

VP 01 - Implementation of Local Council Tax Reduction Scheme			
Quarter	Task	Progress	Status
1	VP 01.1 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms	Report to Finance and Management Committee on 27th June 2013 which set out early indications of costs and collection rates	Achieved
2	VP 01.2 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	Report to Finance and Management Committee on 25th September 2013 which set out updated costs and collection rates. Report on 17th October setting out scheme options for 2014/15 based on progress in 2013/14.	Achieved
3	VP 01.3 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Review any proposed changes to Scheme ahead of 2014/15	Report to Finance and Management Committee on 5th December 2013 which sets out updated costs and collection rates, together with an update on implications of wider Welfare Reform. Full Council approved scheme for 2014/15 on 23 January.	Achieved
4	VP 01.4 - Update report on take up costs and collection rates of LCTRS. Monitor and report on implications of wider DWP reforms. Implement any changes to the Scheme prior to April 2014		

VP 02 - Continue the programme of procurement and service transformation reviews			
Quarter	Task	Progress	Status
1	VP 02.1 - Update report to Business Improvement Board	Board considered progress on 19th June 2013. New external mail system being implemented and next stages of Paperlite project considered	Achieved
2	VP 02.2 - Update report to Business Improvement Board	Detailed proposals for developing Paperlite and Customer Access finalised	Achieved
3	VP 02.3 - Update report to Business Improvement Board regarding next 3-year plan 2013-16 agreed and baseline levels set	Final proposals due to be considered by the Board on 26th February	Achieved
4	VP 02.4 - Update report to Business Improvement Board		

VP 03 - Implement next stages of the Paper Lite Strategy			
Quarter	Task	Progress	Status
1	VP 03 .1 - Proposals submitted by Service Provider	This was previously completed in 2012/13. Service provider now assessing detailed savings for Senior Management Team.	Achieved
2	VP 03 .2 - Procurement arrangements and financial implications considered	Report to Committee on 5th December outlining proposals and to consider future delivery.	Achieved
3	VP 03 .3 - Proposals signed off by the Client	Following meeting on 5th December, service provider now providing a phased implementation plan	Achieved
4	VP 03 .4 - Implementation of the electronic mailroom		

VP 04 - Move towards an e-Committee solution			
Quarter	Task	Progress	Status
1	VP 04.1 - Ongoing trials and proposals formulated. Procurement arrangements and financial implications considered.	Implementation approved by Finance and Management Committee on 20th June 2013. Hardware now being procured and training plan established.	Achieved
2	VP 04 .2 - Proposals signed off by the Council	As above. Training undertaken and first Committee live on 3rd October.	Achieved
3	VP 04 .3 - Preferred solution implemented	Now fully implemented, but still being lightly monitored	Achieved
4	VP 04 .4 - Post project review undertaken		

VP 05 - Continue to communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them			
Quarter	Task	Progress	Status
1	VP 05.1 - Annual Report and Work Plan considered by Committee	Approved by Finance and Management Committee on 20th June 2013	Achieved
2	VP 05.2 - Produce monthly media reports	Completed	Achieved
3	VP 05.3 - Produce monthly media reports	Completed	Achieved
4	VP 05.4 - Produce monthly media reports		

VP 06- Implement the next stages of the Customer Access Strategy			
Quarter	Task	Progress	Status
1	VP 06.1 - Finalise proposals for consultation	This was previously completed in 2012/13. Following the recent Management Restructure, service provider now assessing detail for Senior Management Team.	Achieved
2	VP 06 .2 - Consider structural and financial implications. Implementation Plan made.	Report to Committee on 5th December outlining proposals and to consider future delivery.	Achieved
3	VP 06 .3 - Proposals signed off by the Council	Following meeting on 5th December, service provider now providing a phased implementation plan	Achieved
4	VP 06 .4 - Implementation and transition commences		