

Strategy and Resources November 2024

Appendix F – Future Tandridge programme highlight report – October 2024

Future Tandridge Programme - FTP Programme Highlight report – October 2024

Future Tandridge Programme			Report date: 31 October 2024
SRO	David Ford	Delivery lead	Ricky Fuller
Lifecycle Stage	Delivery		
		October – March 2025	Previous month status: GREEN
			Current month status: GREEN

Headlines Digital MyTandridge account – Revs and Bens went live 5th November. Continuing phased implementation of December 2024 – March 2025 for Waste, Housing and Planning. Grounds Maintenance – Tender evaluations, moderations and award. Budget planning in progress including 2-year savings plan. First Parish assembly meeting held.

Achievements for October 2024

Digital/Customer services Transformation -

- Continuation of phased approach agreed over four implementation dates Dec 2024– March 2025 including customer journey mapping, system testing, UAT preparation, build changes, fixes and enhancements.
- Pilot testing of MyTandridge Account for Revs and Bens completed.

Grounds maintenance –

- Evaluation and moderation of Tenders.
- Contract award decision and notification.
- Review of Green waste, structure of HRA model and digital customer experience model.

Savings 2024/25 –

- Regular reviews with EMT to manage and monitor progress.
- Supporting specific areas to realise savings.

Member engagement -

- Members briefing on 8th October
- October Parish council meeting on 24th - overview of Phase 1 MyTandridge Account.
- Parish assembly 24th October

Focus for November 2024

Digital/Customer services Transformation

- First release of MyTandridge account deployed - Revs and Bens – 5th November
- Continuation of customer journey mapping for waste and Housing.
- Deploy first release of My Tandridge Account for Revs and Bens.
- Impact assessments to identify changes in process and ways of working for waste and housing.
- Training preparation in progress.

Grounds maintenance

- Contract award
- Mobilisation – aiming for go-live in December 2024
- Continuation of Green waste review, structure of HRA model and digital customer experience model.

Savings 2024/25

- Regular reviews with EMT to monitor progress.

Member engagement

- Community Services Committee 5th November
- Housing Committee 14th November
- S&R Committee 28th November
- Fees and charges workshop for all members planned for 3rd December