

## Value For Money: Projects

## Appendix A

Outcome	VO 1 - Financial resilience - a sustainable financial base maintained			Status
Project	VP 01 - Universal Credits and Localism of Council Tax support	Q1 Task	VP 01.1 Initial options and implications considered.	Achieved
		Q2 Task	VP 01.2 Preferred options out for consultation	Achieved
		Q3 Task	VP 01.3 New scheme approved	
		Q4 Task	VP 01.4 New scheme implemented	

Comments/ Remedial Action
Report considered by the Committee on 6th September 2012.
Update report considered by the Committee on 18th October 2012.

Outcome	VO 2 - 'Cutting costs not services'			Status
Project	VP 02 - Continue the programme of procurement and service transformation reviews in accordance with the Council's Business Improvement Plan	Q1 Task	VP 02.1 This is set out in the Business Improvement Plan, which is reported separately to Council	Achieved
		Q2 Task	VP 02.2 This is set out in the Business Improvement Plan and reported separately to Council	Achieved
		Q3 Task	VP 02.3 This is set out in the Business Improvement Plan and reported separately to Council	
		Q4 Task	VP 02.4 This is set out in the Business Improvement Plan and reported separately to Council	

Comments/ Remedial Action
This has helped achieve the efficiency savings generated to-date as reported under performance VM04. Several smaller scale projects being monitored through the Business Improvement Board.
As above.

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Outcome	VO 2 - 'Cutting costs not services'			Status
Project	VP 03 - Upgrade the IT Server infrastructure to increase capacity & provide IT capability across the Council	Q1 Task	VP 03.1 Upgrade the Server estate	Achieved
		Q2 Task	VP 03.2 Determine virtualisation and remote access solution	Achieved
		Q3 Task	VP 03.3 Procure and implement the preferred solution	
		Q4 Task	VP 03.4 Upgrade Microsoft Office	

Comments/ Remedial Action
This has included an upgrade to the Council's Disaster Recovery/Back-up Solution with a "mirrored" system operating outside of the Computer Suite in a secure location elsewhere in the Civic Offices.
E-mail archiving software is being set up and tested. The VDI (Virtual Desktop Infrastructure) solution (or "Thin Client") will be based on a Dell and Microsoft platform to maintain compatibility.

Outcome	VO 3 - Strong leadership & robust governance			Status
Project	VP 04 - Adopt a Code of Practice for Elected Members and review the Overview & Scrutiny process in light of statutory guidance	Q1 Task	VP 04.1 Report on detailed regulations	Achieved
		Q2 Task	VP 04.2 Consider options and approve preferred framework	Achieved
		Q3 Task	VP 04.3 Raise awareness and conduct training	
		Q4 Task	VP 04.4 Implement Local Code	

Comments/ Remedial Action
A new Standards Committee and Code of Conduct for Members approved by Council on 28th June 2012.
Overview and Scrutiny Committee recommended some minor changes to the Constitution at its meeting on 12th September 2012.

Outcome	VO 4 - An improved customer experience			Status
Project	VP 05 - Communicate and engage with our communities to ensure that the Council is delivering services in ways appropriate to them	Q1 Task	VP 05.1 Annual Report & Work Plan reported to Committee	Achieved
		Q2 Task	VP 05.2 Monthly Media Report	Achieved
		Q3 Task	VP 05.3 Monthly Media Report	
		Q4 Task	VP 05.4 Monthly Media Report	

Comments/ Remedial Action
Approved by the Committee on 21st June 2012.
Report circulated monthly. In addition, media releases made on proposals for a Council Tax Support Scheme and External Auditors report. Annual Report published.

Outcome	VO 4 - An improved customer experience			Status
Project	VP 06- Develop and adopt an 'Access to Services Strategy' for all residents	Q1 Task	VP 06.1 Establish customer access requirements	Achieved
		Q2 Task	VP 06.2 Determine impact on technology and assess impact on front line services	Achieved
		Q3 Task	VP 06.3 Consult on proposals with stakeholders	
		Q4 Task	VP 06.4 Commence transformation and implement new processes	

Comments/ Remedial Action
Strategy and Governance arrangements were approved by the Committee on 26th April 2012.
Consultation and data gathering taking place in all Council Departments. Process mapping to commenced in areas of high customer interaction. Progress being monitored by a Project Board.