

County Council Meeting – 18 May 2023**Question to Councillor Wilson
Cabinet Member for Communities and Culture****By Councillor Pritchard**

Question

I have been promoting the use of the MyStaffs mobile device app to residents, it has come to my attention that the current version cannot be installed using the latest android software. Could the portfolio holder please ensure that the App is updated so that it can be downloaded universally across commonly used hardware platforms, and a “test and review” procedure is introduced to ensure that the compatibility of the App keeps pace with device software upgrades.

Reply

On the 22nd of March 2023 Google and Apple updated their terms and conditions and subsequently required us to undertake a review of the data captured by the MyStaffs App and re-apply to be listed on the Google Play Store and Apple App Store. This work was carried out and the MyStaffs App was successfully relisted. Testing was undertaken to check it was working on Android and Apple devices and no issues were identified.

This is the first issue that has been raised with us on this and officers are now investigating and working to resolve it. Once we have identified the problem and it's cause we will ensure that this doesn't happen again. In the interim all the services provided by the MyStaffs App are still available via the Council's website.

