

27 January 2020

Agenda Item: 6

REPORT OF THE SERVICE DIRECTOR, FINANCE, INFRASTRUCTURE AND IMPROVEMENT

TECHNOLOGY UPDATE

Purpose of the Report

1. To brief Members on the purpose and content of the presentation titled 'Technology update 2020'.

Information

2. The presentation aims to brief Members on how the investment in new technology has enabled transformation of service delivery across a number of service areas and is divided into four themes:
 - Day Care and Home Based Care portals
 - Interoperability and Integration
 - Robotic Process Automation
 - Future technology

Day Care and Home Based Care portals

3. In the first quarter of 2020, two new ICT portals will go live and fundamentally change the way in which the council commissions, monitors and manages the services delivered by day care service providers and home based care service providers. This element of the presentation will showcase this new functionality and the benefits to both the council and our citizens.

Interoperability and Integration

4. The second theme of the presentation will provide an update on the further development and deployment of this type of technology has addressed some of the challenges and inefficiencies within the Health and Social Care system and has continued to deliver significant benefits to the Council, our health partners and the citizens of Nottinghamshire.

Robotic Process Automation (RPA)

5. The use of RPA technology presents opportunities for the Council to improve it's inward and outward facing processes delivering greater efficiency and an improved customer experience. This theme of the presentation will brief Members on how this

technology is being considered and where it can be targeted to deliver the most benefit.

Future technology

6. The opportunities to exploit new technology to change the way in which the Council delivers services are emerging and evolving rapidly. This theme of the presentation will provide an overview of the technology available and how it may be exploited to the benefit of the Council and its citizens.

Other Options Considered

7. This is an update paper and as such, no other options have been considered.

Reason/s for Recommendation/s

8. The report is for information only.

Statutory and Policy Implications

9. 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.

RECOMMENDATION/S

- 1) That Members of the Improvement and Change Sub Committee agree to receive update reports on the technologies highlighted in this report and that the presentation of these updates will be included in the work plan.

Nigel Stevenson

Service Director, Finance, Infrastructure and Improvement

For any enquiries about this report please contact:

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Constitutional Comments

Improvement and Change sub-Committee is the appropriate body to consider the content of the report. (LW 16/01/2020)

Financial Comments

There are no specific financial implications arising directly from this report. (KRP 16/01/20)

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