

Meeting      IMPROVEMENT AND CHANGE SUB-COMMITTEE

Date          23 September 2019 (commencing at 10.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Reg Adair (Chairman)

John Cottee  
Jim Creamer  
Kate Foale  
Tony Harper

Richard Jackson  
Rachel Madden  
Diana Meale  
Philip Owen

**ALSO PRESENT**

Councillor Mrs Kay Cutts MBE  
Councillor John Longdon

**OFFICERS IN ATTENDANCE**

Melanie Brooks	}	Adult Social Care and Health Department
Sara Allmond		
Mark Briggs		
Neil Marriott		
Sue Milburn		
Anne Morgan	}	Chief Executive's Department
Marie Rowney		
Katherine Smith		
Nigel Stevenson		
Ben Taylor		
Marjorie Toward	}	Place Department
Adrian Smith		

**1. MINUTES**

The Minutes of the last meeting held on 23 September 2019, having been previously circulated, were confirmed and signed by the Chairman.

**2. APOLOGIES FOR ABSENCE**

None

The following temporary change of membership for this meeting only was reported:-

- Councillor Rachel Madden had replaced Councillor David Martin.

### **3. DECLARATIONS OF INTERESTS**

None

### **4. AN UPDATE ON THE CROSS COUNCIL DIGITAL PROGRAMME – IMPROVING THE CUSTOMER EXPERIENCE THROUGH DIGITAL DEVELOPMENT PROGRAMME**

Adrian Smith, Corporate Director, Place and Katherine Smith, Programme Manager Service introduced the report, gave a presentation and responded to questions.

#### **RESOLVED 2019/025**

That the proposed approach, priorities and deliverables for the Improvement Customer Experience through the Digital Development Programme be approved.

### **5. MYNOTTS APP DEVELOPMENT AND IMPLEMENTATION – PROGRESS UPDATE**

Marie Rowney, Group Manager Customer Service introduced the report and responded to questions.

#### **RESOLVED 2019/026**

That a further progress report be received in November 2019.

### **6. PRESENTATION ON BUSINESS SUPPORT SERVICE**

Mark Briggs gave a presentation on the Meeting Support Service, in relation to minute taking services for child protection meetings and the use of technology to bring about changes to the delivery of the service and the savings generated from this.

### **7. EMPLOYMENT AND HEALTH PROGRAMME**

Melanie Brooks, Corporate Director Adult Social Care and Health introduced the report and responded to questions.

#### **RESOLVED 2019/027**

- 1) That the general scope of the Employment and Health Programme of work be approved as set in the report.
- 2) That an update report on Programme progress be brought back to the Committee in early 2020.

## **8. BRIEFING ON THE SOCIAL CARE DIGITAL PATHFINDERS SCHEME**

Anne Morgan, Technology Partner introduced the report and responded to questions.

### **RESOLVED 2019/028**

- 1) That the approach to securing additional external funding for the two technology projects set out in the report be supported.
- 2) That a further update be provided following the conclusion of the phase 2 bidding round in the Autumn 2019.

## **9. PROGRESS REPORT ON DELIVERY OF IMPROVEMENT AND CHANGE PROGRAMMES, PROJECTS AND SAVINGS**

Sue Milburn, Group Manager, Transformation and Change introduced the report and responded to questions.

### **RESOLVED 2019/029**

That a further update for quarter 2 2019/20 be received in November 2019.

## **10. ICT OPERATIONAL PERFORMANCE QUARTER 1 2019-20**

Neil Marriott, Group Manager, Operational Delivery introduced the report and responded to questions.

### **RESOLVED 2019/030**

To receive a further report for the next quarter.

## **11. WORK PROGRAMME**

### **RESOLVED 2019/031**

That the Work Programme be agreed.

The meeting closed at 12.10 pm

**CHAIRMAN**