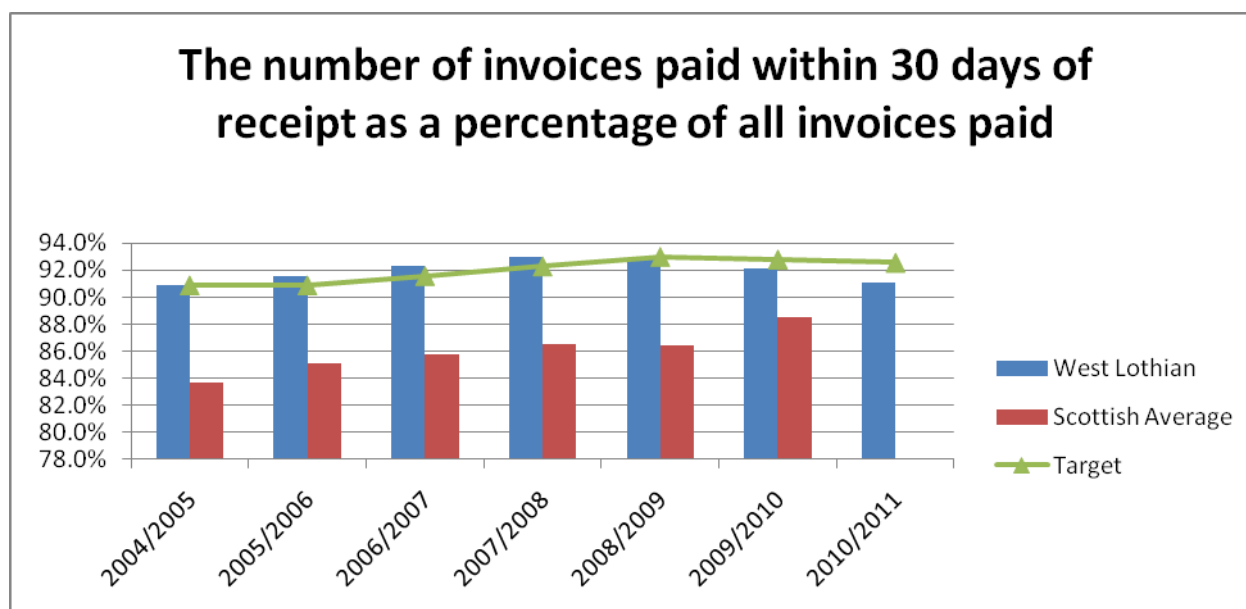


## WEST LOTHIAN COUNCIL ACCOUNTS PAYABLE

### SERVICE PERFORMANCE 2010/11

West Lothian Council's Accounts Payable 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 2010/11 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. Although West Lothian Council's Accounts Payable team have consistently performed above the Scottish average, the actual for 2010/11 has fallen slightly when compared to previous years. This is as a result of a reduction in staffing numbers within the team and a move to process payments twice weekly. Previously payments were made on a daily basis and a reduction to twice weekly was made after the implementation of the Modernisation Financial Management Review. The Scottish Average for 2010/11 is currently unavailable at the time of preparing this report. The Financial Management Unit continues to work with services to improve invoice processing time.



Some other performance indicators relating to Accounts Payable service in 2010/11 include:

Performance Measure	Actual Performance	Target Performance
Unit cost per invoice processed	£1.08	£1.67
Percentage of payments made by BACS	99%	95%
Remittances sent electronically	96%	96%

The feedback we received from our recent customer survey was very positive with 95% rating the quality of the Accounts Payable service as excellent or good. The key points from our survey can be summarised as follows:

- 100% are satisfied with payment terms of 30 days
- 95% think that performance in meeting payment terms is excellent or good
- 100% of customers are satisfied with method of payment and remittance advice
- 100% agree that Accounts Payable service standards meet the needs of their organisation

**August 2011**