

## 1. Appendix 5 – City Operations Scope

S&R	Our Cambridge lead projects in City Operations	
Appendix 1 / 4.1	Organisational design phase 1 - building a leadership structure for the future	OC1
Appendix 2 / 4.2	Out of Hours repairs – change to standard shift patterns	OC2
Appendix 3 / 4.3	Estates and Facilities stores provision – consider third party provision	OC3
Appendix 4 / 4.4	Better use of digital and data – including telematics, process mapping, revised KPI's and re-mobilising E&F systems.	OC4
<b>Appendix 5</b>	<b>City Operations Scope</b>	
Appendix 6	Full breakdown of forecasted savings by project	

Team	Previous 'Service'	Group (new structure)
Contract and Procurement Team	Commercial	Corporate Group
Planned Maintenance Surveyor team	Housing Maintenance and Assets (Estates and Facilities)	Place
Home Improvement Agency SHARED SERVICE	Housing Maintenance and Assets (Estates and Facilities) SHARED SERVICE	Place
Corporate Health and Safety and Emergency Planning	Housing Maintenance and Assets (Estates and Facilities)	Corporate
Property Compliance & Risk	Housing Maintenance and Assets (Estates and Facilities)	Place
Stores Team	Housing Maintenance and	City Services

	Assets (Estates and Facilities)	
Voids Team (operations)	Housing Maintenance and Assets (Estates and Facilities)	City Services
Responsive and Repairs Team (operations)	Housing Maintenance and Assets (Estates and Facilities)	City Services
Letting Team	Housing Maintenance and Assets (Estates and Facilities)	Communities
Facilities Team	Housing Maintenance and Assets (Estates and Facilities)	Place
Operations Team	Housing Maintenance and Assets (Estates and Facilities)	City Services
Burial and Grounds Team	Commercial	City Services
Administrations Team (Crematorium)	Commercial	City Services
Car Park Team	Commercial	City Services
Commercial and Projects Team	Commercial	City Services
Customer Relationship Team	Commercial (fleet)	City Services
Skilled vehicle and plant fitter team	Commercial (fleet)	City Services
Asset development Team	Environmental Services (Streets and Open Spaces)	City Services
Senior Arboricultural Team	Environmental Services (Streets and Open Spaces)	City Services
Major projects + Performance Team	Environmental Services (Streets and Open Spaces)	City Services
Public Realms Eng + Project Delivery Team	Environmental Services (Streets and Open Spaces)	City Services
S+OS Team	Environmental Services (Streets and Open Spaces)	City Services

Public Realms Enforcement Team	Environmental Services (Streets and Open Spaces)	City Services
Area Ranger Team	Environmental Services (Streets and Open Spaces)	City Services
CCM Markets and Street Trading Team	Environmental Services	Place
Pest Control Team	Environmental Services	Communities
Residential Caretaking Team (Estate Champions)	Housing Services	Communities