

**Information Services**

**Director:** Steve Parrock  
**Executive Head:** Bob Clark  
**Executive Lead:** Cllr Beryl McPhail

Agreed Savings – Outline details	Savings for 2015/16		Implementation Cost	Delivery Date	Possible Risks / impact of proposals	Budget Reference
	Income £	Budget reduction £				
<b>Customer Services &amp; Customer Access</b>						
4. Continue to roll out the Customer Access Improvement Programme (CAIP)  (Proposal agreed by Council in Feb 2014)		60,000				500

Agreed Savings – Outline details	Savings for 2015/16		Implementation Cost	Delivery Date	Possible Risks / impact of proposals	Budget Reference
	Income £	Budget reduction £				
<p><b>5. One centralised Connections Service.</b></p> <p>Close Brixham and Torquay Connections Offices and centralise the “Connections” service in Paignton Library And Information Centre (PLAIC)</p>		2015/16 £102,000	There will be additional costs associated with this proposal (to be researched)	2015/16	<p><b>Major Impact</b></p> <ul style="list-style-type: none"> <li>▪ The location within PLAIC needs to be able to accommodate a significant increase in footfall</li> <li>▪ Age UK would no longer be able to use the meeting room in Torquay Connections and would have to make alternative arrangements</li> <li>▪ There is a need to ensure that the Main Reception at Torquay Town Hall does not become a face to face enquiry point</li> <li>▪ Customers that currently use Brixham &amp; Torquay Connections would either have to travel to Paignton or make use of the alternative facilities.</li> <li>▪ Appointments may have to continue to be facilitated in Torquay due to meeting room space &amp; staff travel costs to PLAIC</li> </ul> <p>It has been agreed that £102,000 of transitional funding is applied in 2015/16 to enable further work to be undertaken to review the Connections operating model and having a centralised office</p>	500
<b>6. Staff Review</b>		44,000	Associated redundancy costs and pension strain if applicable	By 01/04/15	<p><b>Internal</b></p> <ul style="list-style-type: none"> <li>• Reduced SLA</li> <li>• Reduced cover for sickness/staff leave will further reduce SLA</li> </ul>	500
<b>7. Income generation</b>	20,000			During 2015/16	<p><b>Internal</b></p> <p>Income not guaranteed.</p>	500
Charging for Web site developments (not our corporate Torbay site).						