



**Hampshire
& Isle of Wight**
FIRE & RESCUE SERVICE

Information Compliance Team

Headquarters
Leigh Road
Eastleigh
Hampshire
SO50 9SJ

Sent by email to:

[REDACTED]

t. 02380 626850
e. DP@hantsfire.gov.uk
w. hantsfire.gov.uk

Date: 17 August 2022

Our Reference: FOI 042 22-23

Enquiries to: Information Compliance Officer

Freedom of Information Act 2000

Dear [REDACTED]

We are writing in respect of your application for the release of information held by the Service, which we received on 25 July 2022. We can confirm that we have now completed our search for the information requested. Please find our answers below.

1. What finance system do you use? Hampshire and Isle of Wight Fire and Rescue Service (HIWFRS) use SAP as part of a shared services agreement with Hampshire County Council who are the lead authority and host of the system.
2. What system do you use to manage and process your staff's expenses? See answer 1.
3. What is the expense process? The employee enters their expense claims via the self-service form available to them, what can be claimed is part of the expenses policy for HIWFRS.
4. How long does it take on average to process 1 expense claim? Claims are input by the individual making the expense claim rather than a central processing team. Claims cover a whole month and the time to complete a claim will therefore depend on the number of expenses that are claimed, and each circumstance will be different therefore it is not possible to quantify the time it takes for each individual to process their claim.
5. How many expense claims were made in FY21/22? And what was total value of expense claimed in FY21/22? There were 2069 claims made in 21/22, with a total value of £60,198.59.
6. Can your staff submit expenses remotely? Yes

7. How are you claiming VAT on mileage? Do your staff have to deduct commute from mileage manually? Mileage is claimed in line with HMRC agreed rates, the VAT element is identified and recovered from HMRC. Staff have to deduct their normal travel to their normal place of work manually.
8. What percentage of expense claims are you auditing? 8%
9. How many FTEs (full time employees) do you have processing expense claims? Zero these are processed by the individual directly into the system.
10. What is the average time to reimburse your staff's expenses? Payment is made after approval in the following months payroll.
11. How are you reporting on expense spend? Expenses are monitored and captured as part of wider financial monitoring; managers are also able to use specific reports to view expenses claimed.
12. Are there direct data integrations for expense spend directly into your main finance system? Alternatively, are they bulk uploaded via JPEG etc.? Entry is completed directly into the Hampshire County Council system by individual employees, there is no upload.
13. What system do you use for managing/processing invoices? See answer 1
14. 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? A Purchase Order is raised and approved; the invoice is submitted via a supplier portal. The invoice is checked and either paid, rejected or sent for further checks.
15. How many invoices were processed in FY21/22? 5303
16. How many FTEs (full time employees) do you have in your accounts payable team who process invoices? HIWFRS do not have an accounts payable team, Hampshire County Council provide the service which is shared with Hampshire County Council's other partners.
17. What percentage of invoices were paid late in FY21/22? 2.84%
18. Do you use Optical Character Recognition (OCR) to scan invoices? Invoice scanning is managed and completed by Hampshire County Council as part of the shared services offering.
19. Do you have to manually validate the scanned invoices from the OCR capture? Invoice scanning is managed and completed by Hampshire County Council as part of the shared services offering.
20. 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? The typical route has a split of 94% PO and 6% non-PO. There are however other routes for specific areas such as procurement cards, direct debits and interfaces excluded from these figures.
21. Are you claiming VAT on invoices? If so, are you doing this in-house? Yes, Hampshire County Council provide the service for reclaiming VAT as part of the shared services agreement.

22. How are you currently reporting on invoice spend? Invoice spend is monitored and captured as part of wider financial monitoring reports which are available within the system to allow budget managers to view details of the invoices and spends against orders.

Any future correspondence with Hampshire and Isle of Wight Fire and Rescue Service in relation to this matter should be sent to the Information Compliance Officer at the above address.

If for whatever reason you are unhappy with our response you may request an internal review by contacting DP@hantsfire.gov.uk or by writing to the Information Compliance Team at the above address.

Should you remain dissatisfied you can appeal against the internal review decision by contacting the Information Commissioner, Wycliffe House, Water Lane, Wilmslow SK9 5AF.

Yours sincerely

[Redacted signature]

Information Compliance Team
Hampshire and Isle of Wight Fire and Rescue Service