

Audit and Scrutiny September 2024

Appendix D – Future Tandrige programme highlight report – August 2024

Future Tandrige Programme - FTP 1 Programme Highlight report – August 2024 (Draft)					
Future Tandrige Programme				Report date: 31st August 2024	
SRO	David Ford	Delivery lead	Ricky Fuller	Previous month status:	GREEN
Lifecycle Stage	Mobilisation	June – September 2024		Current month status:	GREEN
Headlines Phase 1 – phased approach to implementation of the My Tandrige Account from December 2024 – March 2025 including Revs & Bens, Housing and Planning. Grounds Maintenance Invitation to tender released. Savings 2024/25 under regular review with EMT.					
Achievements for August 2024 Digital/Customer services Transformation - <ul style="list-style-type: none"> Phased approach to implementation agreed over four implementation dates Dec 2024– March 2025 including customer journey mapping, system testing, UAT preparation, system build changes and fixes. Website design refresh testing and go live. Workshops to establish impact assessment. Grounds maintenance – <ul style="list-style-type: none"> Invitation for Tender for GM contract released – deadline early September. Savings 2024/25 – <ul style="list-style-type: none"> Regular reviews with EMT to manage and monitor progress. Member engagement - <ul style="list-style-type: none"> S&R committee report in September. Articles for Hub and councillor news completed. 			Focus for September 2024 Digital/Customer services Transformation - <ul style="list-style-type: none"> Continuation of customer journey mapping, build, system testing, UAT, and assessment testing and audit. Impact assessment from Revs and Bens and Customer Services to be completed. Waste impact assessment to be completed. Training preparation and Impact assessment Training preparation in progress. Grounds maintenance – <ul style="list-style-type: none"> Evaluation of Tenders. Savings 2024/25 – <ul style="list-style-type: none"> Regular reviews with EMT to monitor progress. Supporting projects in specific areas to realise savings. Member engagement – <ul style="list-style-type: none"> Preparation for October Parish council meeting on 24th - overview of Phase 1 MyTandrige Account. 		