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**Date:** 30/10/23

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### 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 April 2023 to 30 September 2023, 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 Prompt Payment Code (PPC), administered by the Office of the Small Business Commissioner (SBC) on behalf of BEIS. It was established in December 2008 and sets standards for payments.

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

### Our principles as a social enterprise

Here recognizes its responsibilities to our supply chain partners and is committed to paying all suppliers to contract terms.

As a large company that purchases **66.4%** from organisations based in Brighton and Hove and **70.3%** from within Sussex in FY22/23, our suppliers are committed with having a long-term relationship with our company to maintain their sustainability in our community. Many of our contracts require us to subcontract and this provides an opportunity for suppliers to create jobs. They respect our ability to pay promptly within their requested payment terms, and for feedback that enables them to continually improve and grow the products and services which we use with them. Where supplier services have wanted to increase their billing with us, we have spoken with suppliers to understand their cost pressures, whether it is inflation or the ability to pay the Real Living Wage and negotiated value for money terms that are acceptable to both parties.

We work with several key partners in the delivery of our contracts, and we build into our contractual terms a governance around regular collaborative meetings to ensure optimum delivery and regular communication between partners.

### 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 Prompt Payment Code (PPC), we also have to 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 defer to the next reporting period.

1 April 2023 to 30 September 2023	
Payments made in the reporting period?	Yes
Average number of days taken to make payments	14 days
Percentage of payments made within the reporting period that were paid:	
In 30 days or fewer	95%
Between 31 and 60 days	5%
In 61 days or longer	0%
<b>Total</b>	<b>100%</b>
Invoices not paid in the reporting period are reported in the period in which they are paid.	
Invoices not paid in this reporting period:	19
As a percentage of total invoices received:	2%
Business standard payment terms	
<b>Standard contractual length of time for payment of invoices</b>	We do not have standard payment terms but our common practice is to pay within 30 days.
<b>Maximum contractual payment period and changes to the standard payment terms in the reporting period</b>	30 days No changes
<b>How suppliers have been notified or consulted of these changes</b>	No changes
<b>The business process for resolving disputes related to payments</b>	All correspondence with suppliers is via our central email address <a href="mailto:bics.invoicing@nhs.net">bics.invoicing@nhs.net</a> . 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.
<b>Whether we supply e-invoicing</b>	No. We encourage suppliers to submit electronically, but our invoice document management software is only accessible internally.
<b>Whether supply chain finance is available to suppliers</b>	No
<b>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</b>	No
<b>Whether the business is a member of a payment code, and the name of that code</b>	Yes, we have joined the Prompt Payment Code.
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	96%

## **Work plan for 2H FY23/24**

- We will add 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 will explore whether it is cost efficient for us to use an invoice document management system that can be accessed externally and streamline invoice processing.
- We will be working further with our suppliers this year to conduct in parallel a review of their modern slavery prevention practices and their sustainability activities.
- Define in our accounting system which suppliers have less than 50 employees to ensure easier identification and reporting for the PPC.

## **Director approval**

This report was sighted at Board on 8<sup>th</sup> November. It was approved by:



Lesley Jay FCA  
**Finance Director**