



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Date: 19 August 2022

If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2022-97-97)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 22 July 2022. Our response is provided below:

Q1 What finance system do you use?

Northamptonshire Fire and Rescue Service (NFRS) use ERP Gold/Unit4.

Q2 What system do you use to manage and process your staff's expenses?

An Employee Claims System (ECS) which is bespoke provided by Ask4.

Q3 What is the expense process?

An individual claims via ECS which is approved by a manager, then the claim is exported and paid via payroll.

Q4 How long does it take on average to process 1 expense claim?

NFRS do not record this information.

Q5 How many expense claims were made in financial year 2021/22? And what was total value of expense claimed in the financial year 2021/22?

There were a total of 2,181 expense claims made within NFRS during this period which totalled £42,877.13.

Q6 Can your staff submit expenses remotely?

Yes, NFRS staff can submit their expense claims remotely.

Continued/...2



Q7 How are you claiming VAT on mileage? Do your staff have to deduct commute from mileage manually?

Mileage is reimbursed as per the approved HMRC rates. Employees may only claim for mileage that is in excess of their normal journey from home to workplace so staff would make the required deduction manually.

Q8 What percentage of expense claims are you auditing?

There is no prescribed percentage within NFRS, expense claims are sampled by Internal Audit annually.

Q9 How many Full Time Equivalent (FTEs) (full time employees) do you have processing expense claims?

None, expense claims are processed via our ECS.

Q10 What is the average time to reimburse your staff's expenses?

NFRS do not record this information.

Q11 How are you reporting on expense spend?

Monthly reporting is provided to management.

Q12 Are there direct data integrations for expense spend directly into your main finance system? Alternatively, are they bulk uploaded via JPEG etc.?

Yes, direct data integrations are utilised.

Q13 What system do you use for managing/processing invoices?

Please refer to the answer provided for Q1.

Q14 What is your current invoice process for handling supplier invoices, from receipt to when it is posted in the ERP/finance system and ready for payment?

Supplier PDF invoices are imported into ERP Gold and matched with Purchase Orders (POs) prior to payment.

Q15 How many invoices were processed in the financial year 2021/22?

3,750 invoices were processed during this period.

Q16 How many FTEs do you have in your accounts payable team who process invoices?

NFRS use a Shared Service (Cambridgeshire County Council) to process our invoices so currently have no accounts payable staff.

Q17 What percentage of invoices were paid late in the financial year 2021/22?

2.4% of invoices were paid late during this period.

Continued/...3

3/...Cont.

Q18 Do you use Optical Character Recognition (OCR) to scan invoices?

No, NFRS does not use OCR to scan invoices.

Q19 Do you have to manually validate the scanned invoices from the OCR capture?

N/A, please refer to answer provided for Q18.

Q20 Do you currently have a PO system or a non-PO system? If you use both types – what is the percentage of PO invoices vs. non-PO invoices?

NFRS has a PO system and very rarely have to pay an invoice without a PO.

Q21 Are you claiming VAT on invoices? If so, are you doing this in-house?

Yes, NFRS does claim VAT on invoices and this is completed in-house by Northamptonshire Police Enabling Services.

Q22 How are you currently reporting on invoice spend?

Monthly reporting of expenditure by department.

If I can be of any further assistance, please do not hesitate to contact me quoting reference NFRS2022-97-97.

Yours sincerely
Service Information Team

If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Team Leader
Northamptonshire Fire and Rescue Service
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF