

# Sunderland City Council, Target Operating Model (TOM)

The TOM Programme is delivering projects to:

- **Drive change** whilst ensuring the Design Principles are met
- Be **organisation-wide** with an initial focus on delivering the enabling digital platform, Corporate Support and several bottom-up journeys
- Be driven and led by the Council wrapped with **effective and timely communications** and employee and customer engagement
- Lead to a significantly **improved way of working, and a more efficient and effective way of doing business**
- Deliver **improved processes, customer and user experiences and new digital tooling**
- **Realise savings**

**26x Projects**  
**4x Programmes**

**Team of**  
**x11**

**£ Target**

