Stock Auto-Rem: Central Operations activity costing

ID	Benefit Area	High level area	Key Contact	Volumes (FY23/24)								Cost 23/24		Savings - % improvement required to be identified from Pilot					
				Total Calls	Obsolete Stock Calls Last Year	Stock - TCs	Rem-in TCs (30% of stock)	Total Discrepancies Resolved Last Year	% Of transaction corrections issued for stock - Non-rem	Outbound Calls Made	Stock related calls	Cost per Instance	Total cost of activity	5%	10%	15%	20%	50%	100%
2a	No need to call branches re: stock not being entered into Horizon.	Outbound Calls (AC)	Alison Clark							22,800	3,000	£9.24	£ 27,717	£ 1,386	£ 2,772	£ 4,158	£ 5,543	£ 13,859	£ 27,717
2c	Reduction in Transaction Corrections	Cost of issuing TCs	Alison Clark			5,287	1,586					£18.68	£ 29,623	£ 1,481	£ 2,962	£ 4,443	£ 5,925	£ 14,811	£ 29,623
2d	Reduction in financial impact of stamp discrepancies	Cost of resolving a discrepancy (not necessarily investigation completed)	Simon Worboys					6,374	9%			£252.7	£ 138,546	£ 6,927	£ 13,855	£ 20,782	£ 27,709	£ 69,273	£138,546
2f	Less aged / obsolete stock due to better stock management & visibility	BSC Calls (Inbound)	Trevor Ward	165,968	1,483							£11.67	£ 17,306	£ 865	£ 1,731	£ 2,596	£ 3,461	£ 8,653	£ 17,306
													£ 213,192	£ 10,660	£ 21,319	£ 31,979	£ 42,638	£106,596	£213,192

Notes:

The above calculations are based purely on the cost of the activity to be used for scale reference of Central Operations workload. This therefore may not quantify into an effective saving given the need to be able to scale up to increased workloads, as well as ability to reduce headcount

If any headcount reductions are to be considered for inclusion in business cases, the relevant VR costs and PILON costs need to be considered, therefore this does not quantify as a saving

These costings cannot be included in the business case as have not been piloted and tested for effective reduction, therefore approval has not been gained for materialising this saving

Business case savings cannot be included if not marerialised and instead utilised for other activities as there is no way of identification of this saving achievement and no budget changes