

Appendix E – Audit & Scrutiny committee  
 Future Tandridge Programme  
 Programme Highlight report – March 2024

<b>Future Tandridge Programme</b>			<b>Report date: 29<sup>th</sup> February 2024</b>
SRO	<b>David Ford</b>	Delivery lead	<b>Mark Hak-Sanders</b>
Lifecycle Stage	<b>Delivery</b>		
		Previous month status:	<b>AMBER</b>
		Current month status:	<b>AMBER</b>

**Headlines** Operations Grounds Maintenance work in progress to develop site data and detailed specifications and delivery plan drafted. Telephony implemented into live system on 14<sup>th</sup> February. Commercial strategy work progressing. Continuous improvement approach work in progress to create intelligent client model and develop tools and techniques to embed across the council with key officer reviews.

**Achievements for February 2024**

**Operations Transformation workstream** – Grounds Maintenance - data collation and specifications in progress. Plan agreed with stakeholders, including legal and Procurement partners.

**Digital/Customer services Transformation** - Telephony upgrade was implemented successfully on 14<sup>th</sup> February.

**Voids** – Project Initiation document approved. Working on finalising specifications, soft market testing approach commenced.

**Savings 2023/24** – Work has continued to deliver savings across services as agreed in previous committee reports.

**Savings planning 2024/25** – Approved at full council in February.

**Future Operating model** - Piloting continuous improvement approach on Grounds maintenance and Voids to embed across the council.

**People Plan** – Working group setup to agree scope for People Plan workstream and to provide oversight of related people plan activities in progress. Draft plan being developed. Focus on appraisals, recruitment and retaining staff.

**Commercial activities** - Commercial strategy being drafted.

**Member engagement:** Audit and scrutiny committee meeting 6<sup>th</sup> February. Full Council on 8<sup>th</sup> February.

**MRG updates:** MRG update on corporate plan and grounds maintenance.

**Focus for March 2024**

**Operations Transformation** – Recommendation to March committee on lot structure and tender approach. Work continuing on specifications and data. Supplier questionnaires to be sent out.

**Digital/Customer Services Transformation** – Engagement strategy drafting to start. System testing of MyTandridge account in progress. Digital programme considering key milestones in the plan and ensuring dates are clear with all affected parties.

**Voids** – Finalise plan including procurement and Legal activities, with key milestones identified.

**Savings 2023/24** Continuing delivery of savings as part of the £1.7m target.

**Savings planning 2024/25** - Continuation of detailed planning for delivery of savings.

**Future operating model** - Continuous improvement cycle documentation work continuing. Transformation planning in progress.

**People Plan** – complete scoping activities and agree plan with EMT.

**Commercial activities** - Commercial strategy work progressing for MRG and committee update in June. Work in progress on commercial initiatives.

**Member engagement** - MRG updates on Digital engagement and communications plan.

Community Services and Housing committees – updates on Ground maintenance procurement and Voids project.

Strategy & Resources – FTP update