

# CENTRAL BEDFORDSHIRE COUNCIL

## Spend Analysis and Recovery Services



Central Bedfordshire Council was created in 2009 as part of a structural reform of local government in Bedfordshire. The Bedfordshire County Council and all the district councils in the county were abolished, with new unitary authorities created providing the services which had been previously delivered by both the district and county councils. Central Bedfordshire was created covering the area of the former Mid Bedfordshire and South Bedfordshire Districts. The local authority is called Central Bedfordshire Council.

### The Challenge

Central Bedfordshire Council were challenged by their lack of a deep view into their supplier spend in general. The visibility of overpayments, duplicate payments, hidden credits, and recoveries was limited, and the council sought a partner to deliver a forensic audit of these elements initially. Following the successful conclusion of this original audit, several opportunities presented themselves to invest part of the funds recovered to address the wider supplier ecosystem and deliver audits to investigate further recoveries. Glantus provided audits on Spend Analysis and Recovery, Telecoms, utilities, temporary agency staffing and IT licencing to Central Bedfordshire Council – each delivering significant savings and recoveries.

### Solution

Central Bedfordshire Council began their relationship with Glantus through a spend recovery audit as they sought help to identify areas of erroneous spend and assurance of the strength of their AP procedures. The original scope was to undertake a forensic examination of third-party invoice payments to identify overpayments, duplicate payments, credit notes not processed, and any other opportunities to recover funds from suppliers due to the council.

### At a glance

#### ISSUES

- Minimal insight into overall supplier spend.
- Duplicate payments, overpayments and hidden supplier credits were difficult to identify.
- Difficult to keep track of supplier relationships across multiple procurement points.
- Inability to gain oversight of further savings with contracted third parties.

#### IMPACT

- Initial audit recovered over £100,000 - beyond the Council's expectations.
- Enabled reinvestment of recoveries to other key audit areas.
- Contract compliance audits recovered in excess of £400,000 in Telecoms, Utilities, temporary agency staffing, and IT licencing.



The council has been delighted with the results achieved from this project; expectations were exceeded and the whole project had very little impact on the day-to-day functions of the team. Their account management style was personal and professional, and we were particularly pleased with the additional value Glantus was able to add beyond the purchase ledger data analysed.

#### Paul Meigh

Chief Procurement Officer,  
Central Bedfordshire Council

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## Benefits

### INVEST AND SAVE

The report produced at the end of the initial review discussed project findings and highlighted additional opportunity areas to generate further savings for the council.

### FURTHER OPPORTUNITIES FOR RECOVERY

As a direct result of the success of the purchase ledger project, the council re-invested some of the cash savings into a number of these areas; beginning with a review of telecoms (landline) expenditure, a price contract compliance audit, and a savings and efficiency improvement audit. The savings realised over the course of the additional 'deep dive' audits undertaken has enabled the council to fund further pieces of work, whilst generating far more significant savings.

### MINIMAL CLIENT INPUT, HIGH REWARD

Central Bedfordshire Council were impressed by Glantus in terms of minimal disruption during the audits on purchase ledger, contract compliance, and savings and efficiency. The recoveries exceeded expectations and allowed the client to plan further projects to improve processes and keep suppliers happy and satisfied.



Glantus demonstrated their flexible, professional style of project management. Within 3 days of receiving relevant billing data, they provided an initial report advising that there had been significant overcharging and gave a clear indication of the potential rebate opportunity.

Not only did Glantus deliver outstanding results (exceeding initial indications), but they carried the various stakeholders with them throughout and helped us resolve other historic issues with the provider.

### Paul Meigh

Chief Procurement Officer,  
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### Get in touch

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