

Appendix 1a – New budget savings for consultation

New Budget Savings for Consultation

Service Group	Proposal Summary	Category	2025/26 (£'000)	2026/27 (£'000)	2027/28 (£'000)
Transformation & Corporate					
Finance	The development of automated processes and customer self-serve facilities within the revenues and benefits section is expected to achieve efficiencies that support the removal of three posts.	Automation/ Technology	106	0	0
Finance	Paper forms can currently be requested by residents for a number of areas such as resident parking permits, school admissions, and Blue Badge requests along with many other types of service. The proposal is to move requests for these and other paper forms currently available through the Contact Centre and Face to Face to online requests only for residents to print themselves. There are nearly 100 different forms available across services in the Council. The forms are used in nearly all departments and functions and for a variety of reasons. This proposal will also include ensuring all forms are available on the council's internet with instructions on how to complete once printed and where they should be sent therefore reducing requirements within customer services.	Automation/ Technology	22	0	0
Total Savings			128	0	0