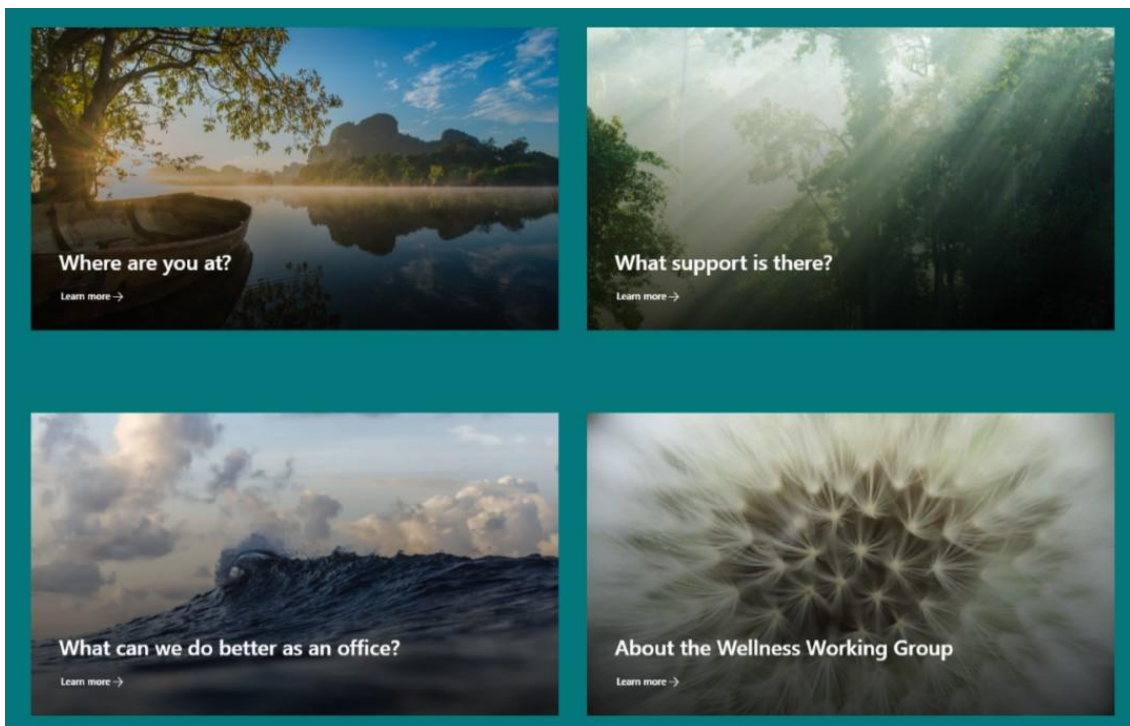
IPSA Online Upgrade

This summer we are upgrading to a new version of IPSA Online. The upgrade will enable us to make improvements to IPSA Online's features and usability. Once the upgrade has launched, you may not initially notice a big difference in the system but it will provide us with the opportunity to make changes in the future.

This upgrade is a step forward in our improvement programme and is a large undertaking behind the scenes. While we focus on the upgrade, we will not be able to make other system changes but we will continue to gather information and feedback to plan improvements for later in the year.

Wellbeing Hub for Members' Staff

The Wellness Working Group have developed a new site that brings together all support services for members staff into one place. It has been created by MPs' staff and provides tailored support through helpful tips and exercises to support your wellbeing.



The site includes information on:

- Spending the IPSA wellbeing funds
 - Group supervision – what is it and how might it help staff?
 - Employee Assistance Programme
 - Courses run by the House on mental health
 - Templates and exercises for you and your team to use to promote wellbeing.
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If you need some support, or if you are looking to improve how your office supports good mental health, visit the [Wellbeing Hub](#) to find tools to help you.

The site was created by the Wellness Working Group with the support of the House, please feel free to [get in touch with them](#) to hear more about their work or tell them your thoughts on the [Hub](#).

Click [here](#) to access the Hub or paste this into your browser <https://hopuk.sharepoint.com/sites/hct-wellbeinghub> and remember to click the star icon on the right-hand side to follow the site!

Payment Card Reconciliation

Your May payment card lines are now 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](#).

Important information you should still be aware of...

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:

- Budget Management: Claims, Debt and Spend
- 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.

