Business Plan – Themes

Theme	Plan References	£ Budget	Comments and Scrutiny approach
Customers (Customer Access Strategy (2008))	Page 26		Scrutiny had a representative on the Customer Focus Board (Councillor Peggy Dow). Revised governance arrangements are now proposed – see separate item on agenda.
Systems Thinking (Service transformation and efficiencies)	Page 27 Page 75	Savings of £21.3m over 4 years	Already applied to 20 services Single corporate transformation team 4 main service areas subject to initial phase of scoping
Technology	Page 30	£17.46m 2011/12 £0.75m £0.35m in capital programme 2011/12	Existing Scrutiny Task Group (includes £1.464m 2011/12 + £2m to 2015 of savings due to new ICT Strategy and £1m on contracts) Revenue and Benefits IT System Planning IT System
Asset Management	Page 32	£53.987m in 4 year capital programme	Existing Scrutiny task group

(Workplace Transformation)	Page 79	including £17m of sales + £4.5m of net cashable savings per year by 2014 Campus £30m capital	Renamed Campus and Operational Delivery Programme
(Work from home solutions)		£3.2m over 4 years	
Communications	Page 34	£2.586m 2011/12	
Culture	Page 40		
Human Resources	Page 43		Regular item to the Select Committee including management review, service reviews, pay harmonisation and local terms and conditions
(People Strategy 2008-12)			(to be reviewed and updated)
Procurement and Commissioning Programme	Page 72	Savings of £36m over 4 years	Existing Scrutiny task groups on major contracts, rapid scrutiny on the Corporate Procurement Strategy and presentations on the Programme to the Select Committee