

22 September 2020**Agenda Item: 5****REPORT OF SERVICE DIRECTOR - CUSTOMERS, GOVERNANCE AND
EMPLOYEES****MYNOTTS APP – PROGRESS UPDATE****Purpose of the Report**

1. To present an update to members on the MyNotts App in terms of stats, feedback, improvements since launch, and progress made to date.

Information

2. The presentation will cover:
 - a. The changes and improvements already made to MyNotts App since launch
 - b. Work that is scheduled to be completed by Nottinghamshire County Council Customer Service Team around look and feel and additional buttons and services
 - c. The development requirements and additions requested from the meetings held with service departments
 - d. The take up, feedback and stats to date
 - e. The communication plan and work underway to drive new users
 - f. Future development work that will require ICT, web development and Supplier input.

Reasons for Recommendation

3. To update members on progress to date.

Statutory and Policy Implications

4. 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

5. Within the current options there is no intention to capture personal information relating to customers and users. Information Governance colleagues are being involved in the project at all stages to ensure compliance and security of data is considered throughout and any potential issues identified, and risks mitigated. Future development may include options for personalisation of the App which will require careful consideration and development.

Finance Implications

6. There are no financial implications at this stage. Should the additional work proposed move forward with ICT and Cantarus (MyNotts App Supplier) there may be additional costs associated. If this is the case a further report will be brought to committee for approval.

Human Resources Implications

7. None

Public Sector Equality Duty implications

8. The MyNotts App has been built to government accessibility standards. The supplier has given assurances that their product complies with all the necessary accessibility standards and legislation.
9. Customers and members of the Council's Disabled Employee Support Network will continue to be involved and engaged in testing of any changes.
10. The new Accessibility Legislation will improve the website and, in turn, the overall experience of using the MyNotts App ensuring it is easy to use and accessible to residents of all abilities.

Implications for Service Users

11. The aim of MyNotts App is to provide an additional, easy to access channel for residents, to 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 particular groups.

RECOMMENDATION

To request approval from members on the approach being taken to further develop the MyNotts App and for them to consider the proposed changes and options presented during the meeting.

Marjorie Toward

Service Director - Customers, Governance and Employees

For any enquiries about this report please contact:

Marie Rowney, Group Manager Customer Service, Tel: 0115 9772054, Mobile: 07540 272161

Constitutional Comments (KK12/09/19)

23. The proposal in this report is within the remit of the Improvement and Change Sub-Committee.

Financial Comments (SES 03/09/2020)

24. There are no specific financial implications arising directly from this report.

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