

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 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	60% Quarterly figure at end of Q2	+ / - Target : -30%
Non-compliance reason	Achievement is dependant upon sufficient resource being available in both the Personal Finance Unit & Collection and Recovery Team to change focus from historic debt clearance (original £6.9m referred to this new team) and financial assessment/final accounts to pro-active action at early stage failure against more recently debt. Both areas needed additional resource and there were delays in the recruitment process. Significant work is being undertaken with DASS to ensure a range of issues such as capacity and property matters are addressed before recovery progress made. Review of the legal process used continues.	

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)	Our internal divisional work with IT colleagues continues to develop system reporting and a more appropriate debt cycle. Resources will then be transferred to focus on new debt, as soon as new charges fail at the earliest stage identified within an invoice cycle. Sufficient resource to balance the number of priorities remains the key issue with current debt progress being linked to the performance of the Personal Finance Units financial assessment work.
How (will it be achieved)	Revision of debt cycle for Personal Finance Charges debt may be April. Sufficient staff resource to address recovery work. Effective legal processes and sufficient legal resource. Timely DASS administration of electronic social care records
Who (will be responsible)	PFU service manager and Team Leaders on a day to day operational basis. Benefits manager to whom service manager reports

When (will results be realised)	This work will be ongoing for the rest of the financial year and see this PI stay red for that period with it progressively improving.
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