

24th June 2019

Agenda Item: 6

REPORT OF SERVICE DIRECTOR, CUSTOMERS, GOVERNANCE AND EMPLOYEES

MYNOTTS APP DEVELOPMENT AND IMPLEMENTATION

Purpose of the Report

1. To update members on the MyNotts App project, the research completed to date, and the progress made in procuring the right partner to take this work forward.
2. To authorise the phased approach being taken
3. To seek approval from members to authorise the funding required:
 - a. To deliver Phase 1 of the project
 - b. To implement a future-proof solution in readiness for Phase 2 (further development)
 - c. For the ongoing support and maintenance costs
 - d. To formulate a full business case for Phase 2 which will be brought back for sign off once Phase 1 has been delivered.
 - e. To cover the additional resources required in-house to manage, maintain and to ensure the App is kept up to date (enhancements, changes, additional features)

Information

4. Work completed to date

A significant amount of work has been completed to understand the best approach to take to deliver a great solution for Nottinghamshire. This has included:

- a. Investigating current management information available (high demand services at the Customer Service Centre and the most viewed pages and information online)
- b. Considering and investigating best approach to design. Over 20 Local Government Apps have been reviewed to understand the best approach and to learn from others.
- c. Considering the approach to take regarding support and maintenance. Ideally NCC would require a joint approach to this, some supplier led e.g. Operating System updates and others NCC led, e.g. minor tweaks, additions and changes (managed in-house by fully trained staff with access to the development element of the App).
- d. A consultation was arranged with Staffordshire County Council, the most similar council to Nottinghamshire with an App of this type, to understand the best approach, pitfalls,

support models they have in place and for them to share their learning. The Staffordshire App is considered one of the most successful Apps in this sector.

- e. A wide range of customer feedback was reviewed (available from various councils on the App Store)
- f. The project group meeting and consulting with procurement and ICT colleagues to ensure the right questions were asked during the procurement process.

5. Phased approach

a. Phase 1

- i. Develop the MyNotts app which will be a 'Digital Doorway' for customers to access key information and the most used services available from NCC.
- ii. Have icons and access to sites that promote the NCC Visitor Economy Strategy
- iii. Ensure that Phase 1 of the App is 'future proof' for any subsequent phases
- iv. Create a design to make it easier for customers to access 'key' information, but also ensure the design meets accessibility guidelines and is therefore fair and equitable for all Nottinghamshire residents.
- v. Provide a 'skin' that creates a shortcut to the best used pages, services and to information that provides the most value to our customers.
- vi. Estimated timeline for completion – 6-8 months (**Caveat:** The project is reliant on the Apps Store to upload the App and make it live – we are told this could take some time, as such we may see some slippage moving it into the 'live' environment. This is required for both i-phones and Android phones.

b. Phase 2

- i. Extend links to other NCC services (additional buttons/tiles/links)
- ii. Broaden the scope, to include:
 - Some personalisation (users see what is important to them)
 - Links to other partner sites, District partners, Police, Fire and Rescue
 - Links to health services, including the third sector
 - Further education / local school sites
 - Local news sites e.g. Mansfield Chad, West Bridgford News
 - 'Push' notification options enabling more tailored communications to improve customer engagement
- iii. The more that can be added and personalised, the more customers will benefit and use the App, all of which leads to improved customer engagement and reputational enhancement.

6. Procurement, Supplier, Resourcing and Costs

Procurement:

- a. Several stages of procurement have now been completed
 - i. Requirements for Phase 1 were published via Digital Market Place with 18 bids being considered and scored. The procurement began early April and was completed 24th April. Unsuccessful bidders were notified.
 - ii. 6 suppliers were shortlisted and were asked to send in written proposals for the work, these were received and evaluated on 8th May
 - iii. 4 suppliers were shortlisted from the written proposal and asked to attend a presentation and Q&A session to ensure there had been due diligence completed and to help inform the final choice. This exercise was completed on 16th May.

- b. The successful supplier was **Cantarus**. A Manchester based development agency with a wide understanding and expertise in the development and design of Apps. **Cantarus** are an Umbraco Gold partner (Umbraco is the system used by NCC to manage and develop web content) and have considerably experience of working with Firmstep platforms (the system used extensively by NCC for online forms and to provide scripts and support to the Customer Service Centre). They also have experience of working with several local government organisations and councils.

7. Supplier costs

The costs to develop the MyNotts App through the preferred supplier are outlined below (for Phase 1 development).

Costs from other suppliers were varied with many being significantly higher.

It was felt that **Cantarus** provided the clearest cost model and the most cost-effective solution.

Discovery and design	£20,900
Implementation	Between £40-£70,000
Support and maintenance (Cantarus offer support through call off days)	£12,000 in year 1 / £6,000 thereafter (Assumes required in year one)

There will be some additional costs for further development (Phase 2). There may be an option to share these costs with partner organisations should this be identified as part of the project scope. A further paper will be brought to members for authorisation of subsequent phases.

8. Resourcing

A project team across several areas will set up and be in place once contracts have been signed and the funding has been agreed.

The table below outlines resources that will be allocated to the project and provides a rough idea of the time that will be required. This team will be funded through individual departmental budgets and completed as business as usual.

Project Lead	Group Manager Customer Service	<1 day per week
Project Manager	Transformation Team, CEX	1-2 days/week
ICT	ICT Design and Change Manager	1 day per week
Digital	Business Partner	1-2 days/week
Customer Service	Business Partner	2 days per week
NCC staff	Digital, Customer Service and ICT	During UAT 3 days/week

There will be a requirement for some additional technical resource, once the App has been developed and implemented from 2020/2021. Based on the Staffordshire experience an additional resource (1xFTE) will be required to continue to move the App forward; administer notifications; make enhancements; provide general maintenance and to provide management reporting.

A full breakdown of costs is outlined below within the Financial Implications section.

9. Other Options Considered

- a. Developing this in-house was considered, however there is insufficient in-house expertise to be able to deliver this.
- b. This is NCC's first App, so it was imperative that the engaged supplier has a proven track record and considerable experience in the development of Apps for Councils and Local Government. Cantarus can provide this.

10. Reason/s for Recommendation/s

A MyNotts App will improve engagement with our customers and support them to find the information they need quickly and easily.

- a. Easier and quicker access to the service and information required
 - i. Each button/tile connects to the relevant 'Book it / pay for it / apply for it' sections on the NCC website
 - ii. Information presented to answer enquiries more efficiently
- b. Enhanced customer experience / ease of use
 - i. Supports the cross-cutting programme of work 'Improving Customer Experience through Digital Development' commission by members.
 - ii. Easy to access, stable and reliable once downloaded from the App Store
 - iii. Further links to private sector to be explored (potential)
- c. Efficiency / Value to money
 - i. Drive self-service
 - ii. If take-up is good, there is potential to reduce transactional calls to the CSC and departments
 - iii. Push notifications in Phase 2 may prevent 'avoidable contacts' by providing customers with news and information they need at a time they need it.
- d. Reputation
 - i. Additional channel for 'App' savvy customers
 - ii. Improved service = happier customers = better engagement with NCC

Phase 2 of the App development will include some personalisation and access to many other services, not all NCC

- e. One Stop Shop
 - i. Potential to link to partner sites in subsequent phases (in line with the Staffordshire County Council App)
 - ii. Access to all key Nottinghamshire Services regardless of who delivers them.

The team were asked to investigate this urgently by members and we are aware that there is a strong political drive to deliver this quickly for all our customers and for Nottinghamshire.

Phase 1 offers good value for money and will put in place the building blocks required to enable NCC to move to Phase 2 quickly and effectively.

Statutory and Policy Implications

11. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Data Protection and Information Governance

In Phase 1 there is no intention to capture any personal information relating to customers within the App.

Financial Implications

The estimated additional costs of implementing and maintaining the MyNotts App are set out below.

	2019/20 £	2020/21 £	Future Years £
Design and Implementation	90,900		
Additional Staffing		35,000	35,000.
Support and maintenance		12,000	6,000
Total Estimated Costs	90,900	47,000	41,000

There is no existing budget provision to meet these additional costs and it is therefore requested that Finance and Major Contracts Management Committee be requested to approve the additional costs be funded from contingency.

Human Resources Implications

No employee implications have been identified.

Public Sector Equality Duty implications

MyNotts App will be built to government accessibility standards.

Implications for Service Users

The aim of the MyNotts App is to make it easier and improve engagement and access to Council information, services and the wider Nottinghamshire organisations. In reviewing processes and considering technological and automated developments, consideration will be given to the needs and abilities of all residents to access services to ensure that any approaches developed do not disadvantage groups (see also Equality Duty implications)

RECOMMENDATION/S

The aim of this report is to set out the project approach and to provide members with a formal update on the progress being made with the MyNotts App project.

To move this project further and to deliver Phase 1 of the MyNotts App project it is recommended that members:

- 1) Support the phased approach being taken and the scope of the project in each of these phases
- 2) Authorise the team to proceed with Phase 1 of the project to deliver the MyNotts App for NCC and Nottinghamshire
- 3) Request Finance and Major Contracts Management Committee to approve allocations from contingency of £90,900 in 2019/20, £47,000 in 2020/21 and £41,000 in subsequent years to meet the additional costs

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Constitutional Comments (GR - 05/06/2019)

Pursuant to the County Councils constitution the Improvement and Change Sub Committee has the delegated authority to receive and make the recommendations contained within this report.

Financial Comments (RWK – 06/06/2019)

The additional costs arising from the proposals in the report are estimated to be £90,900 in 2019/20, £47,000 in 2020/21 and £41,000 per annum in subsequent years asset out in the Financial Implications paragraph. As there is no existing budget allocation to meet these costs it is requested that Finance and Major Contracts Management Committee approve that these costs are met from contingency.

HR Comments (JP - 24/5/2019)

Any relevant recruitment to the project will be in line with the appropriate HR procedure. Any new posts will require formal Job Evaluation

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

Electoral Division(s) and Member(s) Affected

- All