

Meeting      IMPROVEMENT AND CHANGE SUB-COMMITTEE

Date          25 June 2018 (commencing at 11.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Reg Adair (Chairman)

Pauline Allan  
John Cottee  
Kate Foale  
Richard Jackson

David Martin  
Diana Meale  
Philip Owen  
Steve Vickers

**OFFICERS IN ATTENDANCE**

Keith Ford	}	Resources
Matt Garrard		
Laurie Heighway		
Paul McKay		
Iain Macmillan		
Sue Milburn		
Celia Morris		
Nigel Stevenson		
Esther Turner		

**1. MINUTES**

The Minutes of the last meeting held on 12 March 2018, having been previously circulated, were confirmed and signed by the Chairman.

**2. APOLOGIES FOR ABSENCE**

None.

The following temporary changes of membership for this meeting only were reported:-

- Councillor Steve Vickers had replaced Councillor Stuart Wallace;
- Councillor Pauline Allan had replaced Councillor Jim Creamer.

**3. DECLARATIONS OF INTERESTS**

None

#### **4. BUSINESS CHANGE ANALYSIS FUNCTION**

Esther Turner and Laurie Heighway, Senior Business Change Analysts, gave a presentation which included:-

- the potential benefits which the multi-skilled Business Change team can bring in facilitating solutions, building diverse relationships and informing business decisions across a range of disciplines;
- a case study based on the work commissioned by the Remodelling Children's Care Project.

During discussions, Members raised the following specific areas for further consideration by the Business Change Analysis function in future:-

- the potential for benchmarking the Council's utilisation of technology against other County Councils;
- the development of an ICT 'app' for Highways, to include the reporting / recording of potholes.

#### **RESOLVED 2018/008**

- 1) That it be noted how the Business Change Analysis function was being utilised to support the design and delivery of transformational change within the Council.
- 2) That the Business Change function give further consideration to the issues raised by Members during discussions.

#### **5. YOUR NOTTINGHAMSHIRE, YOUR FUTURE – COUNCIL PLAN – REVIEW OF PROGRESS QUARTER 4**

Matthew Garrard, Performance, Intelligence and Policy Team Manager, introduced the report which provided an overview of performance against the Council Plan at the end of Quarter 4 of 2017-18 (January –March 2018).

During discussions, Members requested that future reports:-

- include brief summaries to highlight areas that are performing particularly well and to explain what the relevant service committees are doing to address areas that are behind target;
- include numbering of the various activities for ease of reference.

#### **RESOLVED 2018/009**

That the performance issues outlined in Appendix A be noted and the format of future reports be refined to reflect issues raised by Members in the discussions.

## **6. PROGRESS REPORT ON DELIVERY OF IMPROVEMENT AND CHANGE PROGRAMMES, PROJECTS AND SAVINGS**

Celia Morris, Group Manager, Performance and Improvement, introduced the report which provided an update on departmental Improvement and Change Programmes and delivery of the current savings and strategically significant projects.

### **RESOLVED 2018/010**

That the departmental Improvement and Change Portfolio and quarterly projects and savings updates be noted.

## **7. MONITORING OF SAVINGS IN ADULT SOCIAL CARE**

Paul McKay, Deputy Director of Adult Social Care, Health and Public Protection, introduced the report which sought approval for an amended approach to savings monitoring.

### **RESOLVED 2018/011**

That the amended approach to monitoring savings across Adult Social Care be approved.

## **8. ICT PROGRAMMES AND PERFORMANCE - QUARTER 4 2017-18**

Sue Milburn, Group Manager, Business, Change & Engagement, introduced the report which provided an update on key projects and performance measures for ICT services for quarter 4 of 2018/18 (January – March 2018) and outlined the major planned activities over the next 6 month period.

Following discussions, officers agreed to pursue the following issues raised by Members:-

- concerns had been raised with Members about the reliability of phone connectivity with the Lenovo devices, concerns being raised with Members;
- it was requested that the Guest Wi-Fi log-in details at County Hall be shared with Members;
- the costs of providing mobile data capability for those Members and officers who were not utilising this.

It was also highlighted that a review of the ICT offer to Members was being undertaken and that the views expressed at this meeting would be fed in.

### **RESOLVED 2018/012**

That a report on the next quarter monitoring period be submitted to a future meeting of the Sub-Committee.

## **9. SMARTER WORKING PROGRAMME**

Iain Macmillan, Programme Manager, introduced the report which provided an overview on the progress of the Smarter Working Programme and details of the future deployment schedule across the County and sought approval to review the Programme's governance arrangements.

### **RESOLVED 2018/013**

- 1) That the progress of the Smarter Working Programme be noted.
- 2) That a review be undertaken of the Programme's governance arrangements and any identified proposals for changes to these arrangements be submitted to a subsequent meeting of the Sub-Committee.

## **10. WORK PROGRAMME**

The Chairman introduced the report and sought suggestions from the Chairmen of the various service committees for other topics to include. In response, Members referred back to the issue of an ICT 'app' for Highways and related services such as Blue Parking Badges and requested that an update be provided to a future meeting to capture the Council's current online services offer and how that compares with other relevant Councils (referencing any relevant benchmarking data that might be available).

### **RESOLVED 2018/014**

That the Work Programme be amended to reflect Members' discussions.

The meeting closed at 12.42 pm

**CHAIRMAN**