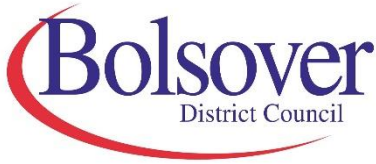


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**North East
Derbyshire**
District Council

Annual Meeting of the Joint Committee

Contact: Nicoli Ellis-Hall
Tel: 01246 217749
Email: Nicoli.ellis-hall@ne-derbyshire.gov.uk
Date: Friday, 14 June 2024

To: Members of the Joint ICT Committee

Please attend the Annual Meeting of the Joint ICT Committee to be held on **Monday, 24 June 2024 at 2.00 pm** in the **Council Chamber** at North East Derbyshire District Council, 2013 Mill Lane, Wingerworth, Chesterfield S42 6NG.

Please note that immediately following the meeting the Joint Assistant Director of ICT will give a presentation to Members providing an overview of Artificial Intelligence (AI).

Yours sincerely

Assistant Director of Governance & Monitoring Officer

Members of the Committee

Councillor J Barry (Vice-Chair)	North East Derbyshire District Council
Councillor J Birkin	North East Derbyshire District Council
Councillor S Reed	North East Derbyshire District Council
Councillor D Bennett	Bolsover District Council
Councillor S Fritchley	Bolsover District Council
Councillor C Moesby	Bolsover District Council
Councillor D Chapman	Derbyshire Dales District Council
Councillor D Hughes (Chair)	Derbyshire Dales District Council
Councillor D Nash	Derbyshire Dales District Council

For further information about this meeting please contact: Nicoli Ellis-Hall 01246 217749

AGENDA

1 Appointment of Chair

To appoint the Chair of the Joint ICT Committee for the 2024-25 Municipal Year.

2 Appointment of Vice Chair

To appoint the Vice Chair of the Joint ICT Committee for the 2024-25 Municipal Year.

3 Apologies for Absence

4 Minutes of the Last Meeting (Pages 5 - 6)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee meeting held on 12 February 2024.

5 Appointment of Secretary of the Joint ICT Committee

To appoint a Secretary of the Joint ICT Committee for the 2024-25 Municipal Year.

6 Appointment of Treasurer for the Joint ICT Committee

To appoint a Treasurer of the Joint ICT Committee for the 2024-25 Municipal Year.

7 Appointment of Auditor for the Joint ICT Committee

To appoint an Auditor of the Joint ICT Committee for the 2024-2025 Municipal Year.

8 Quarterly Report of the Joint ICT Service: Quarter Four, 2023-24 - PART ONE (Pages 7 - 15)

Report of the Joint Assistant Director of ICT

9 Exclusion of Public

The Chair to move:-

That the public be excluded from the meeting during the discussion of the following item(s) of business to avoid the disclosure to them of exempt information as defined in Paragraph 7, Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006).

10 Quarterly Report of the Joint ICT Service: Quarter Four 2023-24 - PART TWO
(Pages 16 - 30)

Report of the Joint Assistant Director of ICT

Paragraph 7

11 Date of Next Meeting

The next meeting of the Joint ICT Committee will take place on Monday, 4 November 2024 at 2.00 pm.

Access for All statement

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- **Phone** - [01246 231111](tel:01246231111)
- **Email** - connectne@ne-derbyshire.gov.uk
- **Text** - [07800 00 24 25](tel:07800002425)
- **BSL Video Call** – a three way video call with us and a BSL interpreter. It is free to call North East Derbyshire District Council with [Sign Solutions](#) or call into the offices at Wingerworth.
- Call with [Relay UK](#) via textphone or app on [0800 500 888](tel:0800500888)– a free phone service
- **Visiting** our [offices](#) at Wingerworth – 2013 Mill lane, [S42 6NG](#)

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 12 FEBRUARY 2024

Present:

Councillor Jayne Barry (Vice-Chair) (in the Chair)

Councillor Joseph Birkin

Councillor Stephen Reed

Councillor David Bennett - BDC

Duncan Haywood - BDC

Councillor David Chapman - DDDC

Also Present:

Nicki Astle

Assistant Director of ICT

H Mitchell

Director of Corporate and Customer Services (Monitoring Officer)

A Maher

Governance Manager

A Bond

Governance Officer

JIC/1 Apologies for Absence

9/23-

24

Apologies for absence were received from Councillors C Moesby and S Fritchley.

Councillor D Haywood attended the meeting as a substitute for Councillor C Moesby.

JIC/2 Minutes of Last Meeting

0/23-

24

Members drew attention to the fact that it had been agreed that the potential ramifications of the new East Midlands Combined Authority on ICT Security should have been included on the agenda for the current meeting. They were informed that the Assistant Director of ICT was not aware of any specific risks affecting ICT and that there was nothing to update Committee on.

RESOLVED – That the Minutes of the Joint ICT Committee, held on Monday 2 October 2023 be approved as a true and accurate record.

JIC/2 Exclusion of Public

1/23-

24

RESOLVED – That the public be excluded from the meeting during the discussion of the following items of business to avoid the disclosure to them of exempt information as defined in Paragraph 7, Part 1 of Schedule 12A to the Local Government Act 1972, (as amended by the Local Government (Access to Information) (Variation) Order 2006).

JIC/2 Quarterly Service Update - Quarter 2 July to Sept 2023 & Quarter 3 October to Dec 2023

2/23-

24

Committee received a quarterly service update report that highlighted Quarter Two and Quarter Three of the 2023/24 Municipal Year.

RESOLVED – That the service report be noted.

JIC/2 Urgent Business

**3/23-
24**

Members discussed issues with the hearing looping the Council Chamber. They heard that this would be investigated and addressed.

JIC/2 Date of Next Meeting

**4/23-
24**

It was agreed that the next meeting of the Joint ICT Committee would be held at the Offices at Derbyshire Dales District Council and that Members would be informed on the meeting dates for the next municipal year by the Governance Team.

Agenda Item 8

Quarterly Report on the Joint ICT Service (Covering Quarter 4 2023 to 2024) – PART ONE

1. Summary

It has been agreed that a quarterly report on Joint ICT Service will be provided to appraise the Joint Management Team and Shared Service Committee on performance, budget, resource utilisation, key projects, security, and ongoing development of the service.

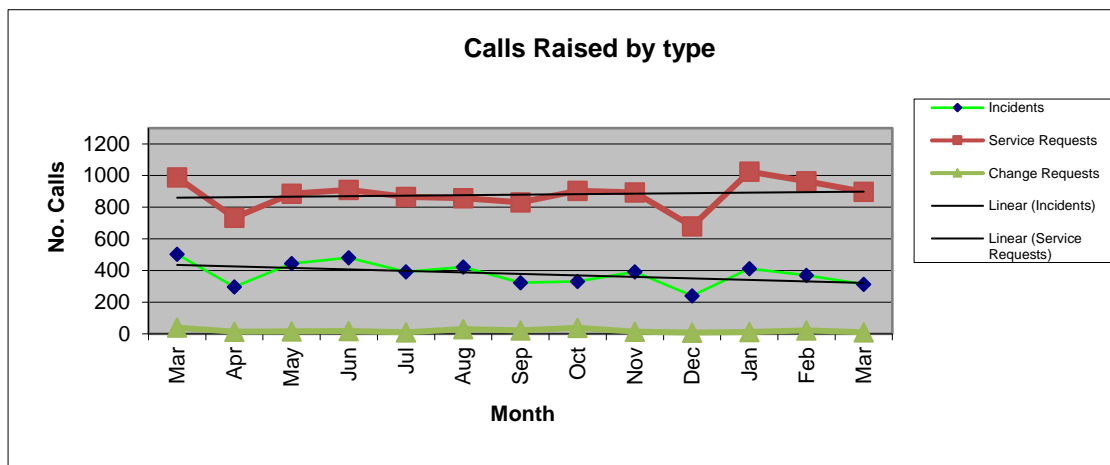
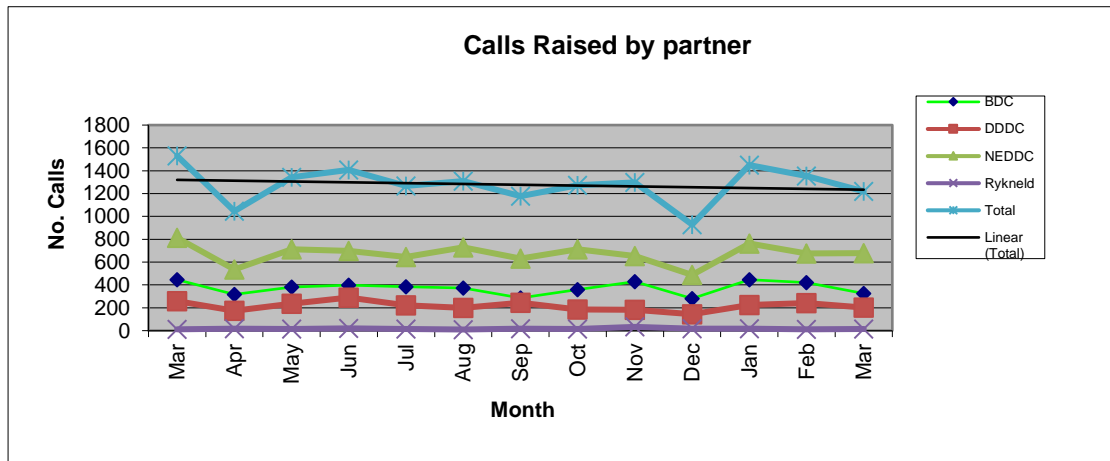
This report covers Quarter 4 of the financial year 2023-2024 (January to March 2024).

Background data and selected individual partner graphs that support the analysis below can be found in Appendix 1.

2.1 Support

The three Key Performance Indicators (KPI) as defined in the Service Level Agreements (SLA) between the Joint ICT Service and its partners are detailed below.

2.1.1 Calls



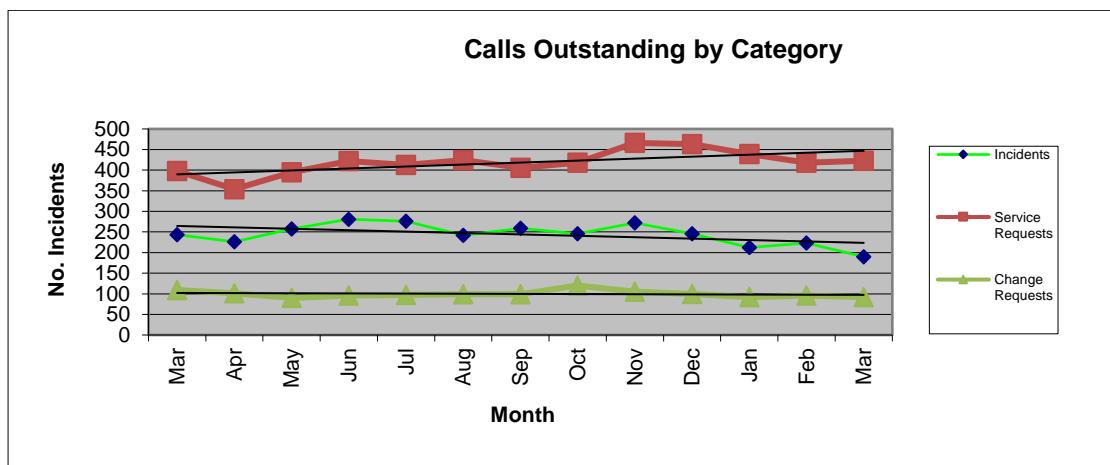
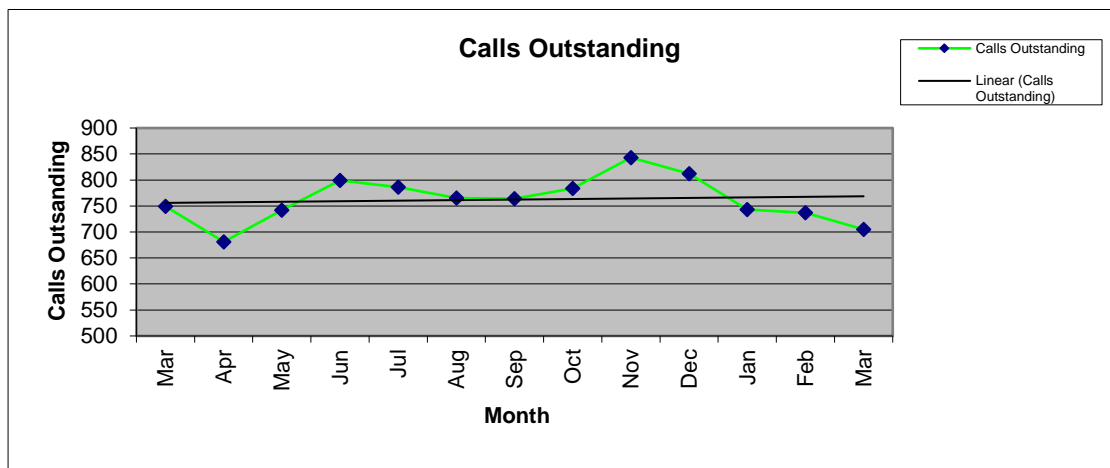
Quarterly Report on the Joint ICT Service (Covering Quarter 4 2023 to 2024) – PART ONE

Whilst not a performance indicator in itself, it does indicate the level of demand on the Service Desk.

Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last 3 months. These figures are comparable to last year's figures, unlike previous years where the figures were much higher.
- On average the service has received 1341 incidents and service requests per month, consistent with the previous 6 months.
- The majority logged are service requests, rather than incidents.

2.1.2 Calls Outstanding



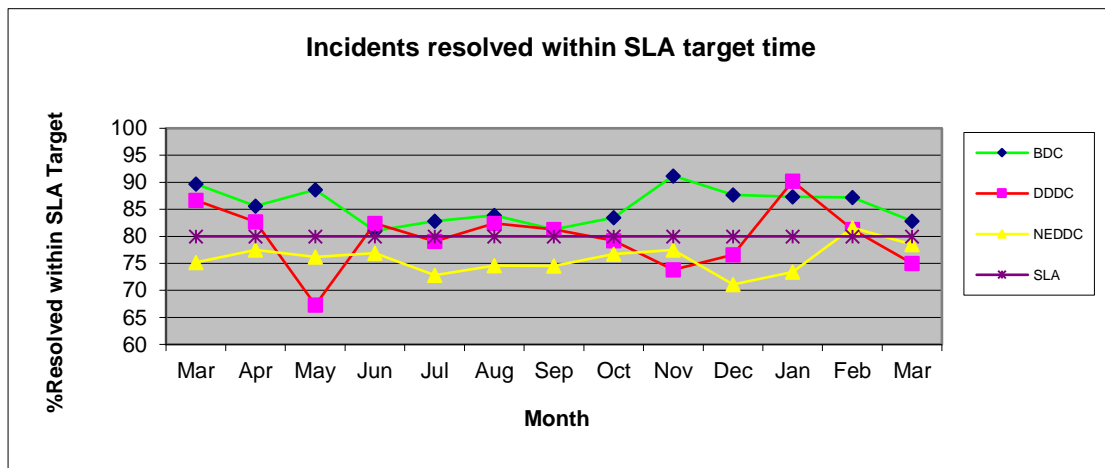
Again, whilst not a performance indicator the levels of outstanding calls gives an indication of potential future issues with the SLA Resolution performance indicator, project work and the impacts of staff absence on the service.

Key points to note are:

Quarterly Report on the Joint ICT Service (Covering Quarter 4 2023 to 2024) – PART ONE

- Total number of outstanding calls has gradually and consistently started to decrease over the last quarter.
- Most outstanding calls are Service Requests rather than incidents. Service requests tend to be more complex and often take longer to resolve than incidents.
- As expected, the recruitment to vacant posts is having a positive impact on reducing the number of outstanding calls. However, this reduction is likely to take some time and may still have a negative impact on achieving the SLA. As older calls are resolved there is an increased percentage of calls which fail the SLA.
- The successful recruitment of two trainee positions (1.5 additional temporary posts) utilising underspends from previous years budgets, should help reduce this backlog of calls further and assist with major upcoming project works.
- Despite this, minimal negative user group feedback has been received relating to the increased number of outstanding calls, indicating that these requests may not be of a priority.

2.1.3 Incidents resolved within SLA Target time

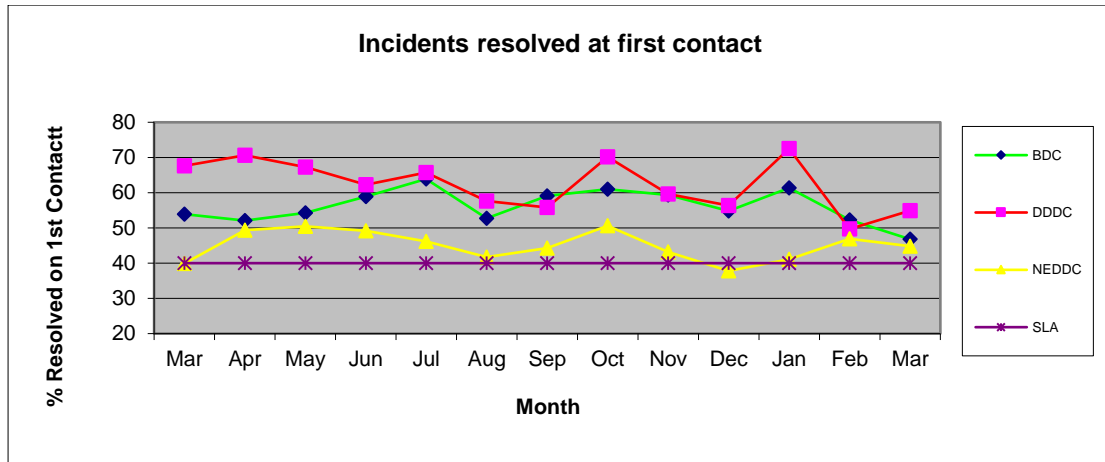


Key points to note:

- Over the 3-month period BDC (86%) and DDDC (82%) on average exceeded the SLA of 80% of incidents and service requests being resolved within fix time. NEDDC however, just came under the SLA at an average of 78%.
- The closure of outstanding calls is impacting the SLA.
- We have now filled all but a .5 vacant permanent position and appointed 2 trainee fixed term posts.
- It may take some time before we see the benefits of these appointments on the Service Level Agreement statistics.
- Close monitoring will continue and requests for additional resource may be necessary to maintain the service.

Quarterly Report on the Joint ICT Service (Covering Quarter 4 2023 to 2024) – PART ONE

2.1.4 Incidents resolved on 1st Contact.



Key points to note:

- First time fix SLA target of 40% of incidents and service requests fixed at first contact was on average exceeded at all authorities over the last quarter.

2.1.5 Outages

The service categorises two types of major outage:

A priority 1 incident either affects a service delivered to customers or has an impact on staff across a number of service areas.

A priority 2 incident affects multiple users of a single system or service area or public-facing system.

In both cases staff are assigned to work on the incident immediately and ICT management are informed automatically.

Following any major incident, a report is prepared which includes a root cause analysis, lessons learned and recommendations where applicable.

For the last 3 months the breakdown of Priority 1 and Priority 2 incidents was as follows:

	Jan	Feb	March	Quarter Total
Priority 1	3	0	2	5
Priority 2	8	8	4	20
Total	11	8	6	25

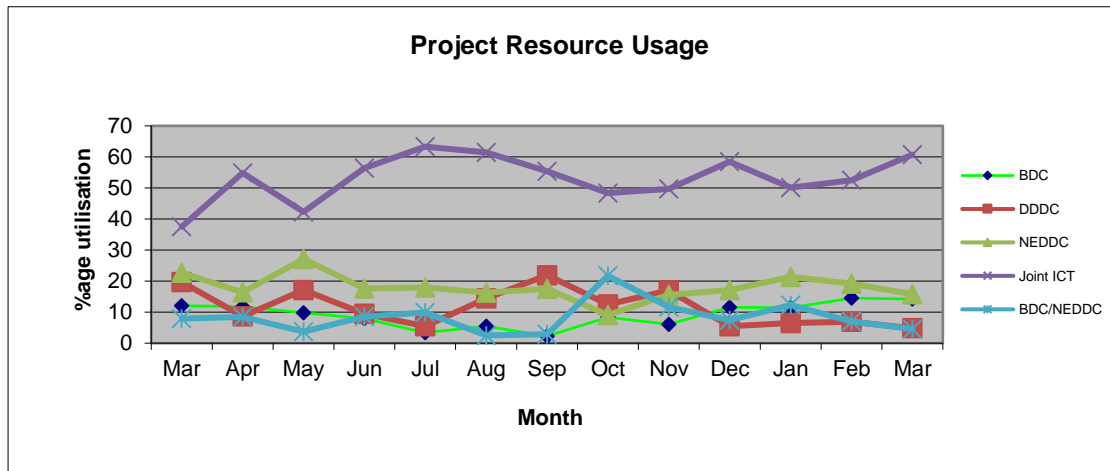
Quarterly Report on the Joint ICT Service (Covering Quarter 4 2023 to 2024) – PART ONE

Priority 1 outages:

Main websites and planning public access site short outages. Cloud web filter being applied to websites to assist with debugging of site issues and preventing denial of service attacks. Cloud filter to be applied to DDDC and BDC over the next few months.

2.2 Resource utilisation

As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.

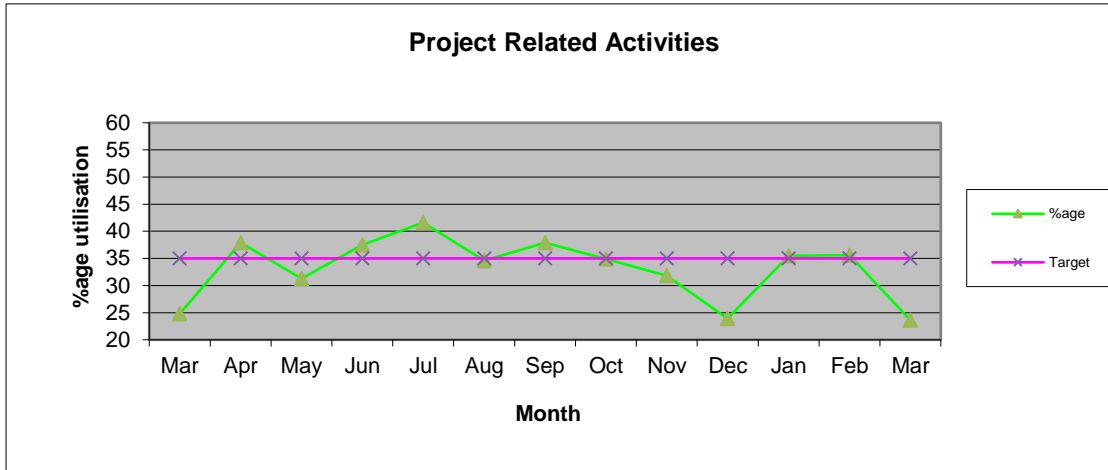


Key points to note are:

- Joint ICT project time remained high over the last quarter as all authorities are facing similar challenges and major projects impacting all three authorities.
- Percentage time spent on projects was on average below the 35% target during the last quarter at 32%.

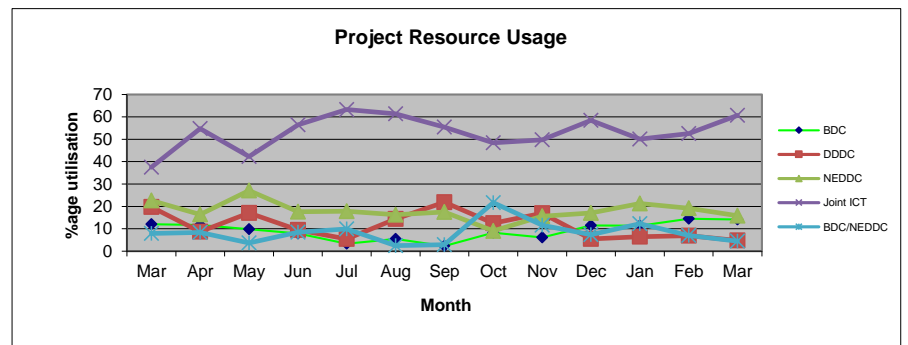
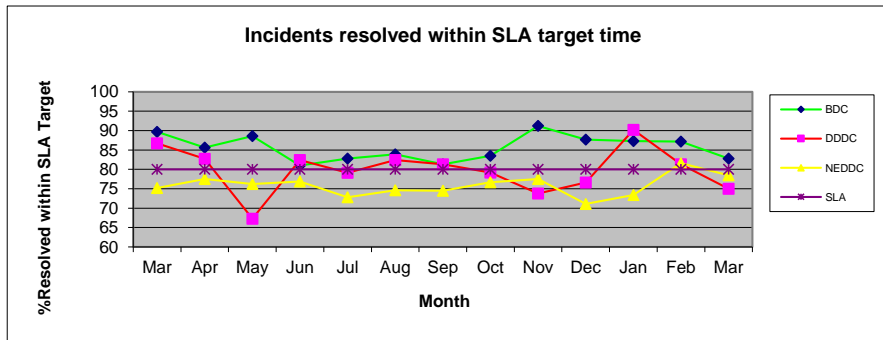
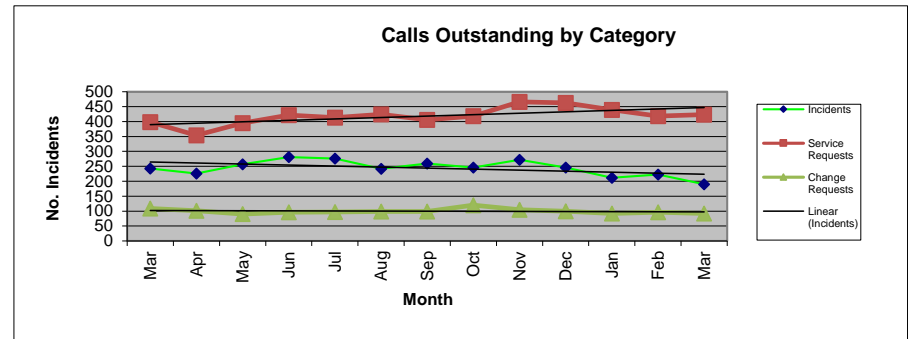
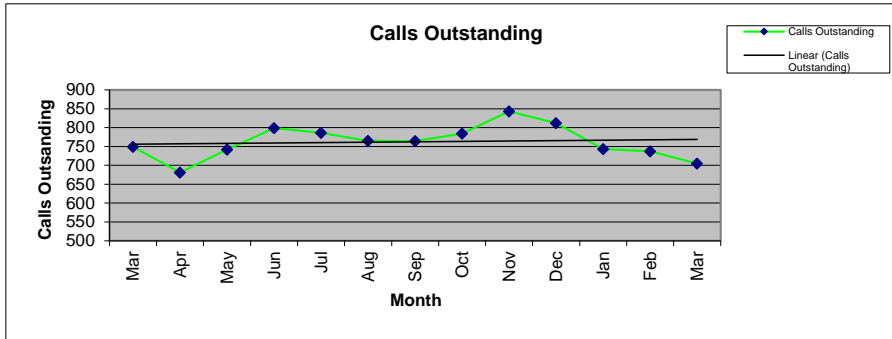
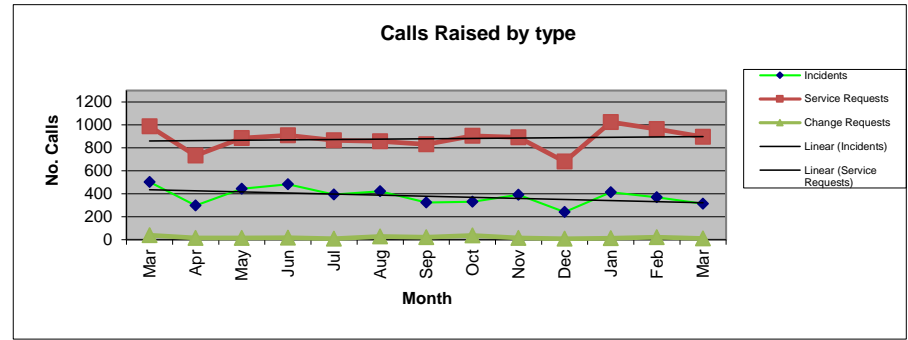
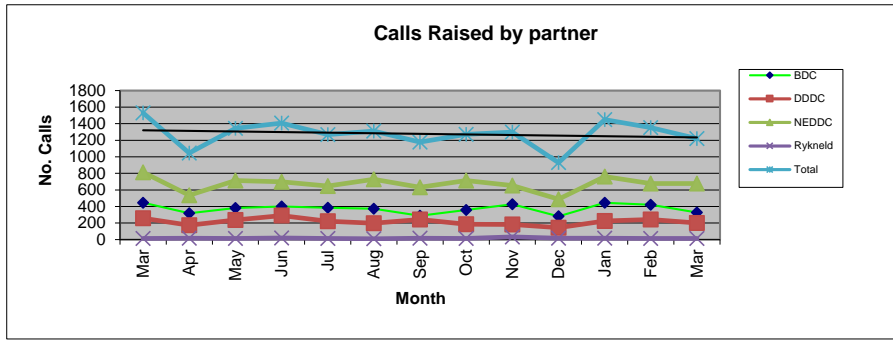
As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:

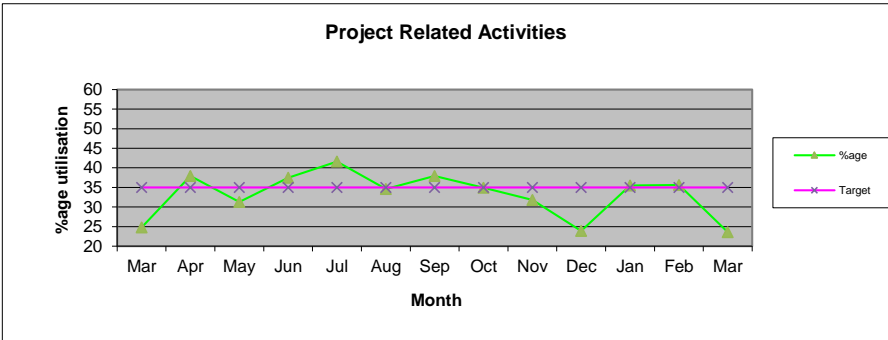
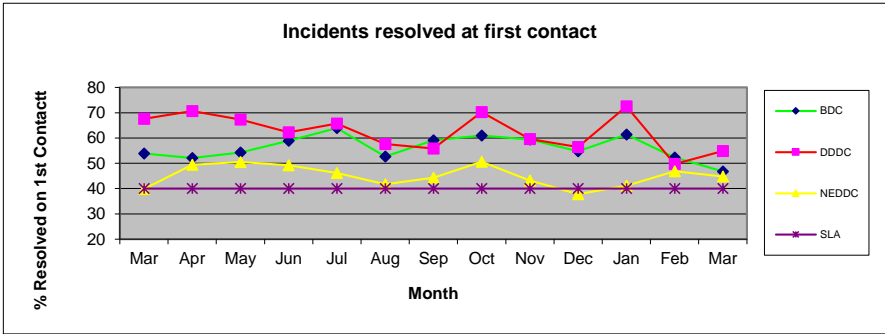
**Quarterly Report on the Joint ICT Service
(Covering Quarter 4 2023 to 2024) – PART ONE**



Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 1 of Schedule 12A of the Local government Act 1991.

APPENDIX 1





Agenda Item 10

By virtue of paragraph(s) 7 of Part 1 of Schedule 12A of the Local Government Act 1972.

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