

Item	Commissioning department	Saving / efficiency	Efficiency action taken
Streamlining intranet news provision and revising update online	Chief Executives	By streamlining news provision on the intranet, we can now upload articles for update online, saving £2,500 a year.	The addition of an RSS feed from the council website as well as a link to Bolton Scene also saves us time in rewriting external press releases and news for staff.
Bob – changing designers	Chief Executives	Having Bob designed by Design team instead of external design company will save up to £2,000 per issue. Saving c £10,000 a year.	The amends process has also become smoother and more efficient as we are able to work face-to-face as opposed to over the phone
Bolton Plan 2009-10	Chief Executives	£4,297.20 saving	Concentrating on online mechanisms, including a Zmag, with a clever minimalist design and only 200 copies printed.
Bolton Scene – reviewing tenders and driving down costs by securing contracts with cheaper suppliers	Chief Executives	Saving from tender process of £50,000 across printing, distribution and design plus lower costs for newsprint. Total savings this year c£60,000 (tender savings, one less edition, fewer photographs paid for directly and fewer supplements).	Tender for distribution went to new company for the first time in seven years. Paper now designed in-house for the first time and printing done locally in Greater Manchester.
Audio Scene	Chief Executives	Total saved £3,400 due to production ending after two editions in this financial year (see right) - projected to save £6800 next year (total cost of four editions).	No longer in production as we now generate news about the council via Bolton FM and have directed Audio Scene listeners there.
Delivery of Reputation and Media Management module – saved money by presenting to managers at existing meetings rather than Castle Hill	Chief Executives	Minimum £20 a head saved – approx 200 delegates = £4,000 minimum – but other ‘below the line’ savings to wider council of valuable time saved by not having to pay travel and subsistence to/at Castle Hill	Corporate OD supported us in this process – they regard it as a good approach to managing this compulsory module – and others in the future.
Mediadisk software cancelled	Chief Executives	£4,000 saved.	Previously required to ensure releases targeted effectively, and provide up to date contact information for journalists. Information now accessed from software already built into new version of Newsflash, our media management system.
Parenting leaflet	Adult & Community Services	£650 saved	Persuaded the client to have a generic leaflet that covered two age groups rather than a separate one for each.
New Chance pull ups	Adult & Community Services	£300 saved	Encouraged the client to have just one pull up rather than two.

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Be Safe Partnership Plan	Adult & Community Services	£1,500 saved	Encouraged the client to have an advert in Scene rather than a supplement that goes alongside it.
Telecare DL leaflet reprint	Adult & Community Services	Saved approximately £100 using existing images to refresh leaflet	Advised client to refresh leaflet using existing images
Brightmet Library signage	Adult & Community Services	Saved £280 on external and foyer signage for new Brightmet Library through using alternative suppliers	Requested quote from signage company used by Brightmet Health Centre, but asked another company to provide a quote and they came in cheaper.
Building Schools for the Future	Children's Services	Contributed to the council's entry to the programme, securing £80m for phase one.	Successfully planned, implemented and evidenced all communications and engagement requirements – a key area for assessment.
New Diploma factsheets	Children's Services	Saving (this year) approx £400 . Future savings up to £2k each year.	Developed nine existing factsheets and four new ones as electronic templates which client can update, amend and print on demand. This will save money on both design and print each year
Diploma website	Children's Services	Saving £850 initially plus future hosting costs which won't need to be paid (approx £150 per year).	Incorporated into landing page which redirects to Futures4me and national diploma info, meaning existing site will no longer have to be updated
Post 16 progressions marketing	Children's Services	Worked in partnership with sixth forms/colleges to produce a flyer promoting Bolton as a place to study.	Improved relations with institutions and possible further opportunities to work together.
Connexions - Football in the community ad	Children's Services	C £1,900 saved	Able to advise client not to go ahead with ad, as another team member had already looked at the option, saving time as well as the cost of an ad.
CPD Wallchart for Learning and Development Team	Children's Services	Saved £303 initially, long term savings will be realised as wallchart will not need designing on termly basis.	Advised client on the benefits of a template to save them design and print costs. Template was supplied in word format for the client to input course information on a termly basis and print off.
Invitation for Induction to Children's Workforce for Learning and Development Team	Children's Services	Saved £341 based on last costs for the same job.	Advised client to have an electronic pdf invitation that can be mailed out instantaneously, whilst also being easy to update for future course dates. Saved on the costs of printing hard copy invitations.
Children's Services Training Manual for Learning and Development Team	Children's Services	Saved £1,573 based on recharge cost of the same job last year.	Promoted the benefits of the zmag (electronic magazine) to the client as the bulk of the costs for this job in previous years were attributed to print. The zmag is also easily updated.
8 Standards Assessment Guide for Family Support and	Children's Services	Saved £1,781 on additional items.	Discussed costings of binders and inserts, bookmarks and information cards and advised the client that these may not be necessary for the initial launch of the 8 Standards of

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Integrated Working Team			Assessment, as they did not have a specific objective/use for such items.
UR13 postcards for Connexions	Children's Services	Saved £28 on the reprint costs.	Changing to in house printing and publishing team to generate saving
Play Service form reprint	Children's Services	Saved £337 on the reprint costs.	Changing to in house printing and publishing team to generate saving
Childcare Sufficiency Assessment Standards Booklets for Early Start Team	Children's Services	Saved £6,753 on the overall job by going with an alternative preferred supplier	The formatting of charts, tables and maps was priced very competitively
Integrated Working Poster for Workforce Development Team	Children's Services	Saved approximately £110 in design costs	Advised client to make slight amendments to the information that had already been designed.
Older people home care survey	Adult & Community Services	Postal survey to 1465 service users. Cost to client £4,548 If commissioned externally would cost £8,500 Total saving £3,952	Cost of internal research compared to commissioning externally.
Homeworking evaluation	Corporate Resources	Two focus groups with staff. If commissioned externally would cost £3,500. Total saving £3,500	Cost of internal research compared to commissioning externally.
Children's Centres survey	Children's Services	458 door to door surveys / 364 in-centre surveys. If commissioned externally cost £11,900 just for door to door. Client charged £4600 for both elements. Total saving c £7,300 +	Cost of internal research compared to commissioning externally.
Childcare sufficiency audit	Children's Services	23 in-depth telephone interviews If commissioned externally would cost £6,900. Total saving £6,900	Cost of internal research compared to commissioning externally.
India Trade Mission evaluation	Development & Regeneration	Qualitative research – depth interviews with ten participants If commissioned externally would cost £3,000. Total saving £3,000	Cost of internal research compared to commissioning externally.
Futures4Me survey	Children's Services	Online survey of pupils £60 cost If commissioned externally would cost £1000. Total saving £940	Cost of internal research compared to commissioning externally.

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M61 Group newsletter evaluation	Development & Regeneration	Online questionnaire sent to 700 people. Saving at least £850 (If commissioned externally / postal, fulfilment, reply paid envelopes and data input charges)	Cost of internal research compared to commissioning externally and of using online rather than paper survey
ILP Pilot evaluation	Children's Services	Online survey with 521 staff and pupils Saving £785 (printing and data input charges)	Cost of using online rather than paper survey (all internal).
One Bolton evaluation	Chief Executives	250 face to face interviews and 182 completed online surveys. Saving £3,588 (Interview costs if commissioned externally/print charges)	Cost of internal research compared to commissioning externally and of using online rather than paper survey
Play survey	Children's Services	Paper survey of 500 children. Saving £2,407 (If commissioned externally)	Cost of internal research compared to commissioning externally.
Secondary school meals survey	Environmental Services	Online survey (1000 responses) compared to postal last year and analysed internally. Saving £6,980 (If commissioned externally/print charges)	Cost of internal research compared to commissioning externally and of using online rather than paper survey
Parks survey 09/10	Environmental Services	500 face to face interviews using PDA's. Saving £9,600 (If commissioned externally / print & data input charges)	Cost of internal research compared to commissioning externally. Cost of using PDA's rather than paper surveys (all internal).
Short term breaks booking	Adult & Community Services	Design questionnaire, electronic survey, providing results. Saving £540 + (Design /set up/ results costs)	Cost of internal research compared to commissioning externally.
Evaluation of primary school meals trials	Environmental Services	Qualitative telephone survey of 10 schools. Saving £3,400 (If commissioned externally/design costs)	Cost of internal research compared to commissioning externally.
The Workshop evaluation	Development & Regeneration	Drafting questionnaire for subsequently cancelled survey. Saving £200 + (If commissioned externally)	Cost of internal research compared to commissioning externally.
Politics and Muslim women	Chief Executives	Questionnaire design. Saving £200 (if commissioned externally)	Cost of internal research compared to commissioning externally.
Direct payments personal assistant training	Chief Executives	Design of online questionnaire / providing survey results. Saving £550+ (If commissioned externally)	Cost of internal research compared to commissioning externally.
Sustainable development	Development & Regeneration	Designing & issuing survey, [online and postal], topline results. Saving £2,888 (If commissioned externally)	Cost of internal research compared to commissioning externally.

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OSS Customer Satisfaction Survey	Corporate Resources	300 telephone interviews. Saving £4,200 (If commissioned externally)	Cost of internal research compared to commissioning externally.
CICT survey	Corporate Resources	Online survey – 456 returns. Saving £5,600 (If commissioned externally / print and data input charges)	Cost of internal research compared to commissioning externally and of using online rather than paper survey
Roadside Memorial	Environmental Services	Survey with public and citizens panel (on-line and postal). Cost to client £1,500. Saving £12,500 (If commissioned externally)	Cost of internal research compared to commissioning externally.
Housing register survey	Development & Regeneration	Advised telephone (1,500+) rather than face to face interviews / carried out interviews.Total cost to client £3,000. Saving £25,500 (If commissioned externally / carried out face to face)	Savings achieved through use of consultation team's expertise to advise on the most cost-effective methodology / Cost of internal research compared to commissioning externally.
Horwich market	Environmental Services	Face to face survey of shoppers at Horwich Market / postal survey of local businesses. Total Cost to client. Saving £5,776 (if commissioned externally)	Cost of internal research compared to commissioning externally.
Food and Drink festival	Development & Regeneration	Telephone survey with 226 people Total cost to client £606. Saving £2,588 (if commissioned externally)	Cost of internal research compared to commissioning externally
New Leadership Model Consultation	Chief Executives	2000 leaflets , survey to citizens panel members, articles in Bolton Scene and online. Total cost to client c£4,000. Saving £36,000 (another GM Council spent £40,000 for same consultation)	Savings achieved through use of consultation team's expertise to advise on the most cost-effective methodology
Place survey dissemination	Chief Executives	Consultation team has made Place survey results presentations to many different audiences (17 to date). Saving £12,750 (If external consultancy firm commissioned to make presentations)	Consultation team's ability to present Place Survey results to many audiences
Electoral registration scheme evaluation	Chief Executives	200 face to face interviews. Total cost to client £600. Saving £2,400 (If commissioned externally)	Cost of internal research compared to commissioning externally.
Electronic link on survey forms	Chief Executives	On some postal questionnaires – give respondents option of replying on-line (saving return postage and data entry)	Savings will vary depending on size of sample and how many take up electronic option
Citizens Panel management	Chief Executives	External research agency would charge c £10k for each wave of consultation	We are the only GM authority to manage our panel internally. The costs are based on those from MORI, who are used by

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		with panel (based on 8 page survey). Our equivalent cost is around £5k. Saving £20,000 (based on 5k per issue, four issues per year)	another GM Council
Total Efficiencies		£290,897	