

Creditors Benchmarking Club 2018

IMPORTANT GENERAL GUIDANCE

Guidance and definitions for this questionnaire can be found on the "Guidance" sheet. Please read this before completing the questionnaire.

Throughout the questionnaire, you can link to the associated definitions and guidance by clicking on the white '?' in the top right corner of each section. To return to the questionnaire please click on the 'Questionnaire' tab at the bottom of the window.

In order to try and reduce the problem we have of identifying zeroes from missing data, we have entered '..' in all data entry cells and you will notice that formulae e.g. totals and carry-forwards all show '..' before any data is entered. Only by overwriting all of the '..' in a table will the total be generated so please do not leave any cells as they are. If the genuine figure is zero then please replace '..' with 0. If the figure is not known/not available, please replace the '..' with na.

Please do not enter any comments or data outside the cells provided or within the return email, as these are processed automatically and your comment will not be seen. If you wish to make any comments, please enter these in the boxes below. Change of contact details should be e-mailed separately to Benchmarking@cipfa.org

COMMENTS

Please include here thoughts regarding difficulties completing the questionnaire or other general points about your service that you feel would be of interest to other members. Please **do not** use these cells to update contact information. Email any such amendments to us at benchmarking@cipfa.org.

..
..
..
..

1. SERVICE DELIVERY

Service Structure

[Go to Guidance -->](#)

Please read the guidance notes on this section

To what extent is your Creditors function outsourced during the period being benchmarked and what percentage of the function was delivered by each method?

(a) IN-HOUSE delivery

% Delivered

(b) OUTSOURCED to a Shared Services Arrangement (SSA)

(with other LA's and / or with other public sector organisations)

% Delivered

Name(s) of SSA partner(s)?	
1	..
2	..
3	..
4	..
5	..

(c) OUTSOURCED to an External Contractor

(incl. legal entities partly/wholly owned by your organisation)

% Delivered

Name(s) of External Contractor(s)?	
1	..
2	..
3	..

Total (a) + (b) + (c) % Delivered should be 100%

% Delivered

(d) Comments re your service delivery

2. COSTS OF CREDITORS FUNCTION

(a) 2017/18 Actuals (or best estimate) [Go to Guidance -->](#)

	[1] Central Creditor total costs £ k	-	[2] Central Creditor Non- core costs £ k	+	[3] Core Creditor cost from Procurement £ k	+	[4] Local batching & data input £ k	=	[5] = [1] - [2] + [3] + [4] Benchmark Creditors' cost £ k
Direct costs									
Staff
Other running costs
Sub-total
Indirect costs									
IT
Accommodation
Other central charges
Sub-total
Outsourcing costs
Total cost
FTE staff
Core cost as above attributable to creditors work for other bodies									..
Postage cost included in running costs above									..

(b) Analysis of Central Creditor Costs - 2017/18 Actuals (or best estimate) [Go to Guidance -->](#)

	[1] Central Creditor Core costs £ k	-	[2] Central data input £ k	=	[3] = [1] - [2] Central processing cost £ k
Direct costs					
Staff
Other running costs
Sub-total
Indirect costs					
IT
Accommodation
Central charges
Sub-total
Outsourcing costs
Total cost
FTE staff

3. WORKLOAD

(a) Number of Invoices/Transactions - 2017/18 Actuals (or best estimate) [Go to Guidance -->](#)

Please count all invoices or other payables that are processed, paid and despatched by your Creditors section and assign them to the categories below.

	Number of invoices	Number of transactions
HTML / XML / similar (e-invoices)
Consolidated invoices (electronical input)
Consolidated invoices (manual input)
Invoices from feeder systems - HB	..	
Invoices from feeder systems - Other	..	
Purchase/credit cards
Other - processed within creditors section (or IT)	..	
- processed within other departments	..	
Total	..	
of which:-		
Invoices attributable to Creditors work for other bodies (*)	..	

*Please describe other

..

How many individual purchase orders were raised in 2017/18?		Number	..
Number of invoices matched to purchase order			..
of which: matched automatically		%	..
What tolerance levels do you set for matching invoices to purchase orders?	£	%	..
Do you monitor orders raised after the invoice has been received (retrospective orders)?		-- select --	
If yes , what % of retrospective purchase orders do you have?		%	..
If you make use of purchase cards, which intermediary provides the cards?		--please select--	
Did you use workflow for electronic approval of purchase orders?		-- select --	
Did you use workflow for electronic submission of GRN's?		-- select --	

If you have given figures for XML (e-invoices) or consolidated invoices above, please list the major suppliers that have embraced these methods.

..

(b) Memo: Feeder Invoices

If invoices from 'other' feeder systems in the table above exceed 10% of your total invoices, please complete the table below.

	Number of invoices
Foster care	..
Residential care	..
Supporting People	..
Self-Directed Payments (Direct Care, Personalised Budgets etc.)	..
Council Tax/NNDR refunds	..
Schools	..
Other*	..
Total invoices from feeder systems - Other	..
(Cross-check with Totals from 3 (a)):	..

*Please describe other

..

(c) Number of Payments by Type - 2017/18 Actuals (or best estimate) [Go to Guidance -->](#)

	Number of Invoices	Number of payments	Value of payments (£'000)
BACS/Fastpay
Cheque	
Manual/emergency	
Direct Debit	
Pre-paid cards	
Post Office payout (barcodes etc.)	
Other (e.g. CHAPS)*	
Total	

*Please describe other

..

% of BACS/fastpay payments where remittance advices (main method only)	Faxed %	Emailed %	Posted %	Not sent %

(d) Number of Main Payment Runs Per Week [Go to Guidance -->](#)

	Number of payment runs
BACS payment runs	..
Cheque runs	..
Combined payment runs	..

(e) Supplier Information

How many individual suppliers do you have on your system?

How frequently are defunct suppliers removed/deleted from the system?

4. SERVICE QUALITY

(a) Invoices Paid On Time 2017/18 Go to Guidance -->

Total number of invoices		Number of invoices	<input type="text" value=".."/>
Less: non-commercial and other non-BVPI8			<input type="text" value=".."/>
Less: disputed invoices			<input type="text" value=".."/>
=BVPI8 Invoices			<input type="text" value=".."/>
Of which: Paid within 30 days	<input type="text" value=".."/>	%	<input type="text" value=".."/>
Of which: Not paid within 30 days	<input type="text" value=".."/>	Target %	<input type="text" value=".."/>
	If you only know the percentage of BVPI8 invoices paid on time and not the raw figures you can enter this in this cell		<input type="text" value=".."/>
Total is based on:			<input type="text" value="-- select --"/>
Sample size			<input type="text" value=".."/>
For BVPI8 invoices where actual received date is not recorded:			
How many days do you add for postage?			<input type="text" value=".."/>
Which of these types of payments do you include for BVPI8 purposes?			choose all that apply
Commercial invoices			<input type="text" value="-- select --"/>
Refunds of any kind			<input type="text" value="-- select --"/>
Foster carers etc.			<input type="text" value="-- select --"/>
Grants			<input type="text" value="-- select --"/>
Local authority schools			<input type="text" value="-- select --"/>

(b) Payments With Errors 2017/18 Go to Guidance -->

Duplicate payments identified pre-payment	<input type="text" value=".."/>	%	<input type="text" value=".."/>	Number of invoices	<input type="text" value=".."/>	Value of invoices (£ k)	<input type="text" value=".."/>
Duplicate payments made	<input type="text" value=".."/>		<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>
Incorrect amount/payee	<input type="text" value=".."/>		<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>	<input type="text" value=".."/>
Number of invoices in sample				<input type="text" value=".."/>			
Do you have software to detect/avoid duplicate payments?	<input type="text" value=".."/>		Software/system used	<input type="text" value=".."/>		Version (e.g. 11i)	<input type="text" value=".."/>
Did you use an external agency to detect duplicate payments?							<input type="text" value="-- select --"/>
If "Yes" please provide the name of the external agency.				<input type="text" value=".."/>			

(c) Performance Indicators, Targets and Achievements Go to Guidance -->

Performance Indicator	Target	Achieved
1 ..	<input type="text" value=".."/>	<input type="text" value=".."/>
2 ..	<input type="text" value=".."/>	<input type="text" value=".."/>
3 ..	<input type="text" value=".."/>	<input type="text" value=".."/>
4 ..	<input type="text" value=".."/>	<input type="text" value=".."/>
5 ..	<input type="text" value=".."/>	<input type="text" value=".."/>

5. STAFFING & EMPLOYMENT

(a) Staff Grading 2017/18		Go to Guidance -->
		FTE Staff
under £15k		<input type="text" value=".."/>
£15-20k		<input type="text" value=".."/>
£20-25k		<input type="text" value=".."/>
£25-30k		<input type="text" value=".."/>
£30-35k		<input type="text" value=".."/>
over £35k		<input type="text" value=".."/>
Total		<input type="text" value=".."/>
(b) Agency Staff 2017/18		
FTE Agency staff		FTE Staff <input type="text" value=".."/>
Average cost per hour		£ <input type="text" value=".."/>
(c) Sickness Absence (best estimate for 2017/18)		Go to Guidance -->
		Avg. days per FTE
Long-term sickness		<input type="text" value=".."/>
Short-term sickness		<input type="text" value=".."/>
Total		<input type="text" value=".."/>
(d) Staff Turnover (best estimate for 2017/18)		Go to Guidance -->
		FTE Staff
Number of Staff FTE at 31st March 2017		<input type="text" value=".."/>
Number joining creditors section		<input type="text" value=".."/>
Number leaving creditors section		<input type="text" value=".."/>
Number of Staff FTE at 31st March 2018		<input type="text" value=".."/>

6. IT ARRANGEMENTS

(a) Software Information		
	Software/system used	Version (e.g. 11i)
Procure to pay (P2P)	--please select--	..
Purchase order processing (POP)	--please select--	..
Accounts payable	--please select--	..
BACS software	--please select--	..
General Ledger	-- please select --	..
DIPS/Scanning	-- please select --	..
Does the system produce electronic CIS submissions for HMRC		-- select --

(b) DIPS / Scanning		
	GRNs	Invoices
Do you scan your GRNs/invoices?	-- please select --	-- please select --
If yes, this is for:	-- please select --	-- please select --
If yes, this performed by:		
Creditors section	-- please select --	-- please select --
Centrally	-- please select --	-- please select --
Locally	-- please select --	-- please select --
Outsourced scanning service	-- please select --	-- please select --
	<i>choose all that apply</i>	<i>choose all that apply</i>

7. OTHER QUESTIONS

(a) Authorisation For Payment

[Go to Guidance -->](#)

	Payment value (£ k)	Method used e.g. signature
Cheque payments only	<input type="text" value=".."/>	<input type="text" value=".."/>
BACS payments only	<input type="text" value=".."/>	<input type="text" value=".."/>
"Fast pay" payments only	<input type="text" value=".."/>	<input type="text" value=".."/>

(b) Payment Dates

[Go to Guidance -->](#)

Please indicate which of the following best describes your **normal** payment policy:

Pay on next run after invoice authorised	<input type="text" value="-- select --"/>
Despatch on due date	<input type="text" value="-- select --"/>
Pay so as to arrive by due date	<input type="text" value="-- select --"/>
Pay X days after date of invoice	<input type="text" value="-- select --"/>
Pay X days after receipt of invoice	<input type="text" value="-- select --"/>
Other (please describe below)	<input type="text" value="-- select --"/>

Please indicate X (e.g. 30 days)

Days

Please describe other

Do you enter individual supplier terms against creditor records?

If yes, do you use these terms to decide whether a payment has been made on time when calculating the BVF3 figure?

	Offered (£)	Saved (£)
How much were you offered in prompt payment discounts and what was the saving realised?	<input type="text" value=".."/>	<input type="text" value=".."/>
	Target	Actual
Within how many days from receipt of invoice do you pay local businesses?	<input type="text" value=".."/>	<input type="text" value=".."/>

(c) Freedom of Information/Transparency Agenda

	Transparency agenda	FOI requests
Number of requests to Creditors Section in 2017/18	<input type="text" value=".."/>	<input type="text" value=".."/>
At 31/3/2018, over what level do you publish details of expenditure?	<input type="text" value="-- please select --"/>	
How frequently is this information published?	<input type="text" value="-- please select --"/>	
If you publish details of expenditure less than £250 , what is the minimum value you publish? Please see scrapbook question 8(c) for further details on this subject.	<input type="text" value=".."/>	

(d) Supplier Fraud

Have you witnessed any fraudulent activity as a result of the transparency agenda?	<input type="text" value="-- select --"/>	
If yes, please give details of number of cases and value of fraud.	Number of cases	Value of fraud (£ k)
	<input type="text" value=".."/>	<input type="text" value=".."/>
Costs and FTE associated with NFI work	Cost (£ k)	FTE
	<input type="text" value=".."/>	<input type="text" value=".."/>

8. SCRAPBOOK QUESTIONS

(a) Budgetary Pressures

[Go to Guidance -->](#)

In response to budgetary constraints, what changes have you made or plan to make (in the short-term or long-term) in delivering your service:

(i) Internal service delivery structures - including use of agency staff and consultants.

..

(ii) Alternative methods of service delivery - including via shared services and use of external contractors.

..

(iii) Governance issues arising from alternative methods of service delivery.

..

(b) Consolidation of Invoices

Which suppliers provide consolidated invoices?

(i) In E-Readable format

..

(ii) Requiring manual input of invoice/transactions

..

(c) Transparency Agenda

What, if anything, have you excluded/not published due to data protection/confidentiality issues?

..

(d) Supplier fraud issues

Please give details of how you have managed supplier fraud issues arising e.g. verification procedures.

(i) Supplier bank mandate setup and changes thereto

..

(ii) Within Social Care area

..

(iii) For general suppliers

..

(iv) Other areas, e.g. DD's etc.

..

(e) NFI Data Matching Exercise

To what extent do you use the information?

..

(f) Examples of Good Practice

If your Creditors service has developed any particular examples of good practice that you would be willing to share with other members of the club, please describe these. (e.g. cost-saving measures, improvements in customer service etc.).

..

Comments/Feedback

With each exercise we seek to improve the quality of guidance and definitions supplied in the questionnaire. Please detail any questions where you felt the guidance was unclear or could be improved.

..

If you have any comments either about the content or ways we can improve the exercise please enter here.

..

Next year we will hope to further improve the content included in this year's exercise. If there are any questions or areas of insurance that you feel we should add to the exercise please specify below.

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