

Annual User Survey 2013 – Key Findings

Last year we invited MPs and proxies to take part in our annual survey so we could capture feedback on how we administer your business costs and expense claims.

We were pleased to receive the largest number of responses yet to our annual survey. The messages to emerge are also encouraging: MPs and staff are now spending less time completing claims; the quality of advice provided by IPSA has been praised; IPSA's new payroll tools have been well received; and MPs and proxies feel the process of claiming has become easier.

But there are still areas you would like us to think about: making the online expenses system easier to use; making the IPSA website easier to navigate; reducing the time taken to process claims; and opening the MP Support line for longer.

We have thought carefully about what we might do to address the points raised in the survey and can confirm the following 6 steps:

1. In the spring, we will upgrade the online expenses system to deliver some new and improved features.
2. We have reduced the amount of content on the main pages of our website to try and make it more accessible and have improved the search facility on the site.
3. We have been working hard to process claims as quickly and accurately as we can. We are pleased to confirm that we have reduced the average time it takes to process a claim from 9 days to 7 days since you completed the survey.
4. We have received requests that we send reminders of payment options and other useful information. We will do so, throughout the year.
5. We will also continue to contact MPs who may benefit from increased use of the direct payment facilities we offer. At present 50% of your business costs and expenses are paid by direct payment methods; however, direct payments could be used for more than 65% of your expenditure. A full list of the direct payment options available can be found on our website [here](#).
6. There were also requests for us to extend the opening hours of the MP Support Line. When we took the decision to limit the opening hours, it was because we did not always answer your calls as quickly as we would have liked. In trying to address that, we analysed when we received most calls and the evidence showed that most calls came in the afternoon.

Therefore, we arranged our team so we could have more people on the phones in the afternoon than we would be able to have all day, meaning you do not have to wait to talk to us. And, as a result, we currently answer 65% of your calls within 20 seconds.

That said, we hear the request being made to us and, while we would find it difficult to staff the phones sufficiently throughout the whole day with our current funding, it is an issue we will continue to consider.

We would like to thank you again for your response to the survey and you can read the full results here: [link](#)

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