

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	TRDP07 - Local SME suppliers paid within 10 days		
Strategic Director Lead	Joe Blott		
Departmental Lead	Vivienne Quayle		
Year End Target	60.00%	Year End Forecast	60.00%

CURRENT SITUATION: Detail what the performance is for this measure and reason/s for non-compliance		
Performance this Period	33.47%	+ / - Target : -11.53%
Non-compliance reason	November 2014 performance has increased marginally from the previous month, by 3.01%, the Payments Manager has been contacting departments to ensure that processing issues are dealt with without delay, but the responses are disappointing. 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.	

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 yearend target can be achieved with a concerted corporate effort.