



Meeting IMPROVEMENT AND CHANGE SUB-COMMITTEE

Date 22 September 2020 (commencing at 10.30 am)

**Membership**

Persons absent are marked with an 'A'

**COUNCILLORS**

Reg Adair (Chairman)

John Cottee  
Jim Creamer  
Kate Foale  
Tony Harper

Richard Jackson  
David Martin  
Diana Meale  
Philip Owen

**OTHER MEMBERS PRESENT**

Councillor Mrs Kay Cutts MBE

**OFFICERS IN ATTENDANCE**

Adrian Smith

Deputy Chief Executive

Sara Allmond  
Mark Davies  
Derek Higton  
Sue Milburn  
Marie Rowney  
Nigel Stevenson  
Marjorie Toward

Chief Executive's Department

**1. MINUTES**

The Minutes of the last meeting held on 21 July 2020, having been previously circulated, were confirmed and signed by the Chairman.

**2. APOLOGIES FOR ABSENCE**

None

**3. DECLARATIONS OF INTERESTS**

None

#### **4. TRANSFORMATION AND CHANGE PROGRAMMES AND THE TRANSFORMATION MODEL**

Derek Highton, Service Director, Transformation and Change introduced the report and responded to questions.

##### **RESOLVED 2020/11**

- 1) That the proposed way forward for implementing the agreed model for transformation, improvement and change, as set out in the report be approved.
- 2) That further updates on the implementation of the model and the definition, initiation and delivery of transformation programmes going forward be received.

#### **5. MYNOTTS APP – PROGRESS UPDATE**

Marie Rowney, Group Manager Customer Service introduced the report, gave a presentation and responded to questions.

##### **RESOLVED 2020/012**

To approve the approach being taken to further develop the MyNotts App and accepted the proposed changes and options presented during the meeting.

#### **6. CHANGES TO THE SAVINGS DELIVERY PROFILE OF EXISTING, PREVIOUSLY APPROVED PROJECTS**

Sue Milburn, Group Manager, Transformation and Change introduced the report and responded to questions.

##### **RESOLVED 2020/013**

That the change requests set out in appendices A and B of the report be approved.

#### **7. ICT OPERATIONAL PERFORMANCE QUARTER 1 2020-21**

Mark Davies, Interim Head of ICT introduced the report and responded to questions.

##### **RESOLVED 2020/014**

That a further update report would be received for the next quarter.

#### **8. WORK PROGRAMME**

##### **RESOLVED 2020/015**

That the Work Programme be agreed.

The meeting closed at 11.45 am

**CHAIRMAN**