

PERFORMANCE ACTION PLAN TEMPLATE

This template is to be completed and forwarded to the Corporate Performance Team for ALL Corporate and Directorate performance measures showing **RED** status of non-compliance against the specified target. It needs to be updated on a monthly basis for the period that the measure shows a **RED** status.

INDICATOR OVERVIEW			
Indicator Title	TRDP06 - Suppliers paid (or payment terms) within 30 days		
Strategic Director Lead	Joe Blott		
Departmental Lead	Vivienne Quayle		
Year End Target	90.00%	Year End Forecast	90.00% (see below)

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	81.96%	+ / - Target : -8.04%
Non-compliance reason	81.96% of invoices paid within 30 days, performance has fallen by 5.06% in purchase order payments and by 3.55% in free standing payments compared to October 2014. Performance has fallen due to lack of corporate response.	

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)	<p>Departments must take ownership and responsibility for ensuring that all orders are raised and all goods and services are receipted.</p> <p>All invoices must be sent to Corporate Payments Team and not received by departments, this is causing delays.</p> <p>All invoices must be date stamped when received, and not recorded by date of invoice.</p> <p>If there is a dispute regarding an invoice with the supplier then it must be marked disputed and not recorded as a late payment.</p>
How (will it be achieved)	<p>There needs to be a concerted approach by Heads of Service to ensure staff are acting on receipting, approvals and ensuring invoices are directly sent to Corporate Payments to avoid delays and, deliver payment targets. In January all Heads of Service will be contacted for support and will be given their own performance figures to act upon accordingly.</p>
Who (will be responsible)	Heads of Service / Head of Procurement
When (will results be realised)	Improvement in performance is expected in February 2015 and, the year-end target can be achieved with a concerted corporate effort.