Annex H Value for Money and Efficiency

Division	Action	VfM Category (Pick from drop down list)	Expected Outcomes / Improvements / benefits	Expected Financial Impact (if applicable) (considering costs and benefits)	Owner	Is this an innovative activity (YES / NO)
Arts and Leisure	Sports bookings (i.e. for tennis courts) available on-line	Use of Technology	Improved efficiency due to reduction in call volumes associated with this service and potential for improved customer satisfaction as the service can be offered out of office hours.	Undefined at this stage and expected for delivery after Too Big for Bin (see 10).	Head of Arts and Leisure	Yes
Highways and Construction	Introduce handheld mobile technology to the Street Works and Highways Operations teams.	Use of Technology/ Business Process Improvement	Reduce paperwork improve responsiveness and increase officer efficiency as entering data on site.	Undefined at this stage.	Head of Traffic and Transportation	Yes

Parking	Cashless pay and display payments	Use of Technology	Increased efficiency (when the cash option is removed) with no cash collections required. The risk associated with this project is high as failure could significantly impact the reputation of the Council and the income generated. Success however would result in significant gains as the costly handling of cash would be removed completely from the process.	In the short term it would be more expensive to provide both cash and cashless services. When cash options are withdrawn, cost savings would be achieved with machine monitoring, maintenance/repairs, and the removal of the need for cash collection on street. There may be additional ongoing costs generally per transaction as a result of third party involvement in processing payments.	Head of Parking Services	Yes
Parking	Parking permit renewal online 2009/10 (extended pilot	Use of Technology	Increased efficiency through self	In the short term costs would be greater as	Head of Parking Services	Yes

	underway March 2010) suspensions available on-line 2011/12		service and potential for improved customer satisfaction as the service can be offered out of office hours.	information indicates that take-up would be slow yet a comprehensive on-line solution would need to be developed and supported. However as take-up increased there would be reductions in staff cost per parking permit renewal.		
Parking	'Intelligent' parking permits and handhelds for checking. New handhelds to be piloted May 2010	Use of technology	Increased efficiency of parking attendants through automated checking of permits.	Undefined at this stage. However there will be additional costs to develop the preferred solution.	Head of Parking Services	Yes
SSD	Implementation of Climate Change Strategy	Utilisation of property assets	Reduction in energy use and consumption of resources	Undefined at this stage	Head of Licensing and Business Improvement	No
SSD	Sustainable Procurement Policy	Smarter Procurement	Requires an assessment of whether purchase required and	Implementation could increase contract costs but achieve Council's goals for	Head of Licensing and Business Improvement	No

			impact using 'whole life costing'.	sustainability.		
Waste Management	Revise the waste management contract specification with SITA	Smarter Procurement	To identify possible areas for efficiency and cost savings.	Undefined at this stage.	Head of Waste Management and Enforcement	No
Waste Management	Transferring the issuing of fixed penalty notices from a paper-based system to electronic devices	Use of Technology	Streamlining of the procedure and the reduction in handling of administration and offers the potential for on-line payment.	Undefined at this stage. Pending an appropriate solution. Business Case to be prepared 2010	Head of Waste Management and Enforcement	Yes
Waste Management	Introduction of a new commercial waste information system	Use of Technology	Replacement of existing system.	Longer term reduction in system maintenance costs and greater streamlining of procedures with the potential to increase	Head of Waste Management and Enforcement	Yes

				capacity/efficiency.		
Licensing and Business Improvement	Equip enforcement officers with mobile IT device to enable access to licences online and the potential to access emails and Acolaid	Use of technology	Reduce use of paper/ability to do ad hoc inspections when passing an establishment that appears to be flouting conditions/if access to Acolaid - reduce the time taken between inspection and complete data entry	Cost of equipment (to be established), offset against reduced paper use (estimation to be calculated)	Licensing team Manager, Information and Systems Strategist.	Yes
Culture	Investigating the options for an online booking service for Opera Holland Park	Use of Technology	Increased efficiency.	Undefined at this stage	Head of Culture	Yes