

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

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%

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

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

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

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

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