

INVOICE PAYMENTS QUESTIONNAIRE

Q.1

Absolute Analysis % Responses	
Base	71 100.0%
In which capacity do you liaise with the P...	
Supplier	59 83.1%
Government Agency	- -
Local Government	2 2.8%
Public	2 2.8%
Other (please specify)	8 11.3%

Other: (please specify)

Company

Contractors

Statutory Drainage Authority

Voluntary Organisation

Consultant

Consultant

Repayment of annual grant

Q.2

Absolute Analysis % Responses	
Base	66 100.0%
What were your initial impressions of our ...	
Very positive	20 30.3%
Positive	37 56.1%
Average	7 10.6%
Negative	2 3.0%
Very negative	- -

Q.3

Who do you normally speak to:

Karen Horne

Haven't had to chase monies

Mrs B Thompson Planning dept

Rarely have to speak to payments section

Mark Tavenor Leisure Services

Graham Tubby

Dawn Williams

Environmental Department

Don't need to

Ken Travers direct

Mrs Billiston

Via Angela Lambert (Personnel)

Senior EHO - John Rainer

Della

Carol Locke

Teresa Bailey Grants Officer

Don't think I have ever had to contact you

Della Whymark

Not had to contact - payment made promptly

Della

We have never had the need to make contact

Sandra Lee-Aimes

Mr Chris Maidment

Environmental dept

Anyone who will answer the phone- one tends to be passed on

Do not have need to speak to anyone

Payments Department - payments have been made within terms - no need to contact

The officer dealing with the job/contract ie Steve Clarke

Our accounts are factored so we do not usually speak yo you direct

Karen Horne

Accounts

Haven't yet

Housing Tenant Services Division

Ian Tippett

BEST VALUE REVIEW OF FINANCE AND PERFORMANCE REVIEW DIVISION

Q.4

Absolute Analysis % Responses	Base	Grid Table				
		5	4	3	2	1
Base	564	305 54%	185 33%	61 11%	11 2%	2 0%
Dealing with invoice payment queries	59	25 42%	23 39%	10 17%	1 2%	-
Speed of response to queries	61	25 41%	24 39%	10 16%	2 3%	-
Availability of staff	62	25 40%	25 40%	11 18%	-	1 2%
Attitude of staff	63	35 56%	25 40%	3 5%	-	-
Accuracy of payment	72	52 72%	14 19%	4 6%	2 3%	-
Meeting payment deadlines	71	40 56%	16 23%	9 13%	5 7%	1 1%
Faxing of remittance advice (if appropriate)	43	27 63%	13 30%	3 7%	-	-
Information provided on remittance advice	64	38 59%	20 31%	6 9%	-	-
Overall efficiency	69	38 55%	25 36%	5 7%	1 1%	-

Q.5

Absolute Analysis % Responses	
Base	58 100.0%
If you are a regular supplier, has the qua...	
Improved	20 34.5%
Remain unchanged	38 65.5%
Got worse	- -

Q.6 Are there any aspects of our service that you think could be improved?

No

No

Not that I can think of

I have only experience of processing two invoices but the process was well executed

None to mention

No

None

To quote invoice number with which remittance payment applies

Not in relation to the service this company provides/receives

No

It should be possible to make payments quicker

No, very good service at all times

Most authorities are particularly keen to help small businesses. Some realise that the most effective help is to make their own payments more efficient. It should not be difficult to set a target of 14 days - Brighton and Hove for instance promise 7 days to small businesses. We have only been involved with three payments from Babergh but the time they took was 34, 22 and 39 days respectively.

No - but as a LA you could introduce alternative systems that could show you greater efficiencies

No

Q.7

Absolute Analysis % Responses	
Base	171 100.0%
When dealing with Payments Staff, do you f...	
Helpful	44 25.7%
Efficient	37 21.6%
Understanding	19 11.1%
Courteous	34 19.9%
Flexible	8 4.7%
Practical	13 7.6%
Difficult	1 0.6%
Knowledgeable	15 8.8%
Officious	- -
Unapproachable	- -

BEST VALUE REVIEW OF FINANCE AND PERFORMANCE REVIEW DIVISION

Q.8

Absolute Analysis % Responses	
Base	66 100.0%
What is your overall satisfaction with the...	
Very positive	26 39.4%
Positive	31 47.0%
Average	8 12.1%
Negative	1 1.5%
Very negative	- -

Q.9

Absolute Analysis % Responses	
Base	71 100.0%
Which method of payment do you receive?	
BACS	57 80.3%
Cheque	14 19.7%

Q.10

Absolute Analysis % Responses	
Base	14 100.0%
If you receive payment by cheque, were you...	
Yes	7 50.0%
No	7 50.0%

Q.11 Welcome comments:

Keep it the same

We are very happy with the service you supply

Never had to phone due to the prompt payments

No record of Chilton D C ever sending invoices to yourselves. Therefore unable to complete the questionnaire

Future payments to South Norfolk District Council can be sent via BACS direct to our Bankers 08.90.14 61073568 - send advice by Fax 01508 533616

None

We cannot comment on any questions - we have found no problem with the account. Payment is always received on time. We have had no cause to call the payment section.

In 20 years, I do not remember having to chase Babergh D C for money. If only all customers were like this!

Previous to our payment of invoices being dealt with by Della Whymark the service was good. Since payment of invoices has been dealt with by Della the service to date has been excellent.

We have as yet dealt only once with you, though we do much business with many other T I C s. It was a good experience and your payment system was very efficient and accurate. We have no objection to payment via BACS

We use a factoring, so do not usually deal directly with 'debtors'

As a relatively new supplier I feel unable to comment on most aspects of the questionnaire. However, we have had no problems and you have paid promptly. I would be interested in receiving payments by BACS.

We have always enjoyed a very good relationship with yourselves and payment has always been very prompt.

Question 7 No experience

The payments staff were delightful (your best asset!) but the fact that we had to phone them to chase two out of three payments is an indictment of the system they have to work with. Our company only works for the public sector with authorities all over the country. We are therefore in a good position to make comparisons: We enjoyed working with Babergh but I have to say that prompt payment is not your strength. We therefore wish the best value review well!

Keep up good work! Question 4a/4b Have not had any. Question 4c/4d Ref to technical staff. Question 5 Over last 3 years.

Questiones 4a-4d No experience -Question 7 No experience

The invoices you pay could be made slightly easier by placing in numerical order.

Fine have been in time and OK so far.

During the many years we have done business with yourselves, we have never had to telephone or correspond regarding any ??? overdue accounts. Your account has always been settled very promptly.

We are happy to receive cleared funds by BACS