

JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON TUESDAY, 3 FEBRUARY 2026

Present:

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

Councillor Donna Hales
Councillor Joseph Birkin
Councillor Andy Nash

Councillor Jane Yates
Councillor Neil Baker
Councillor David Hughes

Also Present:

D Howman Director of Corporate Projects and Performance DDDC
N Astle Assistant Director of ICT
T Fuller Senior Governance Officer

JIC/1 Apologies for Absence

**8/25-
26**

Apologies for absence had been received from Councillor Jayne Barry (NEDDC).

JIC/1 Minutes of Last Meeting

**9/25-
26**

RESOLVED – That the minutes of the meeting held on 18 November 2025 were approved as a true record.

JIC/2 Quarterly Report of the Joint ICT Service, Part 1 (Quarter 3 2025-2026)

**0/25-
26**

The Committee received a quarterly service update for 2025/2026 Quarter 3. 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 were no longer required or had been resolved but not updated. It was also reported that Joint ICT project time had increased as there were major projects impacting all three authorities.

RESOLVED – That the report be noted.

JIC/2 Exclusion of Public

**1/25-
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 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 Report on the Joint ICT Service, Part 2 (Quarters 1 & 2 2025-2026)**

**2/25-
26**

The Committee received further details of the quarterly service update report for 2025/2026 Quarters 1 & 2. The report set out details of ongoing projects, future projects, details of outages, budget monitoring, risks, security and service development.

The Committee discussed the impact of local government reorganisation on ongoing projects, cybersecurity training for Councillors and the vulnerabilities of current systems.

RESOLVED – That the report be noted.

JIC/2 **Date of Next Meeting**

**3/25-
26**

The next meeting of the Joint ICT Committee would be advised once the Council's Calendar of Meetings Schedule 2026-27 had been approved.