

**22<sup>nd</sup> March 2021****Agenda Item: 9****REPORT OF SERVICE DIRECTOR - CUSTOMERS, GOVERNANCE AND  
EMPLOYEES****MYNOTTS APP – PLANNED IMPROVEMENTS AND 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 take up and stats to date
  - b. The communication plan and work underway to drive new users
  - c. The changes and improvements already made to MyNotts App, since our last update in September 2020
  - d. Work that is scheduled to be completed by Nottinghamshire County Council Customer Service Design and Build Team
  - e. Planned development, commencing shortly around personalisation

**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 any detailed 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. The development of personalisation within the App will take email addresses and district location only.

### **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**

- 1) To provide members with current stats and usability 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 (KK 23/02/21)**

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

### **Financial Comments (SES 23/02/2021)**

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