

Appendix A – Programme Highlight report – March 2023

Future Tandridge Programme Programme Highlight report – March 2023

Future Tandridge Programme

Report date: March 2023

SRO	David Ford	Delivery lead	Mark Hak-Sanders	Previous month status:	AMBER
Lifecycle Stage	Delivery			Current month status:	AMBER

Headlines

Operations and Digital & Customer Services Transformation workstreams have submitted business cases for consideration at the March committees. Following an EMT Commissioning workshop, framework and plan being developed.

Achievements during March 2023

Service reviews – Delivery

Operations Transformation workstream – three activities running in parallel; review of existing contract, team restructure and collation of asset data. An update was provided to MRG (member reference group) during February. Recommendation was taken to the March community services committee.

Digital/Customer services Transformation – business case development complete. This included plans for key line of business applications and infrastructure. Included in the March S&R committee paper.

Legal – Legal presented a proposal to TOMDG on the centralisation of legal function and spend including a review of service provided to the council.

Service plans are being finalised and being reviewed with EMT. These plans will include delivery of the savings and efficiencies that form part of the Future Tandridge programme. They will also be used as the basis for objectives used for appraisals and objectives setting for council heads of service and officers.

Future model – An EMT workshop took place in February where commissioning concepts and examples were explored and examples of how to assess services in the council discussed

Member engagement Corporate plan workshops with members and service leads held during March.

Resources – HR/Organisation Design lead and FTP Project support roles out for advert.

Committee meetings:

9th March – Community Services – Operations update

30th March – Digital and Customer Services business case, Revs and Bens proposal.

Focus for April 2023

Service Reviews – Delivery

Operations Transformation workstream - follow up on recommendations taken to March committee, Collation of data being finalised. Preparations in progress for phase 2 of the team restructure.

Digital/Customer services Transformation - Digital and Customer Services Business case being taken to the S&R committee on 30th March. Digital lead joined in March to begin the detailed planning required to start to deliver the recommendations in the business case, including Initiation of procurement process for implementation partner and stakeholder discussions across the organisation.

Legal – the proposal to centralise spend and budget now needs to be developed with EMT and be brought to the S&R committee in June.

Future model - Following the recent EMT workshop, a commissioning working group is being set up in the council to develop a consistent approach and process which will be embedded into the council. MRG will advise and be engaged throughout this activity. An all member session on Commissioning is being planned for June where members will be able to see the approach being proposed and provide feedback.

Member engagement Following Corporate plan workshops with members and service leads during March to define the council's vision and values and agree key priorities, an engagement plan is now underway. This plan will set out the council's objectives for the next five years and will provide a clear link between the vision and objectives to staff performance objectives. A draft of the corporate plan will be presented to committee members in June.

Resources FTP Project support role out for recruitment with interviews during March.