MEDIUM TERM FINANCIAL STRATEGY 2015/16 to 2018/19

	2014/15	2015/16	2016/17	2017/18	2018/19
	£000	000£	£000	£000	
Budget Requirement Brought Forward		174,426	167,381	154,373	
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Corporate & Technical		5,887	10,867	10,037	12,979
Community Health and Wellbeing		-2,021	1,866	-100	0
Children and Families		-1,469	413	0	0
Environment and Enterprise		-4,500	-1,676	-775	-264
Resources		-2,713	-1,060	-1,652	-1,345
Pan Organisation & Business Support Service		-2,230	-220	-350	-2,000
Total		-7,046	10,190	7,160	9,370
FUNDING GAP		0	-23,198	-15,286	-13,899
Total Change in Budget Requirement		-7,046	-13,008	-8,126	-4,529
Revised Budget Requirement	174,426	167,381	154,373	146,247	141,718
Collection Fund Deficit/-surplus	-1,676	-1,900	0	0	0
Revenue Support Grant	-42,628	-32,034	-20,388	-11,548	-6,174
Top Up	-20,546	-20,939	-21,375		-22,727
Retained Non Domestic Rates	-14,509	-14,012	-14,012	-14,012	-14,012
Amount to be raised from Council Tax	95,067	98,496	98,598	98,702	98,804
Council Toy of Bond D	C 4 240 20	C 4 224 2C	C4 224 2C	C4 004 0C	C4 004 0C
Council Tax at Band D	£ 1,210.28	£ 1,234.36	£1,234.36	£1,234.30	£1,234.36
Increase in Council Tax (%)	0.00%	1.99%	0.00%	0.00%	0.00%
Tax Base	78,550	79,795	79,878	79,962	80,045
Tax Dase	70,000	18,185	19,010	13,302	00,040
Collection rate	97.50%	97.50%	97.50%	97.50%	97.50%
Concononiale	31.50/6	31.5076	31.50/6	31.00/0	31.50/6
Gross Tax Base	80,565	81,841	81,927	82,012	82,098

	TECHNICAL BUDGET CHANGES		Propo	osed	
Item No		2015/16 2016/17 2017/18 2			
		£000	£000	£000	£000
	MTFS Proposals Agreed in February 2014				
	Capital and Investment				
	Capital financing costs and investment income. Increased Minimum				
	Revenue Provision costs of the capital programme and interest on balances				
Tech 001	changes	310	841	0	0
	Total Capital and Investment Changes	310	841	0	0
	0				
	Grant Changes New homes bonus - Top slice of New Homes Bonus to fund the London Local				
	Enterprise Partnership (LEP) announced in Comprehensive Spending Review				
Tech 002	(CSR) 2013	1,200	-345	0	0
16011002	Education Support Grant. New grant in relation to Local Education Authority	1,200	-545	- 	
Tech 004	(LEA) functions, previously included in formula Grant	1,500	200	0	0
10011001	Council Tax Freeze Grant.	1,000			
Tech 005	Payable for setting 0% Council Tax increase 2015-16	-1,068	0	0	0
	S 31 Grant to replace Business Rates lost as a result of temporary reliefs				
	to ratepayers				
	Assumed end to scheme	375	0	0	0
	Total Grant Changes	2,007	-145	0	0
	Other Technical Changes				
T 1 - 040	Freedom Pass Levy increase. Cost of Freedom passes charged to Harrow by	000	070		0
Tech 012	Transport for London	360 3,000	370 3,000	0	0
Tech 018	Budget planning contingency. Saving from formula change on freedom passes - agreed at London	3,000	3,000	U	U
	Councils Transport and Environment Committee in December 2012				
	Reallocation of costs between London boroughs giving Harrow a reduction in				
Tech 020	costs	-81	-81	0	0
	Total Other Technical Changes	3,279	3,289	0	0
	Pay and Inflation				
Tech 023	Pay Award @ 1% 2014-15, then 2% pa	1,850	1,850	0	0
	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions.				
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit	400	400	0	0
	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a.	400 1,210	400 1,210	0	0
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit	400	400	0	0
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation	400 1,210	400 1,210	0	0
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME	400 1,210	400 1,210	0	0
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions.	400 1,210	400 1,210	0	0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff	400 1,210 3,460	400 1,210 3,460	0 0 0	0 0 0
Tech 024	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions.	400 1,210	400 1,210	0	0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation	400 1,210 3,460 -187 -187	400 1,210 3,460 -31 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014	400 1,210 3,460 -187	400 1,210 3,460 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed	400 1,210 3,460 -187 -187	400 1,210 3,460 -31 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment	400 1,210 3,460 -187 -187	400 1,210 3,460 -31 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income	400 1,210 3,460 -187 -187	400 1,210 3,460 -31 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and	400 1,210 3,460 -187 -187	-31 -31 7,414	0 0 0	0 0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income	-187 -187 8,869	400 1,210 3,460 -31 -31	0 0 0	0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes	400 1,210 3,460 -187 -187 8,869	-31 -31 7,414	0 0 0 0 0	0 0 0 0
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes	400 1,210 3,460 -187 -187 8,869	-31 -31 7,414	0 0 0 0 0 0	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme	400 1,210 3,460 -187 -187 8,869	-31 -31 7,414	0 0 0 0 0 0	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Grant Changes	400 1,210 3,460 -187 -187 8,869	-31 -31 7,414	0 0 0 0 0 0	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Grant Changes New Homes Bonus - Reduction in the top slice of New Homes Bonus to fund	400 1,210 3,460 -187 -187 8,869 164 210 374	400 1,210 3,460 -31 -31 7,414 1,621 0 1,621	0 0 0 0 0 0 2,095	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Grant Changes New Homes Bonus - Reduction in the top slice of New Homes Bonus to fund the London LEP per latest estimates and increase in number of new homes	400 1,210 3,460 -187 -187 8,869	-31 -31 7,414	0 0 0 0 0 0	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Grant Changes New Homes Bonus - Reduction in the top slice of New Homes Bonus to fund the London LEP per latest estimates and increase in number of new homes Education Support Grant. Delay in the reduction in grant utilising latest	400 1,210 3,460 -187 -187 8,869 164 210 374	400 1,210 3,460 -31 -31 7,414 1,621 0 1,621	0 0 0 0 0 0 2,095	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Neighbourhood Investment Changes New Homes Bonus - Reduction in the top slice of New Homes Bonus to fund the London LEP per latest estimates and increase in number of new homes Education Support Grant. Delay in the reduction in grant utilising latest projected pupil numbers and projected conversions to academies.	400 1,210 3,460 -187 -187 8,869 164 210 374	400 1,210 3,460 -31 -31 7,414 1,621 0 1,621	0 0 0 0 0 0 2,095	0 0 0 0 0 4,731
Tech 024 Tech 025	Pay Award @ 1% 2014-15, then 2% pa Employer's Pension Contributions. Increase in employer contribution rate to meet pension fund deficit Inflation on goods and services @ 1.3% p.a. Total Pay and Price Inflation CROSS CUTTING TRANSFORMATION PROGRAMME Staff Terms and Conditions. Phasing out of protection on terms and conditions changes agreed with Staff from January 2013. Total Transformation Net Proposals Agreed in February 2014 Additional Changes now Proposed Capital and Investment Capital financing costs and investment income Increased Minimum Revenue Provision costs of the capital programme and interest on balances changes Neighbourhood Investment Scheme Total Capital and Investment Changes Grant Changes New Homes Bonus - Reduction in the top slice of New Homes Bonus to fund the London LEP per latest estimates and increase in number of new homes Education Support Grant. Delay in the reduction in grant utilising latest	400 1,210 3,460 -187 -187 8,869 164 210 374	400 1,210 3,460 -31 -31 7,414 1,621 0 1,621	0 0 0 0 0 0 2,095	0 0 0 0 0 4,731

	TECHNICAL BUDGET CHANGES	Proposed			
Item No		2015/16 2016/17 2017/18			2018/19
		£000	£000	£000	£000
	Council Tax Freeze Grant 2015-16				
	Grant will not be received as Council Tax is increasing	1,068	0	0	0
	S 31 Grant				
	Anticipated Grant to replace Business Rates lost as a result of temporary reliefs				
	to ratepayers	-600	0	0	0
	Total Grant Changes	-528	540	870	1,124
	Other Technical Changes				
	Freedom Pass Levy increase. Cost of Freedom passes charged to Harrow by				
	TfL - revised 2015-16 figure and extension to additional years of MTFS	-89	0	380	390
	Chief Executive post				
	Cost of reinstating post	182	0	0	0
	Budget planning contingency				
	Removal of budget in 2015-16 as budget proposals are now known. Extension				
	to last 2 years of the MTFS	-3,000	0	3,000	3,000
	Contingency increase				
	Increase of general contingency from £921k to £1.248m to reflect the additional				
	risks around welfare reform	327	0	0	0
	Welfare Reform contingency from savings on Council Tax Support				
	scheme	0			
	Total Other Technical Changes	-2,580	0	3,380	3,390
	Pay and Inflation				
	Pay Award @ 1% 2014-15, then 2% pa				
	Recalculation of base and extension to 2 additional years MTFS	-50	-50	1,800	1,800
	Saving on pay award Jan 15 2.23%	-30	-50	1,000	1,000
	Estimated saving on the cost of the 2014-15 and 2015-16 pay awards				
	compared to the previously budgeted amounts	-700	0	0	0
	Employer's Pension Contributions lump sum increases agreed with	-700	0	- 0	- 0
	actuary				
	7	442	182	622	664
	Required to reduce the pension deficit Inflation on goods and services @ 1.3% p.a.	442	102	022	664
	Rebasing inflation and extension to 2 additional years of MTFS	co	60	4 070	4 070
		60	60	1,270	1,270
	Increase in cost of NI for contracted out employees	ام	1 100		0
	Ending of contracted out rebate - 3.4% on applicable salary range	0	1,100	3 603	2 724
	Total Pay and Price Inflation	-248	1,292	3,692	3,734
	Total Changes now Proposed	-2,982	3,453	10,037	12,979
	Total Corporate & Technical	5,887	10,867	10,037	12,979
	Total Corporate & Technical	3,007	10,007	10,037	12,313

	CHILDREN'S SERVICES			Proposed				
Item No		2015/16	2016/17	2017/18	2018/19			
		£000	£000	£000	£000			
	MTFS Proposals Agreed in February 2014							
	Investment in Services							
CF 001	Increase in Children Looked After (CLA) placement budgets reflecting growth in child population and changing demographic	178	178	0	0			
CF 002	Increase in Children with Disabilities (CWD) client costs reflecting growth in child population	82	82	0	0			
CF 003	Increase in staffing costs reflecting growth in child population and changing demographic	153	153	0	0			
	Total Investment in Services	413	413	0	0			
	Net Proposals Agreed in February 2014	413	413	0	0			
	Additional Savings and Growth now Proposed							
	See Detail in Appendix 2	-1,882	0	0	0			
	Net Children & Families	-1,469	413	0	0			

	ENVIRONMENT & ENTERPRISE		Propo	osed	
Item No		2015/16	2016/17	2017/18	2018/19
		£000	£000	£000	£000
	MTFS Proposals Agreed in February 2014				
	Investment in Services				
E&E011					
14/15	Parking review - New proposal for 20 minute free parking	100	0	0	0
E&E005	CCTV camera income decline	70	56	0	0
E&E008					
	West London Waste Authority (WLWA) Levy / Dry Recyclables Income	677	708	0	0
	Total Investment in Services	847	764	0	0
	Savings				
E&E011	Public Realm Integrated Service Model (PRISM) efficiencies. Towards				
	Excellence Programme efficiencies	-375	0	0	0
E&E023	Consolidation of Civic Centre accommodation to secure utility cost				
	savings. Transformation Project	-58	0	0	0
E&E043	Grounds maintenance: Annualised hours	-81	0	0	0
	Total Environment & Enterprise Savings	-514	0	0	0
	Net Proposals Agreed in February 2014	333	764	0	0
	Additional Savings and Growth now Proposed				
	See Detail in Appendix 2	-4,833	-2,440	-775	-264
	Net Environment & Enterprise	-4,500	-1,676	-775	-264

	COMMUNITY, HEALTH AND WELLBEING		osed		
Item No		2015/16	2016/17	2017/18	2018/19
		£000	£000	£000	£000
	MTFS Proposals Agreed in February 2014				
	Investment in Services				
	<u>Adults</u>				
CHW001	Demographic Growth. Costs associated with increased demand for eligible	2,800	2,500	0	0
	users				
	Community & Culture				
CHW010	Under One Sky, celebrating with the 60th anniversary theme – one-off extra	-10	0	0	0
14/15	£10k				
	Total Investment in Services	2,790	2,500	0	0
	Savings				
	Community and Culture				
CHW050	Libraries Transformation 2 Impact of final contract negotiations around profit	-18	0	0	0
	share and short term use of Civic Centre by contractor				
	Total CHW Savings	-18	0	0	0
	Net Proposals Agreed in February 2014	2,772	2,500	0	0
	Additional Savings and Growth now Proposed				
	See Detail in Appendix 2	-4,793	-634	-100	
	Net Community, Health & Wellbeing	-2,021	1,866	-100	0

	RESOURCES	Proposed			
Item No		2015/16	2016/17	2017/18	2018/19
		£000	£000	£000	£000
	MTFS Proposals Agreed in February 2014				
	Investment in Services				
	Strategic Commissioning				
RES009	Experian & LIS. Addition of new census data into LIS system and update of	-25	0	0	0
	Experian profiles. Reversal of 1 off growth				
	Collections and Benefits				
RES019	Department for Work and Pensions (DWP) Housing Benefit Reduction in	250	500	0	0
	Administration Grant. Following the introduction of Universal Credit administered by central government.				
RES020	Loss of Housing Benefits Overpayments Income Stream. To reflect lower	200	320	0	0
	surplus currently being achieved and loss of the income stream following the introduction of Universal Credit administered by central government.				
	Total Investment in Services	425	820	0	0
	Savings				
	Customer Services				
RES029	Further channel shift through roll out of My Harrow account. Reduction in Access Harrow staffing resulting from self serve via MHA, website and IVR	-60	0	0	0
RES030	Close Face to Face (F2F) and Telephony Channels for Public Realm	-70	-50	0	0
	Enquiries . Over a 3 year period close face to face contact in Access Harrow for				
DECOM	Public Realm queries and migrate to Internet contact.	400	400	0	0
RES031	Reconfigure One Stop Shop to self-serve area and close F2F (face to face)	-190	-100	0	U
	advice HRD	+			
RES042	Reduction in HRD posts. Deletion of 2 posts.	-75	0	0	0
INLOU42	Reduction in TIRD posts. Deletion of 2 posts.	-13	0	0	0
	Collections and Benefits				
RES078	Deletion of 4 FTE posts in Housing Benefits	-140	0	0	0
RES082	Revenues Staffing Reductions	0	-40	0	0
RES083	Housing Benefits Staffing Reductions as Benefits moves to DWP. Reduced	0	-125	0	0
	staffing required as Housing Benefits transfers to Universal Credit and is no				
	longer administered by Harrow.				
	Total Resources Savings	-535	-315	0	0
	Net Proposals Agreed in February 2014	-110	505	0	0
	Additional Savings and Growth now Proposed				
	See Detail in Appendix 2	-2,603	-1,565	-1,652	-1,345
	Net Resources	-2,713	-1,060	-1,652	-1,345

	Pan Organisation & Business Support Service	Proposed			
Item No		2015/16	2016/17	2017/18	2018/19
		£000	£000	£000	£000
	Additional Savings and Growth now Proposed				
	Pan Organisation -See Detail in Appendix 2	-1,500	-220	-350	-2,000
	Business Support Service - See Detail in Appendix 2	-730			
	Net Pan Organisation & BSS	-2,230	-220	-350	-2,000