

## Duplicate Payments

The Procurement Service takes measures to ensure that potential duplicate payments that the county council might make to suppliers are identified and prevented. This information shows the number and value of such payments that have been identified and prevented.

Duplicates Prevented	Q1	Q2	Oct '14
No. of Payments	53	67	29
Value of Payments	£641,355	£902,071	£40,149

## Care Portal

The Care Portal was introduced from July 2014 to allow care providers to submit their invoices to the County Council electronically. Figures show % of providers registered to use the portal and % of providers currently using the portal to submit invoices. Providers were able to register to use the portal during Q1, before it went live, and 5.3% of providers did so. Work has continued since then to encourage providers to register for and use the portal.

	Q1	Q2	Target	Trend
Registered to use Portal	5.3%	54.7%	100%	Positive
Submitting invoices via the portal	N/A	45.92%	100%	N/A

## Invoice Payment Performance

This information shows how quickly the County Council pays undisputed invoices that it receives. Performance is monitored using % of invoices paid within certain timescales. Time measurement is based from date of invoice to date of payment.

Invoices Paid...	Q1	Q2	Oct '14	Target
...within 10 days	21.53%	33.85%	41.17%	No Target
...within 30 days	74.16%	77.59%	79.99%	100%
...after 90 days	1.74%	3.69%	5.1%	0%

## Contracts and Challenges Overview

Performance monitored through comparing figures of contracts let to targets assigned by the Procurement Plan.

	Q1	Q2	Trend
Value of contracts let	£10.85m	£35.586m	Positive
No. contracts let	18	30	Positive
Contracts let on time	100%	100%	Positive

In the period of April to October, the Procurement Service has let out 66 contracts. One legal challenge to procurement processes has been received, but an initial ruling has favoured LCC. There have

## Invoice Processing

The County Council has the facility to make immediate payments to suppliers for urgent payments. However, making such payments requires extra resource. This information shows the number of payment requests requiring immediate invoices. The lower the number the better.

	Q1	Q2	Trend
Payment requests requiring immediate invoices.	4,561	2,846	Positive

## Geographic Locations of Contractors

This information shows where suppliers who have been awarded contracts by the County Council so far this year have their base.

Contractor Location	Contract/Framework Arrangement Awarded	Contractors	Annual Value
Lancashire	31	104	£56.9m
North West	11	35	£13.9m
Other	24	28	£11m

## Call Handling Times

Performance monitored through tracking average call waiting and handling times, in minutes, for calls to the County Council's accounts payable support line

Accounts Payable Activity	October '14	Year to Date
Average Call Wait	00:41	01:24
Average Call Handling	04:19	03:29

## Call Answer Times

Performance monitored through tracking volume of incoming calls to the County Council's accounts payable support line, and how many are answered

Accounts Payable Activity	October '14	Year to Date	Target
% Calls Answered	92.6%	84.4%	90%
Volume Calls Offered	3606	22380	
Volume Calls Answered	3339	18882	