

Appendix F – Glossary of Terms

Term	Definition
KLOE	Key line of enquiry – areas to be explored as part of the Service Reviews
Saving	Known budgeted expenditure reductions and income increases which result due to the following: <ul style="list-style-type: none">• Containing additional costs of Inflationary increases in contracts or pay;• Driving forward efficiencies in the provision of existing services i.e., providing services in an improved way to deliver better value for money;• The delivery of new or additional services; and/or• Optimising sources of income.
TOM Development Group	Target Operating Model Development group – a governance group within the Future Tandridge Programme. This group sets the direction for the service reviews and agrees the principles that will drive the organisational change.