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Date:	Monday, 10 November 2025

To: **Members of the Joint ICT Committee**

Please attend a meeting of the Joint ICT Committee to be held on Tuesday, 18 November 2025, at 1.00 pm in the Council Chamber, Derbyshire Dales District Council, Town Hall, Bank Rd, Matlock, DE4 3NN.

Yours sincerely

Sarah Stenberg

Assistant Director of Governance and Monitoring Officer

Members of The Committee	
Councillor D Hales	Councillor J Yates
Councillor J Barry	Councillor J Birkin
Councillor N Baker	Councillor D Bennett
Councillor D Hughes	Councillor D Nash
Councillor G Bond	

Notice of Meeting to be held in Private

It is intended that part of this meeting will be held in private under the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012. The matters to be considered in private are listed under the heading Private Session. The categories of exempt information that are likely to be disclosed during the discussion of these items, as defined in Part 1 of Schedule 12A to the Local Government Act 1972, are listed below each item.

No representations have been received requesting that these items be open to the public.

A G E N D A

1 **Apologies for Absence**

2 **Minutes of Last Meeting** (Pages 4 - 5)

To approve as a correct record and the Chair to sign the attached Minutes of the Joint ICT Committee held on 10 June 2025.

3 **Quarterly Report on the Joint ICT Service, Part 1 (Quarters 1 & 2 2025-2026)** (Pages 6 - 15)

Report of the Assistant Director of ICT

4 **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 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.

5 **Quarterly Report on the Joint ICT Service, Part 2 (Quarters 1 & 2 2025-2026)** (Pages 16 - 62)

Report of the Assistant Director of ICT

6 **Date of Next Meeting**

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

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Access for All statement

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- Call with Relay UK via textphone or app on 0800 500 888 a free phone service
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JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 10 JUNE 2025

Present:

Councillor Joseph Birkin   Councillor Pat Kerry
Councillor David Bennett   Councillor David Hughes

Also Present:

N Astle   Assistant Director of ICT
A Bryan   Governance Manager

JIC/1 /25-26   **Appointment of Chair**

RESOLVED – That Councillor David Bennett (BDC) be appointed Chair of the Joint ICT Committee for the 2025/26 Municipal Year.

Councillor David Bennett in the Chair

JIC/2 /25-26   **Appointment of Vice Chair**

RESOLVED – That Councillor David Hughes (DDDC) be appointed Vice-Chair of the Joint ICT Committee for the 2025/26 Municipal Year.

JIC/3 /25-26   **Apologies for Absence**

Apologies for absence had been received from Councillors Jayne Barry (NEDDC), Neil Baker (NEDDC), Donna Hales (BDC), Andy Nash (DDDC), Jane Yates (BDC).

Councillor Pat Kerry attended as a substitute in place of Councillor Jayne Barry.

JIC/4 /25-26   **Minutes of the Last Meeting**

RESOLVED – That the Minutes of the meeting held on 10 February 2025 be approved as a true record.

JIC/5 /25-26   **Appointment of Secretary of the Joint ICT Committee**

RESOLVED – That the Assistant Directors of Governance and Monitoring Officer for Bolsover District Council and North East Derbyshire District Council be appointed as Secretary of the Joint ICT Committee for the 2025/26 Municipal Year.

JIC/6 /25-26   **Appointment of Treasurer of the Joint ICT Committee**

RESOLVED – That the Section 151 Officers for Bolsover District Council and North East Derbyshire District Council be appointed as Treasurer to the Joint ICT

Committee for the 2025/26 Municipal Year.

JIC/7 /25-26

Appointment of Auditor for the Joint ICT Committee

RESOLVED – That the Internal Audit Consortium Manager, Derbyshire Dales District Council, be appointed as Auditor to the Joint ICT Committee for the 2025/26 Municipal Year.

JIC/8 /25-26

Quarterly Report of the Joint ICT Service

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.

The Assistant Director of ICT reported that the number of calls outstanding had reduced after extra resource had been put to this and staffing levels had improved. It was also reported that new reporting would be considered for incidents resolved at first contact to identify any reoccurring issues.

RESOLVED – That the report be noted.

JIC/9 /25-26

Exclusion of Public

RESOLVED – That the public be excluded from the meeting during discussion of the following item(s) of business to avoid the disclosure to them of exempt information as defined in 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 0/25-26

Quarterly Report of the Joint ICT Service

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

The Committee discussed the current projects and the level of staffing.

The Committee requested further information on the systems each Council had in place, and to start looking at what work would be required for Local Government Reorganisation (LGR). It was suggested that this could be picked up in early 2026 once the LGR submission deadline had passed.

RESOLVED – That the report be noted.

JIC/1 1/25-26

Date of Next Meeting

The next meeting was scheduled to be held on 18 November 2025 at 1pm at Derbyshire Dales District Council.

Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarters 1 & 2 2025 to 2026)
Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.
OFFICIAL-SENSITIVE

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.

A glossary of terms is provided in Appendix 4.

This report covers quarters one and two of the financial year 2025-2026 (April to September).

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.
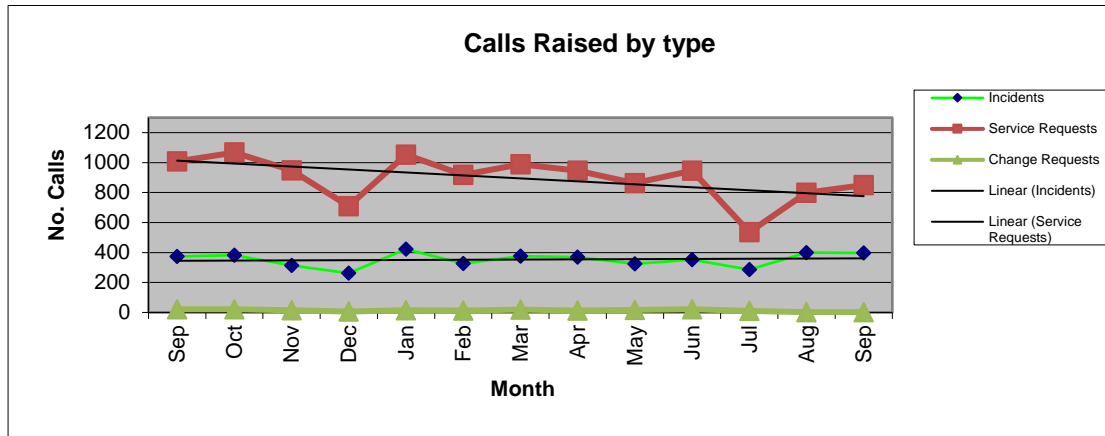
2.1.1 Calls
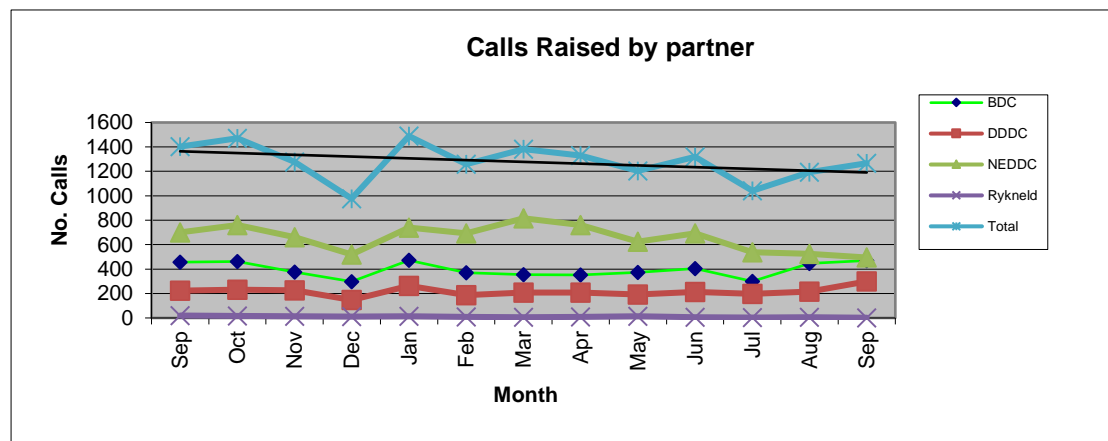
Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarters 1 & 2 2025 to 2026)
Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.
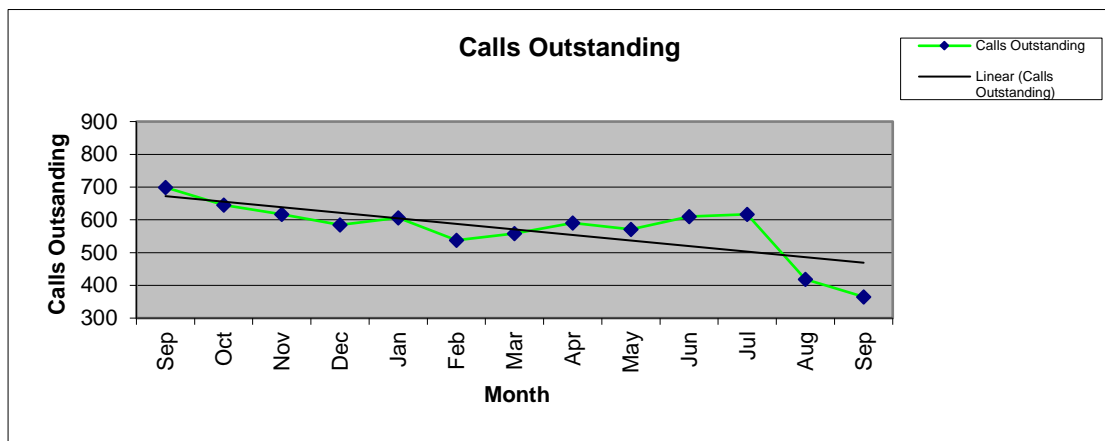### OFFICIAL-SENSITIVE

Calls Raised by type

Whilst not a performance indicator, 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 six months. These figures are comparable to last year's figures.

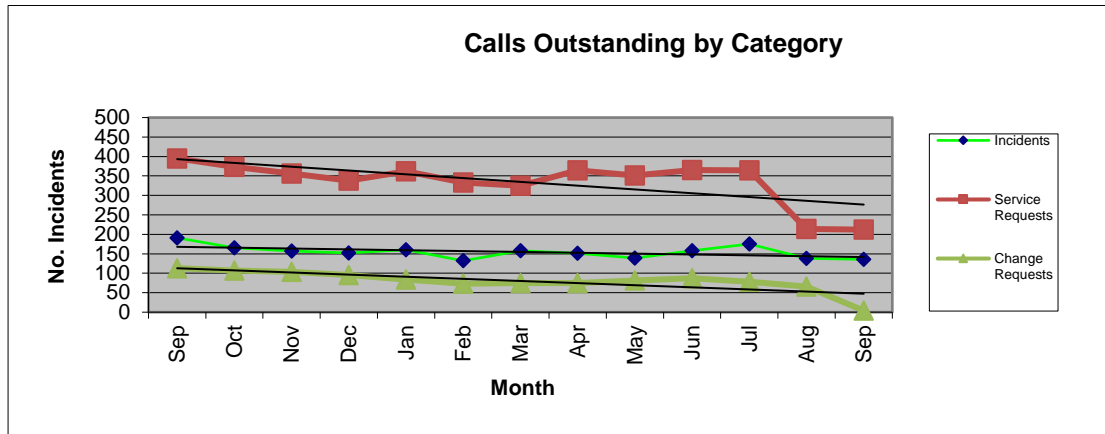- 70% logged are service requests, and 30% incidents.

2.1.2 Calls Outstanding

**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarters 1 & 2 2025 to 2026)**
Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of
part 3 of Schedule 12A of the Local government Act 1972.
OFFICIAL-SENSITIVE

Calls Outstanding by Category

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:
- Total number of outstanding calls has reduced, due to additional focus on resolving incidents and service requests which are no longer required or have been resolved but not updated. Improved staffing levels is also contributing to this downward trend.

2.1.3   Incidents resolved within SLA Target time.

Incidents resolved within SLA target time
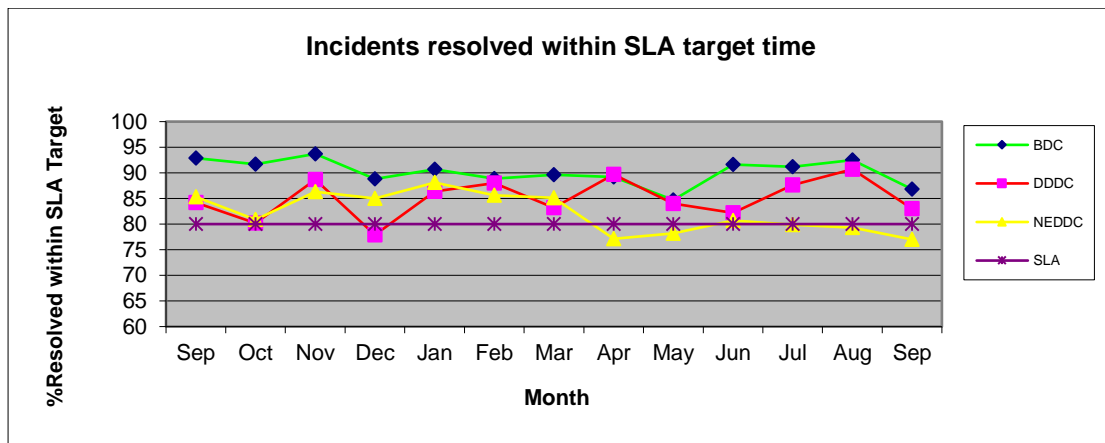
Key points to note:
- BDC (89%) and DDDC (86%) on average exceeded the SLA of 80% of incidents and service requests being resolved within fix time.
- NEDDC came just under the 80% target at 79%. To attempt to improve call resolution at NEDDC, we have implemented improved queue management processes.
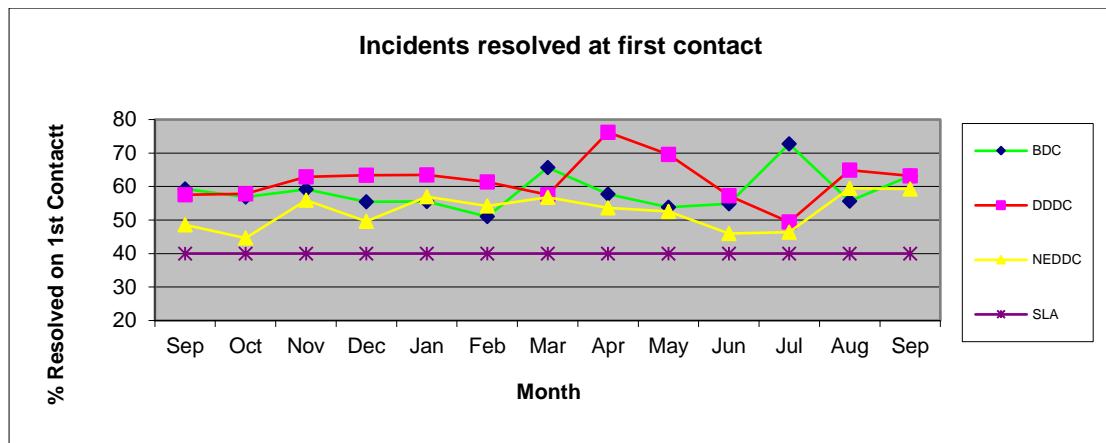
2.1.4 Incidents resolved on first contact.

Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarters 1 & 2 2025 to 2026)
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Incidents resolved at first contact

The service makes continuous improvements to upskill the ServiceDesk staff to enable them to increase first time fixes providing an improved customer experience.

The service is also looking to incorporate more detailed reporting on first time fixes whilst implementing the new IT service management tool. This may help to highlight re-occurring issues which could be automated or reduced.

Key points to note:

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

2.2   Resource utilisation

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

Project Resource Usage
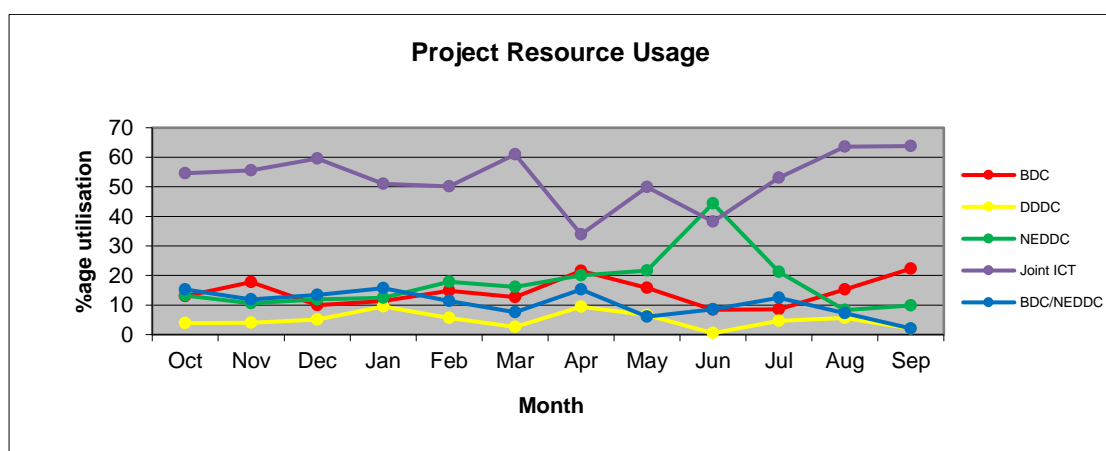
Key points to note are:

**Quarterly Report on the Joint ICT Service – Part 1
(Covering Quarters 1 & 2 2025 to 2026)**
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OFFICIAL-SENSITIVE

- Joint ICT project time remained high over the last quarter as all
  authorities are facing similar challenges and major projects impacting
  all three authorities.
- NEDDC project time increased during June due to work required to
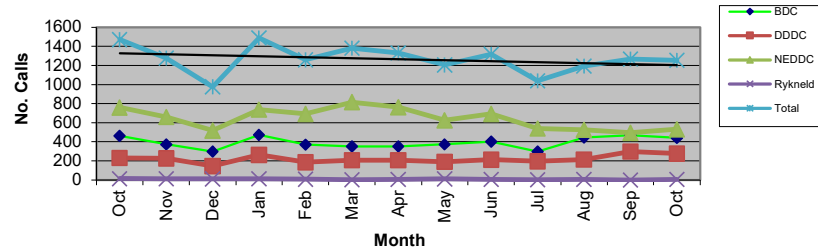 assist with the opening of the new leisure centre.

As a measure of how much time is spent on project related work within the
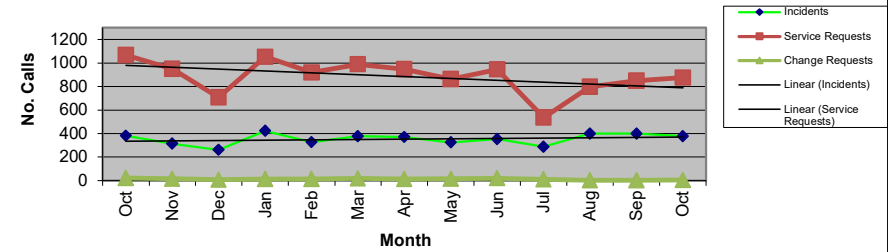Business Development and Infrastructure teams the following graph is
provided:
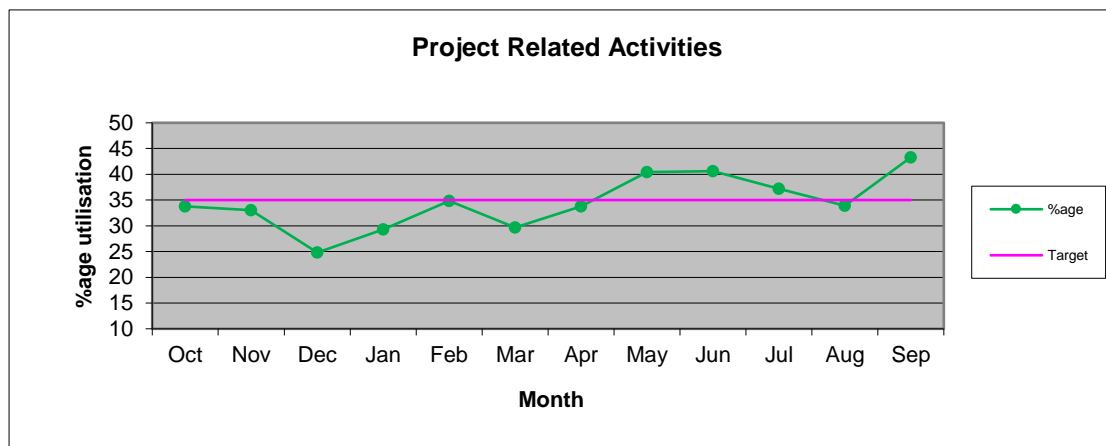
- Percentage time spent on projects was on average above the 35%
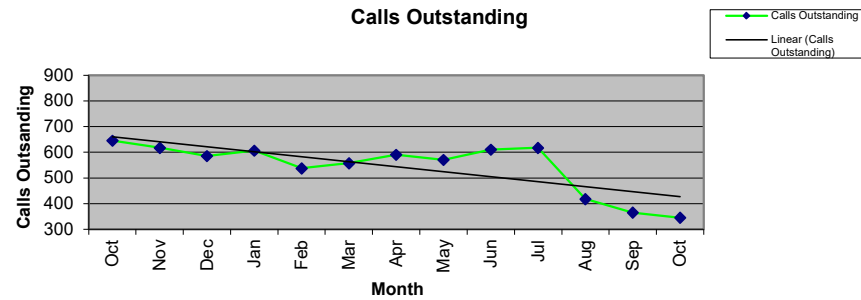 target during the last 6 months at 38.2%.
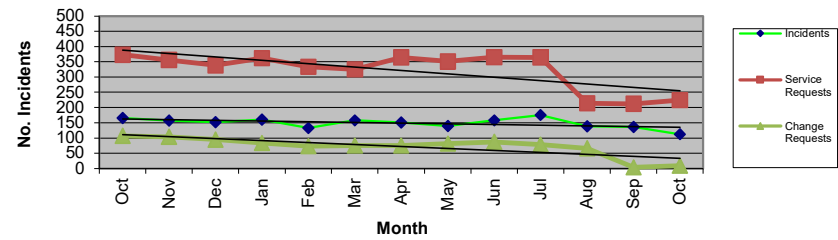
APPENDIX 1

Calls Raised by partner

Calls Raised by type

Calls Outstanding

Calls Outstanding by Category

Incidents resolved within SLA target time

Project Resource Usage

Incidents resolved at first contact

Y-axis: % Resolved on 1st Contactt — 20, 30, 40, 50, 60, 70, 80, 90, 100, 110
X-axis: Month — Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct

Legend:
- BDC
- DDDC
- NEDDC
- Ryk
- SLA

Project Related Activities

Y-axis: %age utilisation — 10, 15, 20, 25, 30, 35, 40, 45, 50
X-axis: Month — Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep

Legend:
- %age
- Target
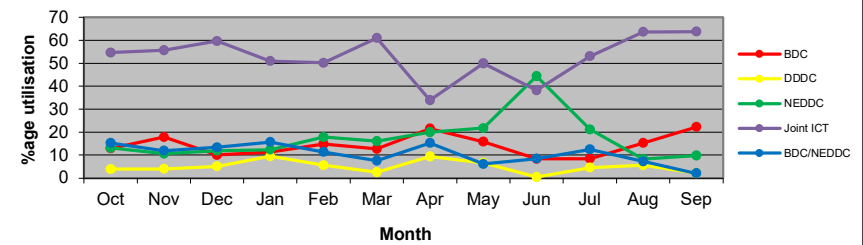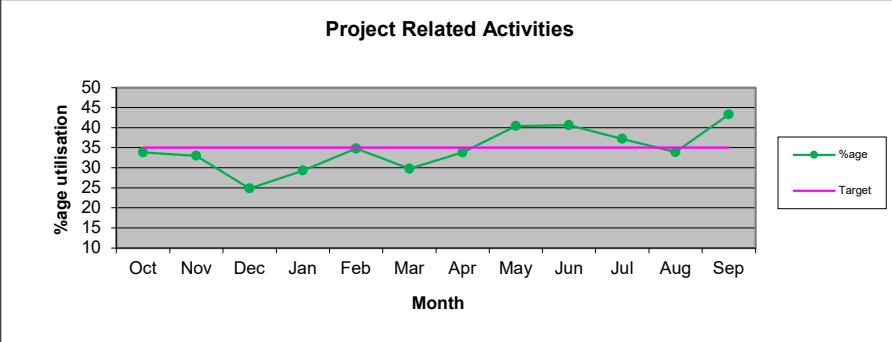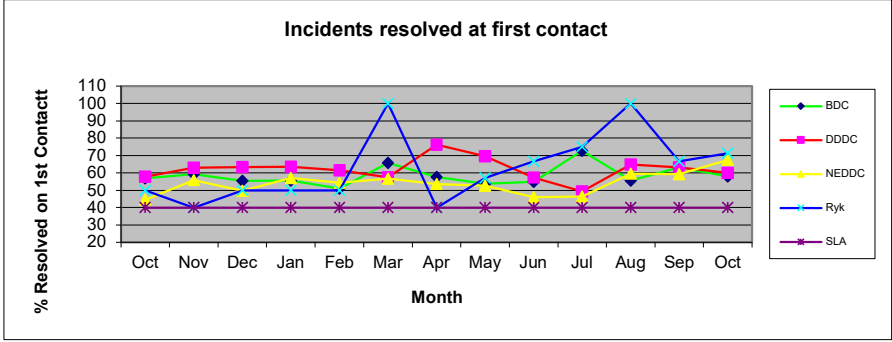
Appendix 4 - Glossary of Terms – Joint ICT Committee

SIP – Session Internet Protocol	Enables telephony over the internet. SIP phones use a technology called Voice over IP (VoIP) to transmit voice data over the internet.
ISDN - Integrated Services Digital Network	A telecommunications technology that enables the transmission of digital data over standard phone lines. It can be used for voice calls as well as data transfers.
ADSL - Asymmetric Digital Subscriber Line	Broadband link for internet access.
WAN – Wide Area Network	A large computer network that connects groups of computers over large distances.
Ransomware	Malware that locks or encrypts data or devices and demands a ransom to unlock or decrypt thm.
Ddos - Distributed Denial of Service	A malicious attempt to disrupt the normal traffic of a targeted server, service or network by overwhelming the target or its surrounding infrastructure with a flood of Internet traffic.
SLA – Service Level Agreement	An agreement between a service provider and a customer. The service provider and the service user agree on specific aspects of the service – quality, availability, and responsibilities.
VPN – Virtual Private Network	A service that enables users to keep their online activity private and secure. It does this by creating a tunnel between the user's device and the internet where their data is encrypted and routed through a remote server on its way to its destination.
OpenVPN	An open-source VPN protocol known for its robust security and high configuration level. Allows users to connect remotely and access network resources using client certificates.
CAF – Cyber Assessment Framework	A framework developed by the UK's National Cyber Security Centre. It has been adapted for local government by the Ministry of Housing, Communities and Local Government to improve cyber resilience across the sector.

Appendix 4 - Glossary of Terms – Joint ICT Committee

Endpoint Manager	Software which protects servers, laptops, Mobile phones and iPad. Also known as anti-virus.
Phishing Emails	Phishing is a common type of cyber-attack that targets individuals through email, text messages, phone calls, and other forms of communication. A phishing attack aims to trick the recipient into falling for the attacker's desired action, such as revealing financial information, system login credentials, or other sensitive information.
LLPG – A Local Land and Property Gazetteer	A Local Land and Property Gazetteer (LLPG) is the central corporate database for all addressing used in an authority.
Malware	Software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system:
GPO – Group Policy Object	A virtual collection of policy settings, security permissions, and scope of management (SOM) that you can apply to users and computers in Active Directory
Immutable	Read only, will not allow deletion until after a specified time.
AD - Active Directory	Is a Microsoft service that provides centralized authentication and authorization to network resources and assists with management and control of security policies.
Exchange Online	Microsoft Exchange Online is a cloud-based messaging platform that delivers email, calendar, contacts, and tasks. Users connect to Exchange Online using apps like Outlook, Outlook on the web, or Outlook mobile app to access email and collaboration functionality, including shared mailboxes, shared calendars and global address lists. It is included in the Microsoft 365 suite of products.
Pioneer House	North East Derbyshire District Council's offices hosting back office

Appendix 4 - Glossary of Terms – Joint ICT Committee

	ICT team, equipment, disaster recovery and backups.
Civica Financials	Main financials software used by NEDDC and BDC.
FOI	Freedom of information
BYOD	Bring Your Own Device (Access to corporate data on personal devices)
MAM	Mobile Application Manager (used to manage Microsoft Applications on personal devices)
IOS	iPhone Operating System (Apple devices)
Intune	Microsoft's Mobile device management software.
Auto deploy / Autopilot	Method to automate deployment of Windows and applications with minimal user interaction.
VDi	Virtual Desktop Infrastructure
Scloud	Application which provides income management and payments.
SSO	Singel Sign On – enables passthrough authentication.

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