

Improvement and Change Sub-Committee

Monday, 23 September 2019 at 10:30

County Hall, West Bridgford, Nottingham, NG2 7QP

AGENDA

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| 1 | Minutes of the last meeting held on 24 June 2019 | 3 - 6 |
| 2 | Apologies for Absence | |
| 3 | Declarations of Interests by Members and Officers:- (see note below)
(a) Disclosable Pecuniary Interests
(b) Private Interests (pecuniary and non-pecuniary) | |
| 4 | An Update on the Cross Council Digital Programme - Improving the Customer Experience through Digital Development Programme | 7 - 14 |
| 5 | MyNotts App Development and Implementation – Progress Update | 15 - 20 |
| 6 | Presentation on Business Support Service | |
| 7 | Employment and Health Programme | 21 - 32 |
| 8 | Briefing on the Social Care Digital Pathfinders Funding Scheme | 33 - 36 |
| 9 | Progress Report on Delivery of Improvement and Change Programmes, Projects and Savings | 37 - 68 |
| 10 | ICT Operational Performance Quarter 1 19-20 | 69 - 82 |
| 11 | Work Programme | 83 - 86 |

Notes

- (1) Councillors are advised to contact their Research Officer for details of any Group Meetings which are planned for this meeting.
- (2) Members of the public wishing to inspect "Background Papers" referred to in the reports on the agenda or Schedule 12A of the Local Government Act should contact:-

Customer Services Centre 0300 500 80 80

- (3) Persons making a declaration of interest should have regard to the Code of Conduct and the Council's Procedure Rules. Those declaring must indicate the nature of their interest and the reasons for the declaration.

Councillors or Officers requiring clarification on whether to make a declaration of interest are invited to contact Sara Allmond (Tel. 0115 977 3794) or a colleague in Democratic Services prior to the meeting.

- (4) Councillors are reminded that Committee and Sub-Committee papers, with the exception of those which contain Exempt or Confidential Information, may be recycled.
- (5) This agenda and its associated reports are available to view online via an online calendar - <http://www.nottinghamshire.gov.uk/dms/Meetings.aspx>