

## Proposals for service change, income generation and efficiencies Customer Services

**Responsible Officer:** Bob Clark

**Executive Lead:** Councillors Haddock and King

	Digest Ref	Proposed Reduction		Proposed Budget 2018/2019 £000	Anticipated Outcomes	Associated Risks
		2018/2019 £000	2019/2020 £000			
Benefit Operations and Customer Services	403	177		1,176	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
<b>TOTAL</b>		<b>197</b>				