Nottinghamshire County Council

Report to Improvement and Change Sub Committee

27 January 2020

Agenda Item: 4

REPORT OF SERVICE DIRECTOR - CUSTOMERS, GOVERNANCE AND EMPLOYEES

MYNOTTS APP DEVELOPMENT AND IMPLEMENTATION – PROGRESS UPDATE

Purpose of the Report

1. To update members on the MyNotts App project and the progress made to date.

Information

2. Since the last update which was provided in November, the MyNotts App will be ready to launch once final user testing has been completed. The work completed to date is as follows:

   - Accounts are set up in Google Apps and the Apps Store
   - MyNotts App can now be made available for anyone to download and use, once the button is pressed to make this live (it is currently only accessible in a test environment).
   - Testing has been completed on Android phones and is mid-testing for the i-phone version (we had delays getting access to the Apps Store).
   - Changes have been made on the Android version and as feedback is gathered for the i-phone version where more small changes will be made.
   - Testing was carried out initially by the project team, followed by staff from the Customer Service Centre and the Communication and Marketing team (as educated customers). The Citizens Panel members were also used in testing along focus groups suggested by colleagues in social care (e.g. Disabled Employees Support Network) - these groups covered a range of abilities and skills.
   - Information Governance has all been signed off
   - A comms plan is ready for launch and some internal communications have already begun

3. The final version of the MyNotts App has been reviewed against the original specification and what has been now been delivered. The final version meets all the required specifications required and agreed by members for Phase 1.

4. There are now measures in place to enable the project team and Customer Service colleagues to feedback the success of the MyNotts App to members once it has been fully launched, embedded and promoted.

   - New subscriber numbers – How many new people are signing up?

- Number of active users each month – Who is using it and how often?
- Top 'tile' clicks and views – Which buttons (services) are most popular?
- Feedback from the Apps Store (Apple and Google) – Do people like it? What are they saying about it?
- Feedback through other channels will also be evaluated to provide ongoing customer feedback. For example, a cohort of Nottinghamshire residents will provide ongoing feedback via the Citizens Panel.

Other Options Considered

5. The Council could have continued without developing an App, but this would leave us behind many other authorities and not make best use of available technology to improve services and outcomes for service users, customers, businesses, visitors and the wider public. This also fits well and is aligned to the 'Improving Customer Service through Digital Development' Strategy and programme of work.

Reasons for Recommendation

6. To promote Nottinghamshire and the work of the County Council, provide information and improve ease of access to a wide range of different services available across the County.

Statutory and Policy Implications

7. 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

8. In Phase 1 there is no intention to capture personal information relating to customers and users within the App. 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. Phase 2 may include options for personalisation of the App which will require careful consideration and development.

Financial Implications

9. The estimated additional costs of implementing and maintaining the MyNotts App are:

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

10. The Finance and Major Contracts Management Committee on 18 July 2019 approved the additional costs to be funded from Contingency. Any savings in service areas resulting from the roll out and implementation of the MyNotts App will be used to provide capacity to support the App going forward or contribute to the overall savings position as set out in the Council's Medium-Term Financial Strategy.

Human Resources Implications

11. Staffing resources are likely to be required on an ongoing basis from 2020 to ensure that the App is maintained, kept up to date and that it continues to develop and reflect changing services and the way in which people access them and to reflect evolving technology. This is reflected in the funding already approved by Finance and Major Contracts Committee for ongoing costs. 35k p.a.

Public Sector Equality Duty implications

12. The MyNotts App will be built to government accessibility standards. The supplier has given assurances that their product complies with all the necessary accessibility standards and legislation. Customers and members of the Council's Disabled Employee Support Network will be involved in the testing phase to ensure the MyNotts App is easy to use and accessible to all.

Implications for Service Users

13. The aim of the MyNotts App is to make it easier to access Council information, services and the wider Nottinghamshire organisations and to improve customer engagement. In reviewing processes, 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

1) It is recommended that Members agree to the launch of the App, consider the contents of this report and agree to receive a further progress update and further recommendations 9 month's time.

Marjorie Toward
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Constitutional Comments (GR 30/12/19)

14. Pursuant to the Nottinghamshire County Council Constitution this committee has the delegated authority to receive this report and make the recommendation contained within it.

Financial Comments (SS 31/12/19)

15. The costs of implementing the MyNotts App are estimated at £90,000 in 2019/20, £47,000 in 2020/21 and £41,000 in 2021/22. Finance and Major Contracts Management Committee have approved that these costs be funded from contingency.

16. Any savings in service areas resulting from the roll out and implementation of the MyNotts App will be used to provide capacity to support the App going forward or to contribute to the overall savings position as set out in the Council's Medium-Term Financial Strategy.

HR Comments (JP 30/12/19)

17. 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