



**Gofynner am/  
Please ask for:** Information Governance  
and Compliance

**Tel:** 01443232000

**E-bost/E-mail:** DataProtection@southwales-fire.gov.uk

**Our ref:** IG000363

**Dyddiad/Date:** 29/09/2020

## RE: Request for Information held by SWFRS

Your request ref: IG000363 has been dealt with under the Freedom of Information Act 2000. We do apologise for the delay in getting this to you due to unprecedented circumstances.

You asked us:

I am writing to you under the Freedom of Information Act 2000 to request the following from your finance systems and Accounts Payable department:

Invoice payment performance data for financial years 18/19 and 19/20:

1. How many invoices were paid late (actual number rather than %) and what is the total value of invoices paid late?
2. Is this split out by sector / category or can you identify SME suppliers that have been paid late? If so, what are the volumes values?
3. How many claims have you processed for late payment of invoices? How many claims were successful and how many were rejected (and for what reason)? (Volumes and values of claims)
4. Do you have a documented process for late payment claims? If so, is this published and can it be shared? In the absence of a process, where should late payment claims be submitted?

I am aware that many councils may publish a summary of their payment performance as required by the Public Contracts Regulations 2015. I am seeking the transaction detail that sits behind this. This information should be readily available from your finance systems but if there are any difficulties in producing or sending the data please advise and I will provide any assistance necessary. I have provided a table that may help to present this information back.

Pencadlys Gwasanaeth Tân ac Achub De Cymru,  
Parc Busnes Forest View, Llantrisant, Pont-y-clun, CF72 8LX.

Ffôn 01443 232000 • Ffacs 01443 232180  
[www.decymru-tan.gov.uk](http://www.decymru-tan.gov.uk)

Rydym yn croesawu gohebiaeth yn y gymraeg a'r saesneg - byddwn yn ymateb yn gyfartal i'r ddau ac yn ateb yn eich dewis iaith heb oedi.

**CODI YMWHYBYDDIAETH - LLEIHAU PERYGL**

South Wales Fire and Rescue Service Headquarters,  
Forest View Business Park, Llantrisant, Pontyclun, CF72 8LX.

Telephone 01443 232000 • Fax 01443 232180  
[www.southwales-fire.gov.uk](http://www.southwales-fire.gov.uk)

We welcome correspondence in Welsh and English - we will respond equally to both and will reply in your language of choice without delay.

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Our response:

Financial Year	18/19		19/20	
Question	Volume	Value	Volume	Value
1. How many invoices were paid late?	2642 The data includes all disputed invoices. We are unable to distinguish between disputed and non-disputed invoices.	Unable to provide an accurate value, as we are unable to distinguish between disputed and non-disputed.	1523 The data includes all disputed invoices. We are unable to distinguish between disputed and non-disputed invoices.	Unable to provide an accurate value, as we are unable to distinguish between disputed and non-disputed.
2. How many invoices of SME suppliers were paid late?	Data not available – we don't capture SME's on our system.	Data not available – we don't capture SME's on our system.	Data not available – we don't capture SME's on our system.	Data not available – we don't capture SME's on our system.
3 a. How many successful claims have you processed for late payment of invoices?	0	Value of claim (not invoice)	0	Value of claim (not invoice)
3 b. How many claims have you rejected for late payment of invoices?	0	Value of claim (not invoice)	0	Value of claim (not invoice)
4 a. Do you have a documented process for late payment claims?	No			
4 b. If yes, is this published and can it be shared?	N/A			
4 c. In the absence of a process, where should late payment claims be submitted?	Finance and Procurement Department, <a href="mailto:invoices@southwales-fire.gov.uk">invoices@southwales-fire.gov.uk</a> South Wales Fire & Rescue Service HQ Forest View Business Park Llantrisant CF72 8LX 01443 232094			

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In returning the above table, we were able to carry out some initial searches however it has become apparent that SWFRS are unable to provide invoice values as we feel this isn't a true reflection on late invoices, due to the inability at current to differentiate between disputed and non-disputed invoices. The quantities provided are based on invoices paid 30 days plus. (Please note that this don't take into account disputed and non-disputed invoices.) The quantity provided will in some cases have credit notes off set.

We believe due to the time and resource/cost required to trail through the data for greater accuracy, section 12 (1) of the FOI Act applies 12. — (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. In this case it would likely take our relevant Departments over 18 hours to complete as we do not store the data in a way that your questions can be fully answered accurately at this time.

If you have any queries regarding your Freedom of Information request, please contact us at [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk) quoting the reference number above in any future communication.

If you are dissatisfied with the way that your information request has been handled, you can request an internal review by emailing [Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)

### **UPDATE COVID-19: Information Requests**

We are kindly asking that any data protection correspondence come to Information Governance & Compliance via email, as due to Government advice many of our support staff are working flexibly and we may not be in receipt of physical post as normal. SWFRS anticipates that it may take us longer than 20 working days to complete Freedom of Information Requests and Subject Access Requests. The Information Commissioner recognises that there might be delays as our services and resources may be being utilised in slightly different ways, under the current unprecedented circumstances. At current, we are no longer accepting physical postal cheques, however we can accept BACs payments for items that carry a fee (such as IRS Reports and Interviews, where appropriate following standard procedure and charges).

We would like to thank you for your patience at this time.



If you remain dissatisfied with the handling of your request, you have the right to appeal to the Information Commissioner at:

Information Commissioner's Office-Wales,  
2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH.

There is no charge for making an appeal.

Yours Faithfully

**Information Governance and Compliance**

[Dataprotection@southwales-fire.gov.uk](mailto:Dataprotection@southwales-fire.gov.uk)

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