Committee Digital Services Sub Committee	Dated: 3rd September 2021
Subject: Modern.Gov App Pilot Evaluation	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	9
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	£
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain's Department?	N/A
Report of: Chief Operating Officer	For Decision
Report author: Sam Collins	

Summary

This paper provides a summary of the findings from the Modern.Gov mobile application pilot for the management of committee papers. Overall Members were positive on the use of the Modern.Gov mobile app and on a future move to paperless ways of working. Concerns were raised around the limitations of the application, however only one respondent stated that they would not recommend the application to fellow Members.

Recommendation(s)

Members are requested to note the evaluation findings and confirm next steps.

Main Report

Background

1. The Modern.Gov software, provided by Civica, is used by Committee Services for the collation and publication of agenda packs for all City of London Corporation Committees. It is a market leading solution for governance and meeting management in the public sector and is used by 76% local authorities in England and Wales.

2. The software provides functionality for the entire lifecycle of committee papers, including the collation of electronic document packs by Committee Services, the publication of papers for consumption by members of the public and the distribution and management of committee papers to Members and Officers.

3. This final element of the functionality is provided through a mobile application, which can be downloaded and configured for ios and Windows devices. The software allows meeting attendees to manage their meeting papers, including the ability to annotate and make electronic notes. The original version of the mobile application was not well received within the City Corporation, however Civica have released an updated and improved mobile application which provides additional functionality.

4. The Digital Services Sub Committee requested a pilot of the Modern.Gov mobile application to evaluate its potential in moving the City Corporation to more paperless ways of working for committees.

Current Position

5. 37 Members volunteered to take part in the pilot, including the Chair and Deputy Chair of the Digital Services Sub Committee. The pilot began in May, with Members invited to attend a training session held by the Technology Support Team, as well as a one to one appointment, to install and configure the mobile application. Members of the pilot were invited to feedback on their experience of using the application through a survey.

6. Responses were received from 8 Members, with the findings summarised as follows;

   a. All responders confirmed that they had managed to use the Modern.Gov app and that they found it was easy to use (scoring 3.63 out of 5).

   b. Having all papers in one location and the ability to annotate them were noted as the most useful features.

   c. The general stability of the app and 'crashing' was noted as the most significant problem, as well as bandwidth issues and difficulties logging in.

   d. 6 out of 8 of the responders had attended a training session and all those that attended found it useful. Members commented that the training should also cover the limitations of the app, as well as the features, including other software options for annotating documents.

   e. 5 out of the 8 responders were very positive that they would recommend the Modern.Gov app to a fellow Member, with one neutral and two against.

   f. All responders were very supportive of a digital engagement programme, with a move to paper-free ways of working (scoring it 4.38 out of 5).

Options

7. The Digital Services Sub Committee is asked to review the findings of the Modern.Gov mobile application pilot and confirm how they would like to proceed. The available options could include;

   a) Pursue Member agreement to move to paperless committee meetings, supported by the Modern.Gov application. Members would be required to move to electronic agenda packs only, with printed papers provided only by exception.

   b) Continue to encourage Members to use the Modern.Gov in place of printed committee papers, however this is not mandated.

   c) Do not progress with the use of the Modern.Gov application at the current time.

8. Members should note that any further rollout of the Modern.Gov application would need to be carefully managed and properly resourced given the requirement for configuration, installation and training.

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