



Report on Payment Practices 2H FY24/25

30 April 2025

Date: 30/04/2025

Introduction

This report addresses Here's legal requirement, as a large company, to report on a half-yearly basis on our payment practices, policies and performance for the period 1 October 2024 to 31 March 2025, under the Regulations made under section 3 of the Small Business, Enterprise and Employment Act 2015.

This report also meets the reporting requirements of the Fair Payment Code (FPC), which has replaced the Prompt Payment Code (PPC), launched in 2025 by the Office of the Small Business Commissioner (OSBC).

This report will be filed on the government [web-based portal](#) for this purpose, and on our company website.

Our commitments and values

As part of our values, Here is committed to working with local suppliers, with 65% of our purchases spent in organisations based in Brighton and Hove, and 85% from within Sussex in the last financial year 24/25.

As we did last year, we have looked at how our suppliers operate and what their commitments are to pay Real Living Wage, to abide by Modern Slavery Statements, whether they are a Social Enterprise and whether they are environmentally conscious. By aiming to work with suppliers who share these values, we hope to encourage suppliers to adapt the way they work. We conducted a review of all our suppliers and gained the following insights:

Full Year Analysis to 31 March 2025	% of our supplier's volume	% of our value of purchases
Small Company	62%	4%
B&H Based	26%	65%
Sussex Based	43%	85%
Social Enterprise / B-Corp	2%	0.1%
Modern Slavery	42%	94%
RLW	16%	45%
Green Credentials	20%	37%

Our office move in March 2025 allowed us to review our suppliers around our facilities management and where possible, switch to suppliers who not only offer better value for money but also supported our commitment to these values.

Performance in this period

The government has set a standard of 95% of all supply chain invoices to be paid within 60 days. With our habitual payment cycle of 30 days, we should consistently outperform this.

As a member of the Fair Payment Code (FPC), Silver Award, we also must report on more stringent performance of payment of 95% of invoices to suppliers with less than 50 employees within 30 days.

Statistics

Per the regulations, this includes payments made within a reporting period on qualifying contracts excluding business rates and payments for financial services. Only invoices paid in this period are included in this reporting period. Unpaid invoices are deferred to the next reporting period.

1 October 2024 to 31 March 2025		
Payments made in the reporting period?		Yes
Average number of days taken to make payments		16 days
Percentage of payments made within the reporting period that were paid:		
	In 30 days or fewer	91.6%
	Between 31 and 60 days	7.1%
	In 61 days or longer	1.3%
	Total	100.0%
Invoices not paid in the reporting period are reported in the period in which they are paid.		
	Invoices not paid in this reporting period:	3
	As a percentage of total invoices received:	0.3%
Business standard payment terms		
Standard contractual length of time for payment of invoices		We do not have standard payment terms, but our common practice is to pay within 30 days.
Maximum contractual payment period and changes to the standard payment terms in the reporting period		30 days No changes
How suppliers have been notified or consulted of these changes		No changes
The business process for resolving disputes related to payments		All correspondence with suppliers is via our central email address bics.invoicing@nhs.net . Any dispute over invoices, amounts or bank details are managed by our Finance team to enable the quickest and best resolution. We endeavor to respond to any emails within 5 working days. On our website we include the 'How do I get paid?' guide for suppliers. Within this is a link to the above email for any invoice disputes (see 'Invoice Dispute Resolution').
Whether we supply e-invoicing		No. We encourage suppliers to submit electronically, but our invoice document management software is only accessible internally.

Whether supply chain finance is available to suppliers	No
Whether the business' practices and policies cover deducting sums from payments as a charge for remaining on a supplier's list, and whether they have done this in the reporting period	No
Whether the business is a member of a payment code, and the name of that code	Yes, we are part of the Fair Payment Code, Silver Award.
Additional Prompt Payment Code requirements	
Percentage of payments to suppliers with less than 50 employees, made within the reporting period that were paid within 30 days	95.6%

- We have added a clear "How do I get paid?" guide for suppliers on our website to provide clear guidance on payment procedures and invoicing, and to provide these at the onboarding stage.
- We define in our accounting system which suppliers have less than 50 employees to ensure easier identification of small suppliers and reporting for the PPC.

Work plan for 1H FY25/26

- We will continue working further with our suppliers to conduct in parallel a review of their modern slavery prevention practices and their sustainability activities.

Director approval

This report was reported to the Board on 30th April 2025. It was approved by:



Lesley Jay FCA
Finance Director