

Proposals for service change, income generation and efficiencies
Customer Services

Responsible Officer: Bob Clark

Executive Lead: Councillors Haddock and King

	Digest Ref	Proposed Reduction 2018/2019 £000	Proposed Budget 2018/2019 £000	Anticipated Outcomes	Associated Risks
Benefit Operations and Customer Services	403	177	1,284	Savings to be achieved through a range of changes in working practices with benefits achieved through vacancy management, the introduction of Risk Based Verification in April 2017 and the introduction of an appointment only Connections service at Paignton Library and Information Centre following the Council's previous decision in this regard.	Saving should be achievable
NNDR, Council Tax and Housing Benefit Administration	409	20	(308)	Savings through reducing the costs of print, post and other non-pay costs, as we move to more electronic communication across all services including NNDR, Council Tax and Housing Benefit.	Saving should be achievable
TOTAL		197			