

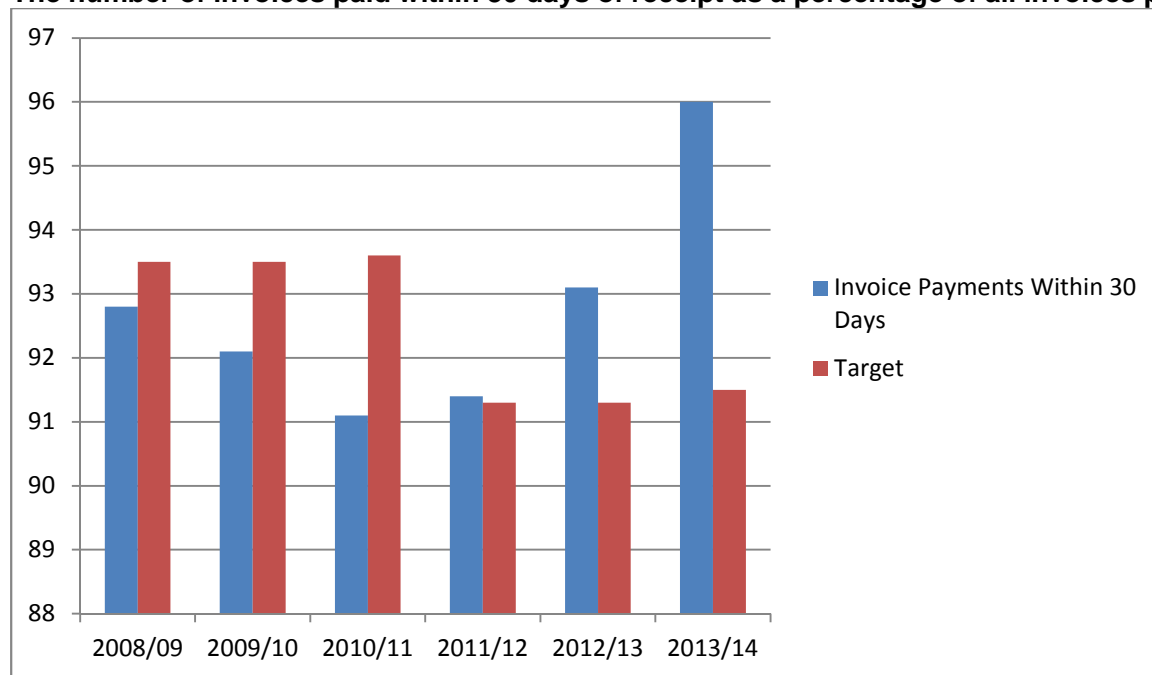
Purchase to Pay Performance (2013/14)

West Lothian Council's Purchase to Pay team aims to provide an effective and efficient service to customers. As part of good service delivery, we would like to take an opportunity to provide our customers with a summary of the team's performance in 2013/14 and also to identify the main comments we have received as part of the recent consultation exercise.

Our key performance indicator is the number of invoices paid within 30 days of receipt as a percentage of all invoices paid. The Scottish Average for the payment of invoices within 30 days in 2013/14 is 92.15%. Although West Lothian Council has performed consistently above the Scottish average, the actual for 2013/14 is 96% and is our highest to date having increased significantly compared to previous years. West Lothian Council is ranked 6th highest out of 32 Scottish Local Authorities in 2013/14 for the performance indicator.

This is as a result of new improved system implementations and developments, and the increased use of electronic invoicing by suppliers. Payment runs on a daily basis also add to the high level of on time payments made by the council. The Purchase to Pay team continues to work with services to further improve invoice processing time.

The number of invoices paid within 30 days of receipt as a percentage of all invoices paid



The Purchase to Pay customer survey for 2014 was issued during July 2014, after which feedback was analysed and responses published.

The feedback we received from our 2014 customer survey was very positive with 100% of Purchase to Pay customers rating the quality of the service as good or excellent. The key points from our survey can be summarised as follows:

- 100% of Purchase to Pay customers are satisfied with payment terms of 30 days
- 92.9% think that performance in meeting payment terms is good or excellent
- 100% of Purchase to Pay customers are satisfied with the method of payment and remittance advice

Full results and comments from the 2014 consultation can be obtained on request by emailing David Maule, the Corporate Finance Manager at david.maule@westlothian.gov.uk

