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PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed for ALL measures showing **RED** status of non-compliance against the specified target.

INDICATOR OVERVIEW	
Indicator Title	Percentage recovery of Personal Finance Unit (PFU) charges. **DP 11**
Strategic Director Lead	**Joe Blott**
Departmental Lead	**Malcolm Flanagan**
Target	**90%**

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	**54%**	+ / - Target : -34% (YTD target 88.0%)
Non-compliance reason	Given the amount of work underway to focus on this area of work, quarter one figures will not be reflective of future output, however the anticipated low percentage will impact on the year end position. In accordance with instructions from Head of Business management and Challenge, emphasis is currently on clearing historic debt (which is very difficult to recover), once this is cleared 'current' and accruing debt will be tackled, which should result in improved performance towards the year end.	

ACTIONS: This describes what's necessary or how to achieve a 'green' score. This way everyone is clear on what is required and when; knows the expected outcome and how to achieve it .	
What (is required)	Clearance of historic debt and effective management of current and accruing debt.
How (will it be achieved)	With assistance from contractor (legal) – currently 40 'test' cases have been lodged with the contractor for recovery action. The outcome of this pilot will inform way forward (by 31.10.13). Consideration being given to the engagement of temporary staff to assist with the recovery of current/ accruing debt, to allow experienced staff to focus on the recovery of historic debt.
Who (will be responsible)	Sundry Debtors and PFU CaRT team
When (will results be realised)	By 31 March 2014, although it is unlikely that the 90% year end target will be met, due to the difficulty in recovering historic debt (some of which dates back to 2007*).

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	*Debt raised prior to 2007 is Statute Barred and will therefore be written off.