

### **BV8: Percentage of invoices paid within 30 days: R&C response**

Since December, steps have been taken to ensure that R&C improves its performance against BV8: Percentage of invoices paid within 30 days. The issue has been raised at DMT & the following actions are now agreed:-

- Each month the Performance team creates a Late Payments report (using the data held in Oracle) which indicates all the invoices paid late that month, by budget manager. This report is circulated to each budget manager and associated assistant directors.
- A league table based on performance will be circulated to all budget managers and assistant directors.
- Any budget manager for whom more than 20% of the invoices are paid late is contacted personally by the finance administrator to discuss any specific reasons why the invoices have not been authorised within the appropriate timescales. Where necessary action plans are developed to ensure improved performance.
- Any trends (such as problems with particular supplier payments) are also highlighted at this stage. Issues with two key suppliers have already been identified – Vodafone & McConnells. We are currently assessing what actions can be taken in order to improve performance with respect to these invoices in particular.
- Additionally reminders have been sent to all relevant staff regarding the use of the appropriate “late payment codes” to ensure that genuine reasons for late payments are not included in the late payment statistics.
- Each quarter a summary report & a briefing from the Performance Manager will be presented at DMT to inform them of the progress that is being made in improving performance.
- After 3 months the target will be to ensure that the department meets the council’s target in 2008-9.
- R&C have a strategic management objective in the 2008-9 Business Plan which will be monitored