

12 October 2020

Agenda Item: 9

**REPORT OF SERVICE DIRECTOR - CUSTOMERS, GOVERNANCE AND
EMPLOYEES****NEW MEMBERS' INTRANET PAGES 'MEMBERS HUB' – PROGRESS
UPDATE****Purpose of the Report**

1. To present an update to members on the progress made to date with regard to redesigning the members' intranet pages and to seek feedback from members on the proposals and any additional suggested content.

Information

2. Members will recall that an update report on the Activity Plan relating to the Members Communication and Engagement Programme was considered at a meeting of this Committee on December 17th 2019.
3. Since that time, progress has unfortunately slowed from what had been planned, due to the need to focus many resources on the Council's urgent response to the COVID-19 pandemic. This included diverting many resources within Democratic Services, ICT, the Customer Services Centre and Communications teams into changing systems, procedures and service delivery to ensure that vital services continued to be delivered to the front line and so that alternative "virtual" meetings could take place to ensure that important democratic processes could continue.
4. More recently, it has been possible to refocus some capacity on the work of the Activity Plan and this report is to update members on one particular element, around Communications with members. There were 7 specific elements to this section and progress with each of the elements can be summarised as follows:

No.	Activity	Status	Comments
1.1	Develop and launch new "Newsroom" pages	Completed	Pages available to members from September/October through: https://www.nottinghamshire.gov.uk/newsroom
1.2	My Notts App and Website	Completed	Launched January 2020 and substantial improvements, additional tiles and new services have been added over intervening

	Development and launch		months. Latest report on progress to Improvement and Change Sub-Committee on 22/9/20
1.3	Re-launch information for members webpages on the Intranet	Design and initial content in testing	Progress update and demonstration to Governance and Ethics Committee today (12 October 2020)
1.4	Information leaflets and online content	Completed	Leaflet on gritting completed. Other topic specific leaflets/online content to be developed over the medium term
1.5	Design and Implement a standardised summary of Council achievements, activities and information	On Target	Scoping underway. Further Information leaflets to be delivered (flooding leaflet due January 20) Further content to be based on Council strategy and Budget information. To be made available in different formats including printed and online solutions
1.6	Develop and implement information and insight for members on constituency matters	In discovery	Work to capture relevant information for members relating to their ward areas is in the discovery stage. It is envisaged that it will take time to develop and refine the tools to deliver a suitable system for members. Testing and implementation is not expected until mid-2021.
1.7	Procure and implement Customer Relationship Management (CRM) system	To be developed as part of cross cutting transformation programmes	Long term objective linking to Council's Digital Programme. Will require a whole Council project management approach to develop a business case and specific requirements to form the basis of a specification necessary for a procurement exercise.

5. The focus on today's report is on element 1.3 (the development of improved Intranet Pages specifically dedicated to members' needs). Members will receive a practical demonstration of the proposals and feedback is welcomed.
6. The demonstration will consider:
 - a. The current members intranet pages and way in which information is presented
 - b. The proposal to bring all member information and access to one single page rebranded as the "Members Hub"
 - c. A demonstration of the test version of the Members Hub, to show the look and feel of the buttons/tiles and the links which sit beneath them
 - d. Members' feedback on the direction of travel and suggested additional content
 - e. The timescales for next steps, completion and launch
 - f. Any identified training requirements
7. At the next meeting of Committee, it is hoped to bring a wider update on progress with the Activity Plan with a particular focus on member training and development.

8. In the meantime, (and in light of the previous success of other working groups doing work on Outside Bodies and development of the Members Code of Conduct) it is suggested that it would be helpful to establish a cross-party Members Working Group. The group could consider any further developments for these proposals or for other elements of the Activity Plan relating to the Programme. This way, there will be a readily identified group with whom to discuss any new elements of this work to ensure that members' needs and requirements are reflected in the end products.

Reasons for Recommendation

9. To update members on progress to date with activities falling within part 1 of the Activity Plan agreed by members in December 2019.

Statutory and Policy Implications

10. 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

11. Within the current proposals there is no intention to capture personal information relating to customers and users. The data is information already available and is just being brought together in one location with improved navigation. Should this change, Information Governance colleagues will be involved to ensure compliance and security of data is considered and any potential issues identified, and risks mitigated.

Finance Implications

12. There are no financial implications at this stage. The Members Hub is intended to draw together information already available from a variety of places into one single location which is clear and easy to use for members.

Human Resources Implications

13. None

Public Sector Equality Duty implications

14. The Members Hub will be built to government accessibility standards in line with new Accessibility Legislation. This will improve the intranet and, in turn, the overall experience of using the Members Hub ensuring it is easy to use and accessible to all members.

Implications for Service Users

15. The aim of the Members Hub is to provide a single, easy to access channel for Members, to improve engagement with and access to Council information about services and support for elected members. Feedback from members will inform the nature and feel of the Members Hub to ensure fitness for purpose for members use.

RECOMMENDATION

- a) That members approve the overall approach being taken with the test Members Hub and
- b) That members provide feedback with regard to the look and feel of the Members Hub and any further suggestions for content
- c) That a cross party member working group be established to undertake a review of the test Hub, to provide any further suggestions for content and to provide member feedback on any other aspects of the Activity Plan as necessary

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Constitutional Comments (HD – 30/9/2020)

23. The proposal in this report is within the remit of the Governance and Ethics Committee.

Financial Comments (SES 30/09/2020)

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.

- Members Communication and Engagement Programme Update – Report to Governance and Ethics Committee 17 December 2019 (Published)

Electoral Division(s) and Member(s) Affected

- All