

Appendix E – Glossary of Terms

| Term | Definition |
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| 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. |