

Appendix A – Programme Highlight report - October 2022

Future Tandridge Programme Programme Highlight report – October 2022

Future Tandridge Programme				Report date: October 2022
SRO	David Ford	Delivery lead	Mark Hak-Sanders	Previous month status: AMBER
Lifecycle Stage	Delivery			Current month status: AMBER

Headlines

Preparations for December committee cycle in progress Draft budget and fees and charges to be provided to December Strategy and resources committee. Business cases and service review updates to be provided in December committee paper. Detailed planning progressing in Operations and Digital workstreams. Digital SME and Operations Transformation lead onboarded.

Achievements during October 2022

Resources

Digital Transformation SME now onboard to work with the team to develop the digital strategy and future business case. Operational Transformation lead started beginning of October to lead delivery of savings and internal improvements.

Service reviews, design and delivery . The following service areas have produced business cases which have been reviewed by the TOM development group:

- Assets and FM
- Communications

Member engagement The Member Reference Group has been created and will meet on a fortnightly basis to review proposals from the programme and agree member engagement and direction of travel on service reviews.

Meeting held with chair/vice chair of A&S committee to review risks and change control process and agree future reporting to the committee.

Organisational & workforce change - recruitment process improvements continuing. Appraisal/performance management process being put in place. Redeployment policy introduced.

Finance and Benefits Delivery - creation of reserve list for savings in progress to identify opportunities or savings.

Focus for November 2022

Resources

Recruitment in progress for resources approved by September committee.

Service reviews, design and delivery

Detailed planning on all Service areas to create delivery plans, for collation into a Programme milestone plan to be shared in the December committee papers and to be used to monitor delivery across the programme including resource requirements. Business cases in progress in following areas and are expected to submit business cases in March 2023.

- Customer Services
- Digital / IT
- Operational Services and Locality including Waste

Member engagement Focused Member briefings have been held on following service areas:

- Assets and FM
- Communications business case
- Operations – progress since October committee

A member workshop is planned for 12th December on the draft budget/Fees and charges schedule

December Committee meetings

Preparations underway for collation of the papers for the S&R report, Briefings have been held with chair/vice chair of community services as well as regular meetings with council leader/deputy leader as part of the MRG group