

## 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	<b>% Adult Care Packages supported by Direct Debit (DD)– CP2</b>
Strategic Director Lead	<b>Joe Blott</b>
Departmental Lead	<b>Malcolm Flanagan</b>
Target	<b>30%</b>

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	<b>10.6%</b>	+ / - Target : - <b>19.4%</b> %
Non-compliance reason	Compliance is largely reliant upon user response / take-up. 166 mandates received following proactive canvass of existing residential service users. Many service users already pay by standing order, over which they have more control and so this may be something which they are reluctant to change. Further activity to encourage take-up is planned, for residential users only. There are complications around offering DD to care at home clients which may eventually be resolved with a move to the new core DASS system	

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)	Need for ongoing publicity of DD option to encourage and promote awareness and encourage take-up. Reliance on service users to elect to take-up option of making payment in this way influences out turn against PI target. Consideration is now being given by client side regarding frequency of care charge billing, although at this stage it is too early to establish the extent to which this might assist and whether or not it is viable (for a number of reasons).
How (will it be achieved)	Publicity and use when agreeing care packages with people residential cases only in agreement with DASS. From discussion with other local authorities these debts have a low take up of direct debit
Who (will be responsible)	PFU service manager and Team Leaders on a day to day operational basis. Senior Benefits manager to whom service manager reports
When (will results be realised)	Ongoing from initially targeting existing residential care users. Developing to wider client group during 2014/2015 if feasible to do so (care charge billing cycles against mandatory requirements of DD )