

WILTSHIRE POLICE



XXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 1st November 2022

Our Ref FOI 2022/833

Dear XXXXX,

I write in connection with your request for information dated 18th October 2022, concerning expenses and invoices.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, research was conducted by the Finance department at Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

Please could you answer some questions about how you are currently handling your spending:

Expenses

1. What finance system do you use?

Agresso ERP UNIT 4

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

Agresso ERP

3. What is the expense submission & reimbursement process?

Employee Self Serve into ERP

4. What is the current period of reimbursement (from submission) for staff expenses?

Monthly

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5. What is the current approval workflow for expense claims?

Line manager

6. How long does it take on average to process one expense claim?

Minutes

7. How many expense claims were made during your last financial year? And what was total value of expense claimed?

3681 claims totalling £309,000

8. Can your staff submit expenses remotely?

Yes

9. Are staff able to submit claims on their mobile device via a dedicated application?

Yes

10. How are you claiming VAT on mileage?

N/A

11. Do your staff have to manually deduct commute distance from their mileage claim?

No

12. What percentage of expense claims are you auditing?

3%

13. How many FTEs (full time employees) do you have processing expense claims?

N/A

14. Which department oversees / owns the expense processes/workflows?

Finance

15. Who is the named contact within the organisation who owns the expense process?

Sarah Holbrook

Invoices

1. What system do you use for managing/processing invoices?

Agresso UNIT 4

2. 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?

Authorised scanned goods receipted paid

3. How many invoices were processed during your last financial year?

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23000

4. How many FTEs (full time employees) do you have in your accounts payable team who process invoices?

4

5. What percentage of invoices were paid late during your last financial year?

0%

6. What is the approval workflow for Invoices?

Budget holder

7. Who is the named contact within the organisation that decides which systems are upgraded each year?

Sarah Holbrook

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

No

9. 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?

30% / 70%

10. Are you claiming VAT on invoices? If so, how are you doing this?

VAT RETURN

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Abigail Standidge

Phone: 01722 547081

Email: abigail.standidge@wiltshire.police.uk

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101 ext 62005



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Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original Fol request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

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