

## Appendix 1 – Projects that gave delivered savings

### i) Finance & Customer Services - £563k:

Savings Captured	£	Delivered
Small Business Rates relief (software/digital)	60,000	2019/20
Removal of cardboard boxes (IGU)	2,500	2019/20
Courier savings (Legal Services)	6,000	2019/20
Plan Printer new contract (Customer Services)	9,500	2019/20
Finance Assessment Non-residential (Revs & Bens)	32,000	2019/20
Sundry Debtor collection admin (Revs & Bens)	3,500	2019/20
Efficiencies across Revs & Bens processes that reduce staffing costs (Revs & Bens)	216,000	2019/20
Increased efficiency in collection of Council tax through data matching of HMRC (Revs & Bens)	100,000	2019/20
Termination of Qmatic contract	14,000	2019/20
Kiosk contract renegotiation following acquisition of assets	28,000	2019/20
Implementation of a new telephone and call centre solution reducing contract costs	38,922	2020/21
Caseline software implementation – efficiencies across Legal Services	18,723	2020/21
Financial Services - Expanded use of collaborative planning software, increased digital interaction through MS Teams, implementation of Docusign	30,964	2020/21
Audit- Digital efficiencies achieved through use of audit system software which has removed unnecessary and/or manual tasks, thereby reducing officer time and costs.	2,725	2020/21
<b>TOTAL</b>	<b>562,834</b>	

### ii) Assistant Chief Executive - £100k:

Savings Captured	£	Delivered
New HR System Licence Savings	<b>100,000</b>	2019/20