

Ref	What will we do?	Greener Faster	Thriving Places	Healthy Communities	Good Homes for All	Efficient and Effective	Listening and Learning	Council Plan - What we want to achieve (if relevant)	Project Stage (if req'd) select from drop down	Key Milestones	Key Milestone Target Date	Project Delivery Date	Project Progress select from drop down	Cabinet Member	Lead Officer	Resources	TC25	Comments
FIN001	All support services: Support implementation of the council's carbon neutrality programme including undertaking financial appraisals; including zero-carbon targets into contracts where appropriate; and identifying possible funding sources to support carbon neutrality projects.	✓				✓		The Winchester district to be carbon neutral by 2030		Council carbon neutrality and district carbon neutrality	2024 & 2030			Cllr Cutler	Neil Aitken Amy Tranah Stuart Marks Steve Lincoln			
FIN002	TC25 - Leading the business in achieving the TC25 reduction target of £3m					✓		A balanced budget and stable council finances	Delivery	Ongoing savings/increased income of circa £3m	Apr-27	Apr-27	On Track	Cllr Cutler	Liz Keys		✓	Reductions of circa £1.33m (45%) total budget reductions achieved to date.
Finance																		
FIN003	Finance – support the council's ongoing projects helping to achieve all council outcomes as well as helping to identify potential funding sources	✓	✓	✓	✓	✓		Improved satisfaction for our services			Ongoing			Cllr Cutler	Neil Aitken		✓	
FIN004	Finance - Financial system review to support greater transparency/usability for users and to support managers to more effectively prioritise resources.	✓	✓	✓	✓	✓		Improved satisfaction for our services	Completion		2026		Complete	Cllr Cutler	Neil Aitken		✓	In collaboration with TVBC, the council has undertaken workshops, market testing, and visits to other LAs to establish its preferred procurement route for a new system. Following this work it has been concluded that our current solution meets our needs and offers best value (particularly given the cost of change). Given this we will likely be seeking to enter into a new contract via a direct award.
FIN005	Finance - support investigation of nutrient credits both in appraisal of capital works required and understanding trading considerations	✓	✓			✓		The Winchester district to be carbon neutral by 2030	Completion	June/July - Cabinet/Council report to confirm capital works reqd, funding sources and trading of excess credits	2024		Complete	Cllr Cutler	Neil Aitken			completed
FIN006	Finance - Review of Exchequer Services – Self Service (TC031)					✓		Improved satisfaction for our services	Proposal		26/27+			Cllr Cutler	Liz Keys	Procurement	TC031	[Liz REVIEW] - is this still going ahead in light of LGR & financial system?
FIN007	Finance - Review of Financial Process (TC032)					✓		A balanced budget and stable council finances	Delivery	Review to commence Feb'25	25/26		On Track	Cllr Cutler	Liz Keys	Finance, Legal / Procurement, HR	TC032	Progress has been made on the following: Payments terms - completed. Refund via cheque - work completed with other depts. to reduce refunds via cheque and process through BACS where possible. [for LIZ REVIEW] - open banking/post changes per RID
FIN008	Community Governance Review: creation of a Winchester Town Council – establish financial implications and identification of assets to transfer to new entity								Proposal		Ongoing	Apr-27	Not Started	Cllr Cutler	Liz Keys	Finance, Legal / Procurement		[NEW]
FIN009	Finance -Local Government Reorganisation and Devolution – support the wider council in understanding the financial implications of local government reorganisation including the aggregation/disaggregation of the council's assets.								Proposal		Ongoing	2027/28		Cllr Cutler	Liz Keys			[NEW]
Revenues and Benefits																		
FIN010	Further promotion of self serve and digital services including the increased take-up of electronic billing (rollout of "Digital by Default") and notifications for Council Tax, Business Rates and Housing Benefits services, and the further roll out of SMS for the issue of electronic payment alerts and reminders. (TC023)	✓				✓		High accessibility and usage of our services – with a strong shift to digital for those who prefer it			Ongoing	Ongoing	Started	Cllr Cutler	Terri Horner		TC023	E-billing take-up campaign undertaken in March 2024 to boost proportion of customers accessing services digitally. Increased to 21.85% (at Oct 2024). Housing Benefit e-notifications now available for new claimants (May 2024). Further work undertaken to encourage existing claimants to move over (Oct 2024). The use of software (Email Connect) improves the process of emailing with customers so that a good proportion of responses can be automatically indexed. This is currently at 40%, which is significant for the volume of emails received in Revs & Bens (Oct 2024).
Digital and IT																		
FIN011	Support the TC25 transformation and digital agenda by supporting digital innovation and digital initiatives across the Council. (TC021)	✓				✓		Improved satisfaction for our services	Initiation	Digital Strategy Adoption	2025	Ongoing	Started	Cllr Cutler	Nick Pockneall Stuart Marks	Digital, IT	TC021	Digital Strategy created setting out Digital Vision, goals and roadmap for delivery
FIN012	TC25 - Embedding of the Digital Vision and embedding of the corporate Digital Strategy. Supporting services to formulate their digital roadmaps.	✓				✓		High accessibility and usage of our services – with a strong shift to digital for those who prefer it	Delivery	Digital Service Roadmaps finalised	31/07/2025		On Track	Cllr Cutler	Amy Tranah		✓	Service level roadmap questionnaire to be issued Feb/Mar'25 Meetings to take place Apr/May'25 Roadmaps to be finalised Jun'25
FIN013	To simplify and develop IT architecture to support and enable the council to deliver transformation projects.	✓	✓	✓	✓	✓		Improved satisfaction for our services	Proposal	ongoing program of works based	Ongoing	ongoing	Started	Cllr Cutler	Stuart Marks Nick Pockneall	IT, Digital	✓	
FIN014	Development of Cyber Security and Resilience Strategy to increase cyber resilience and awareness across the council.					✓		Improved satisfaction for our services	Delivery	Cyber Plan Adopted Awareness Training Back-up systems review Cyber Response plan adopted and tested	ongoing	Apr-25	On Track	Cllr Cutler	Stuart Marks	IT	✓	Cyber Action Plan created. Staff and Member training sessions held with SEROCU. New Back-up solution being deployed. Cyber Response plan adopted and tested. Simulated phishing campaign completed.
FIN015	Review of corporate telephony systems, webchat and on-line self-serve solutions to modernise the customers journey and enable 24/7 access. (TC021)	✓				✓		Improved satisfaction for our services	Initiation	End of support October 2026, with option to extend to 2027	2026	31.10.2026	Not Started	Cllr Cutler	Stuart Marks Amy Tranah Nick Pockneall Steve Lincoln	Comms	TC021	This will be delivered as part of Digital Customer Experience Project which was approved by PAC board in late 2024 and formerly launched in January 2025
FIN016	Telephony review (corporate and mobile) (TC026)					✓		Improved satisfaction for our services	Proposal	Stage 1 mobile phones Jan 24. Initial review completed Feb 24.	25/26	31.10.2025	Started	Cllr Cutler	Liz Keys	IT, Procurement, HR	TC026	
Procurement and Contract Management																		

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FIN017	Continue to implement the Procurement Act'23 to ensure the council are contracting compliantly in accordance with the new regulations and taking a commercial approach to negotiations.					✓		A balanced budget and stable council finances			25/26	On-going	On Track	Cllr Cutler	Amy Tranah			Procurement Team have completed Government Commercial College (GCC) e-learning modules and 3 day deep-dives. Contract Procedure Rules, guidance and template docs being updated.
FIN018	To update the Contract Procedure Rules to reflect the New Procurement Act					✓		Improved satisfaction for our services		Before PA23 comes into effect on 24.02.25	24.02.25		Complete	Cllr Cutler	Amy Tranah			CPR's amends will be approved by Monitoring Officer and reported to Council Feb'25.
FIN019	Support procurement activity to provide best value and support the cross cutting activity (TC25) across the organisation. Outcomes aligned to council priorities.	✓	✓	✓	✓	✓		A balanced budget and stable council finances			Ongoing			Cllr Cutler	Amy Tranah		✓	
FIN020	Support colleagues to improve contract management; striving for best value from our contracts.					✓		A balanced budget and stable council finances			Ongoing			Cllr Cutler	Amy Tranah		✓	
FIN021	Continue to embed sustainable procurement across our contracts and supply chain to support the carbon neutrality programme.	✓			✓	✓		The Winchester district to be carbon neutral by 2030			Ongoing			Cllr Cutler	Amy Tranah			
FIN022	Single quote contract negotiations (TC028)					✓		A balanced budget and stable council finances	Proposal	Implementation of transformation Apr 24	26/27			Cllr Cutler	Liz Keys	Procurement, Finance, HR, TC25	TC028	Launched April'24
FIN023	To update the Procurement and Contract Management Strategy so its fully aligned with council priorities and new legislation (current strategy is 2020 - 2025)	✓	✓	✓	✓	✓		Good value compared to other similar authorities			Mar-26		Not Started	Cllr Cutler	Amy Tranah			To be undertaken during 25/26
FIN024	Corporate Insurance Review (TC029)					✓		Good value compared to other similar authorities	Proposal	Review to commence Feb 24	25/26			Cllr Cutler	Liz Keys	Procurement, Legal, Finance	TC029	
Customer Services																		
FIN025	Corporate Print and Postage Review (TC021)	✓				✓		Winchester City Council to be carbon neutral by 2024	Proposal	Review commenced Apr 24	25/26		Started	Cllr Cutler	Liz Keys	Digital, Procurement, Legal, Finance	TC021	Review on-going from April'24 and this now is closely aligned to Service Area digital roadmaps (FIN003)
										Review service agreement with Whistl for revs/bens mail	Jun-25		Not Started					
FIN026	Digitalisation of services (TC021)	✓				✓		Improved satisfaction for our services	Proposal		25/26		Started	Cllr Cutler	Liz Keys	IT, Procurement, HR	TC021	Included in scope of Customer Experience (CX) project. Discovery phase underway.
FIN027	Rationalisation of telephone contact centres - exploration of creating a single hub / contact centre (TC022)					✓		Improved satisfaction for our services	Proposal		25/26		Started	Cllr Cutler	Liz Keys	IT, Procurement, HR	TC022	Included in scope of Customer Experience (CX) project. Discovery phase underway.
FIN028	Reception Operating Model (TC033)					✓		Improved satisfaction for our services	Delivery	Physical alterations to lobby	Jun-25		On Track	Cllr Cutler	Liz Keys	HR, facilities, IT	TC033	
FIN029	Green Waste renewal programme (TC045)	✓						The Winchester district to be carbon neutral by 2030	Not started	Commences Nov 25	Mar-26		Not Started	Cllr Cutler	Steve Lincoln		TC045	Funding from Environmental Services for additional 1FTE