**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** | **Jan'15** | **Year to Date** | **Target** |
| % Calls Answered | 95.55% |  | 90% |
| Volume Calls Offered | 3,319 | 22,380 |
| Volume Calls Answered | 3,158 | 18,882 |

**Savings**

*The Procurement Service has assisted service areas in achieving the following savings per annum during the year.*

|  |  |
| --- | --- |
| **Number of Contracts** | **Total Savings per annum** |
| 26 | £2,465,791 |

**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** | **Q3** | **Jan '15** | **Target** |
| …within 10 days | 21.53% | 33.85% | 34.68 | 34.73% | No Target |
| …within 30 | 74.16% | 77.59% | 78.58% | 68.88% | 100% |
| …after 90 | 1.74% | 3.69% | 5.23% | 7.78% | 0% |

**Key: Blue – For Information. Green - On Target. Amber – Issues that may Affect Target. Red – Missed Target.**

Business Change Team – Update 1, 17 February 2013

**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** | **Jan'15** | **Year to Date** |
| Average Call Wait | 00.21 | 01.21 |
| Average Call Handling | 03.34 | 03.55 |



**Procurement Function Performance Dashboard**

January 2015

**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** | **Q3** | **Jan'15** |
| No. of Payments | 53 | 67 | 61 | 11 |
| Value of Payments | £641,355 | £902,071 | £380,641 | £67,000 |

**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.*

*Work is continuing to encourage providers to register for and use the portal.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Target** | **Trend** |
| Registered to use Portal | 5.3% | 54.7% | 70.1% | 100% | Positive |
| Submitting invoices via the portal | N/A | 45.9% | 52.6% | 100% | Positive |

**Contracts and Challenges Overview**

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Q1** | **Q2** | **Q3** | **Trend** |
| Value of contracts let | £10.85m | £35.586m | £8.69m | Positive |
| No. contracts let | 18 | 30 | 25 | Positive |
| Contracts let on time | 100% | 100% | 99% | Positive |

*Of the 73 contracts let in this period only one legal challenge to procurement processes has been received, with the initial ruling in favour of LCC. There have been no successful challenges.*

**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** | **Q3** | **Trend** |
| Payment requests requiring immediate invoices. | 4,561 | 2,846 | 3,005 | Stable |

**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 | 49 | 291 | £53.3m |
| North West | 19 | 73 | £16.2m |
| Other | 31 | 45 | £13.2m |