

## 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 of Personal Finance Unit assessments completed within timescale - DP11a
Strategic Director Lead	Joe Blott
Departmental Lead	Malcolm Flanagan
Target	80%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	48% Quarterly figure at end of Q2	+ / - Target : -32%
Non-compliance reason	Achievement of PI based on completion of financial assessment. New staff brought in September are not yet fully effective until training and mentoring completed which also impacts on existing officers. Positive impact of their work is being seen. Debate continues with Dept of Adult Social Services on their response timescales and quality of input which impact on Personal Finance Unit performance. Overall PI performance will reduce further as we clear old complex assessments. This is balanced operationally by new claims turn round times are better but this PI remains an overall measure.	

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)	New staff trained, operational and gaining experience. Full compliance by DASS side in responding to required information Policy advice on long term property cases needs resolution to clarify working procedures.
How (will it be achieved)	Continue to clear backlog of work.
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)	In terms of quarterly PI reporting, Q3 will reflect the balance of clearing a backlog and the improved times of new case assessment undertaken by PFU staff. These issues will see this PI stay red for the rest of the financial year with it hopefully progressively improving.

