

No	Improvement	Saving	Nature of Efficiency	
Cashable Savings				
1	Deletion of Revenues Administrative officer post	18,000	Automation of manual processes	Part of Resources savings for 07/8
2	Deletion of Revenues Manager post	28,000	Rationalisation of teams	Part of Resources savings for 07/8
3	Web payments - saved processing time.	16,000	Saving will occur in Cashiers and a range of back offices	Part of Resources savings for 06/7 and 07/8
4	Automated Telephone payments introduced – reduced processing time.	7,000	Saving will occur in Cashiers and a range of back offices	Part of Resources savings for 06/7 and 07/8
5	Calls left on the answerphone down - reduction in outgoing calls	90% reduction 7,000	Released capacity in YCC and reduced telephone call costs	Part of Resources savings for 07/8
TOTAL Cashable savings		76,000		
Cashable Savings that are being redeployed				
6	Internal use of Speech Server - time saved.	25,000	Released capacity in YCC	cashable but redeployed
7	New containers - customers collect the bin themselves.	14,000	Overtime saving. Saving will occur in Neighbourhood Services - currently redeployed to other priorities	Cashable but redeployed
8	Switchboard call volumes have dropped - fewer call backs and 1471 recalls	23% reduction 26,680	Released capacity in YCC	Cashable but redeployed
9	Increased YPAL call volumes	6% 12,000	Existing level of staff doing more work	Cashable but redeployed
TOTAL Cashable redeployed		£77,680		
Efficiencies that are non cashable until scaled up				
10	Reduction in processing costs from use of e-forms.	57,000	Estimated Saving would occur between receptions, YCC and back office	Potentially cashable when identified
11	Income Collection done before work is undertaken so no invoices and debts are raised.	47,000	Saving will occur in Central Finance and a range of back offices	Non cashable until scaled up
Total Cashable when scaled up		£104,000		
Growth Avoided				
12	Existing staff able to fulfill new MI requirements for school admissions. Without the new system two additional staff would have been needed	50,000	Self service system automatically feeds data into system	
TOTAL Avoided Growth		£50,000		
Total Savings		£307,680		