

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 18 NOVEMBER 2025

Present:

Councillor David Bennett (Chair) (in the Chair)
Councillor David Hughes (Vice-Chair)

Councillor Donna Hales
Councillor Neil Baker

Councillor Joseph Birkin
Councillor Andy Nash

Also Present:

N Astle	Assistant Director of ICT
J Spencer	Democratic Services Manager DDDC
T Fuller	Senior Governance Officer

JIC/1 Apologies for Absence

2/25-

26 Apologies for absence had been received from Councillors Jayne Barry (NEDDC) and Jane Yates (BDC).

JIC/1 Minutes of Last Meeting

3/25-

26 RESOLVED – That the minutes of the meeting held on 10 June 2025 were approved as a true record.

JIC/1 Quarterly Report on the Joint ICT Service, Part 1 (Quarters 1 & 2 2025-2026)

4/25-

26 The Committee received a quarterly service update for 2024/2025 Quarter 4. This included statistics on calls received and responded to by the Joint ICT Service, as well as details surrounding the Key Performance Indications (KPIs); incidents resolved within target time, incidents resolved on first contact and the level of resource utilisation across the Joint ICT Service.

It was reported that the number of calls outstanding had reduced due to improved staffing levels and additional focus on resolving incidents and service requests which are no longer required or have been resolved but not updated. It was also reported that an improved queue management process had been implemented at NEDDC in order to improve call resolution time.

RESOLVED – That the report be noted.

JIC/1 Exclusion of Public

5/25-

26 RESOLVED – That the public be excluded from the meeting during the following item(s) of business to avoid the disclosure to them of exempt information as defined in Paragraphs 3 & 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/1 **Quarterly Report on the Joint ICT Service, Part 2 (Quarters 1 & 2 2025-2026)**

**6/25-
26**

The Committee received further details of the quarterly service update report for 2024/2025 Quarter 4. The report set out details of ongoing projects, future projects, details of outages, budget monitoring, risks, security and service development.

The Committee discussed ongoing projects, shifting priorities, cybersecurity and AI.

Committee expressed a preference that all Councillors use the same platform and suggested that Councillors receive training on using copilot.

RESOLVED – That the report be noted.

JIC/1 **Date of Next Meeting**

**7/25-
26**

The next meeting of the Joint ICT Committee would take place on Tuesday, 3 February 2026 at 1.00 pm at Bolsover District Council.