

## 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	% Adult Care Packages supported by Direct Debit
Strategic Director Lead	Joe Blott
Departmental Lead	Vivienne Quayle (IT Services) Malcolm Flanagan (Personal Finance Unit & Accounts Receivable)
Target	30% by 31 March 2014

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	0%	+ / - Target : 25%
Non-compliance reason	Proper procurement process followed for purchase of software which is now being implemented onto Wirral Oracle system. Met with supplier and system available for testing in mid-December.	

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)	Ongoing work with IT software supplier and Wirral IT services to install and have live system to use. DD to then be publicised in early 2014.
How (will it be achieved)	General publicity and use when agreeing care packages with people. From discussion with other local authorities this type of debt has a low take up of direct debit.
Who (will be responsible)	Personal finance unit and DASS staff as appropriate.
When (will results be realised)	System live from January 2014 when take up work can begin.