



**North East  
Derbyshire**  
District Council

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Date: Monday, 26 January 2026

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

Please attend a meeting of the Joint ICT Committee to be held on Tuesday, 3 February 2026, at 1.00 pm in Bolsover District Council, The Arc, High Street, Clowne, S43 4JY.

Yours sincerely

A handwritten signature in cursive script, reading 'Sarah Skerberg'.

**Assistant Director of Governance and Monitoring Officer**

<b><u>Members of The Committee</u></b>	
Councillor D Hales Councillor J Barry Councillor N Baker Councillor D Hughes Councillor G Bond	Councillor J Yates Councillor J Birkin Councillor D Bennett Councillor D Nash

**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**

## **Public Session**

**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 18 November 2025.

**3     Quarterly Report of the Joint ICT Service, Part 1 (Quarter 3 2025-2026)  
(Pages 6 - 14)**

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 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

**5     Quarterly Report on the Joint ICT Service, Part 2 (Quarters 1 & 2 2025-2026)  
(Pages 15 - 26)**

Report of the Assistant Director of ICT

**6     Date of Next Meeting**

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

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## **Access for All statement**

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- **Visiting** our offices at 2013 Mill Lane, Wingerworth, S42 6NG

## **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.

## Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 3 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.

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### 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.

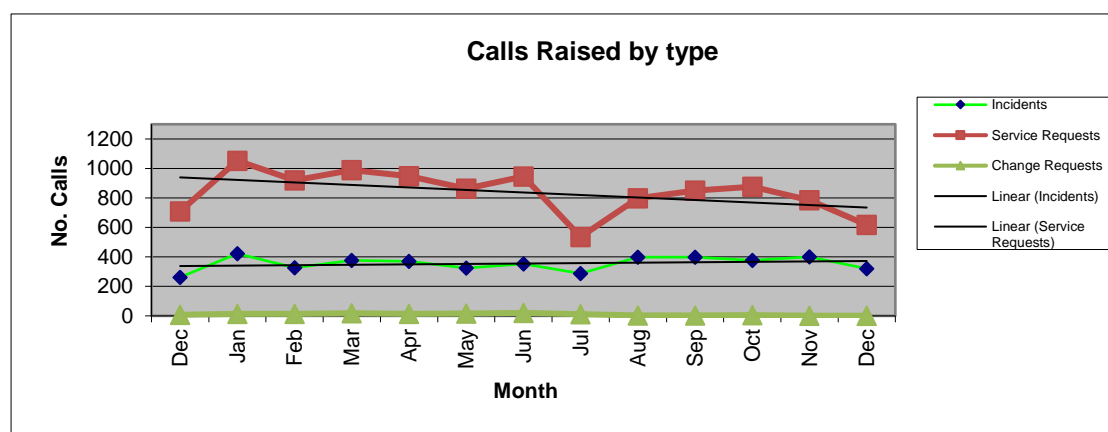
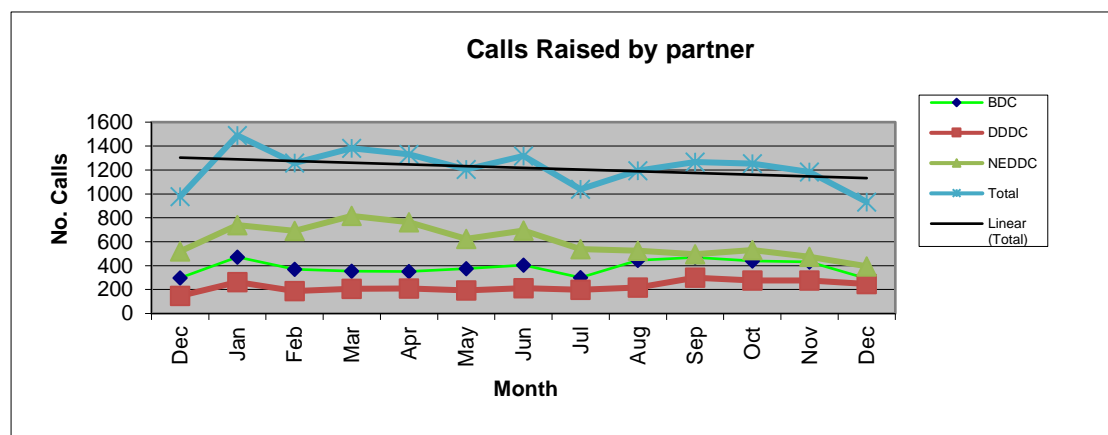
This report covers quarter three of the financial year 2025-2026 (October to December).

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 3 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.

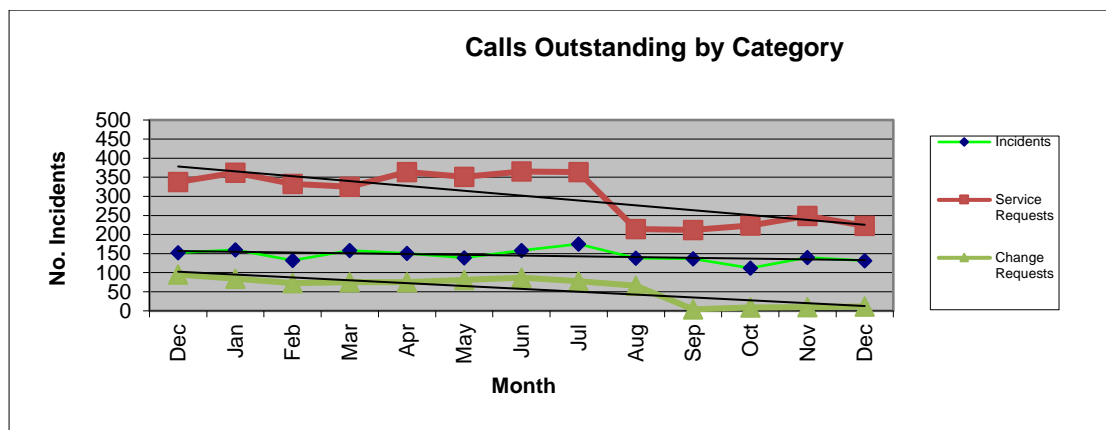
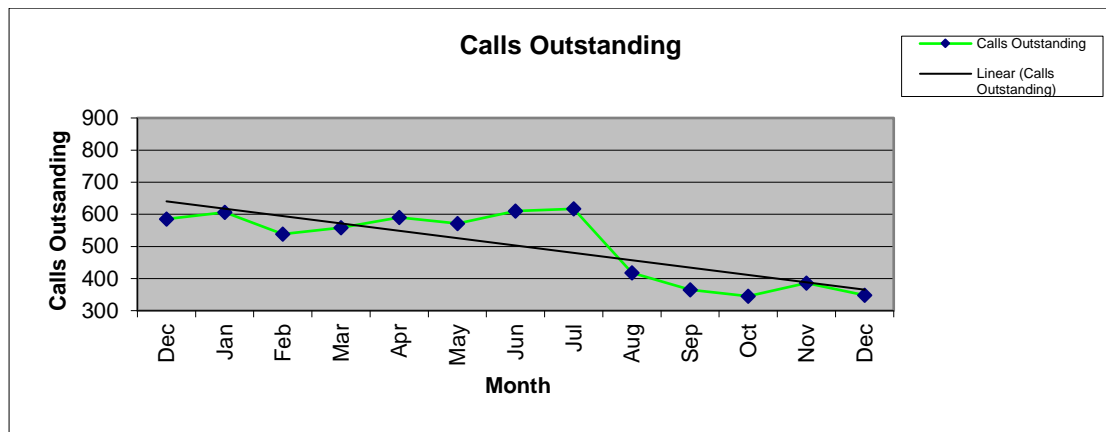
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Whilst not a performance indicator, it does indicate the level of demand on the Service Desk.

Key points to note are:

- The total number of incidents and service requests raised has remained stable throughout the last quarter. These figures are comparable to last year's figures.
- Two thirds of the calls logged are service requests.

### 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:

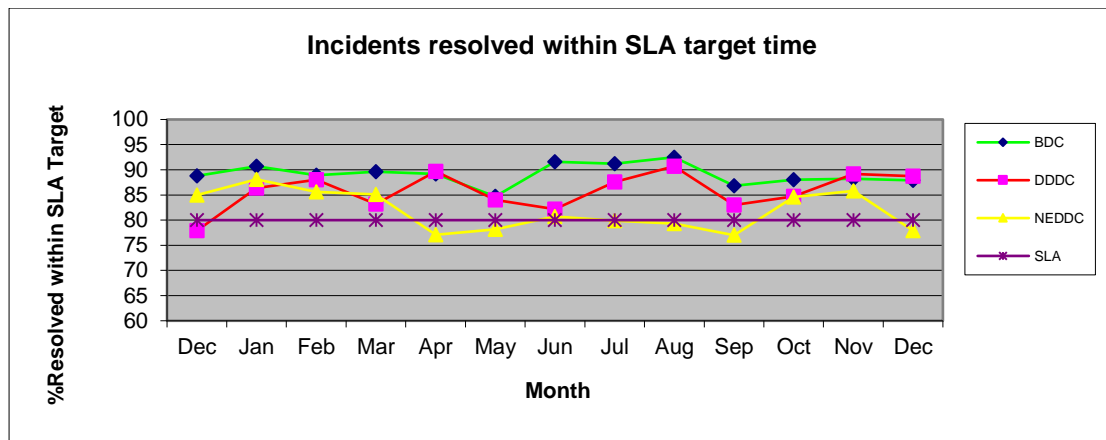
- Total number of outstanding calls has remained stable.

## Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 3 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.

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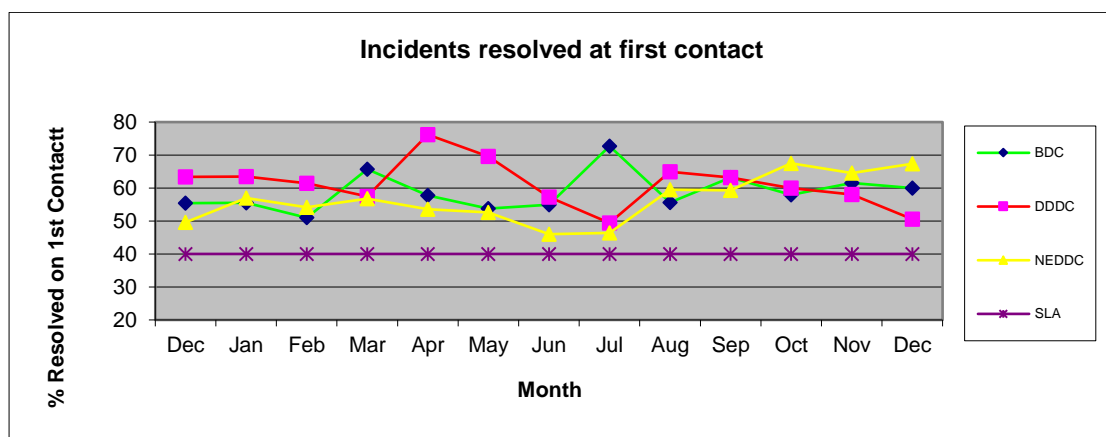
### 2.1.3 Incidents resolved within SLA Target time.



Key points to note:

- The 80% target of incidents resolved within SLA time was on average achieved at all three authorities, BDC 88%, DDDC 88% and NEDDC 83%.

### 2.1.4 Incidents resolved on 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 has reviewed first-time fixes to look for re-occurring issues which could be automated or reduced, currently no patterns have been identified.

Key points to note:



## Quarterly Report on the Joint ICT Service – Part 1 (Covering Quarters 3 2025 to 2026)

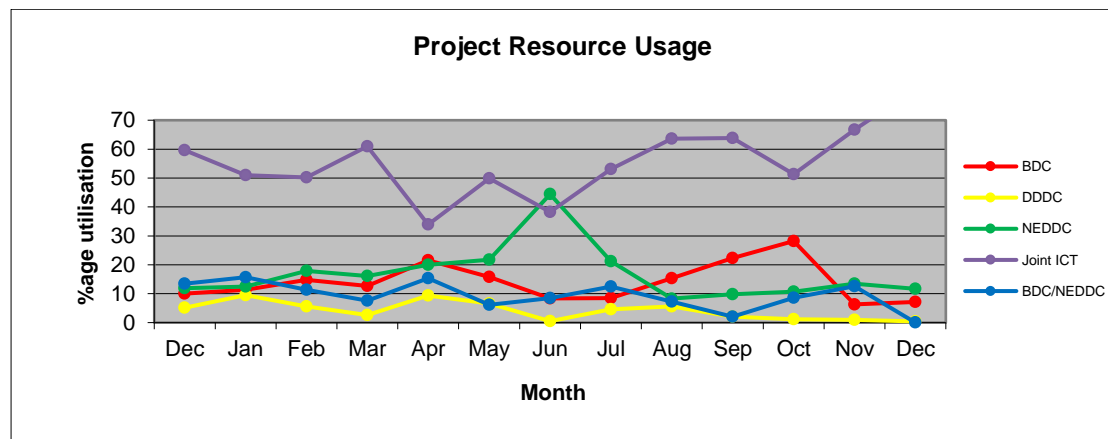
Please note the part 2 of the report is restricted by virtue of paragraph(s) 7 of part 3 of Schedule 12A of the Local government Act 1972.

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- First time fix SLA target of 40% of incidents and service requests fixed at first contact was exceeded at all authorities over the last quarter BDC 60%, DDDC 56% and NEDDC 67%.

### 2.2 Resource utilisation

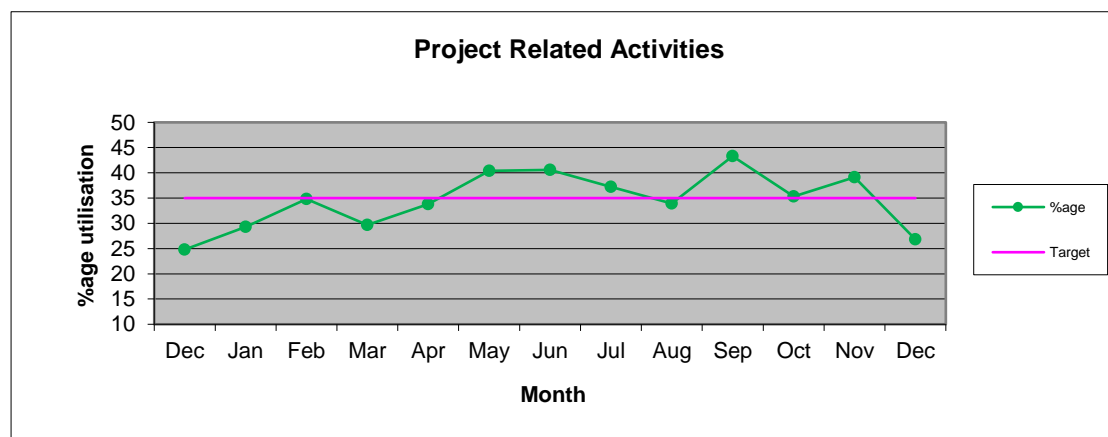
As part of the SLA for the Joint ICT Service utilisation of resources for project related activities are monitored.



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.

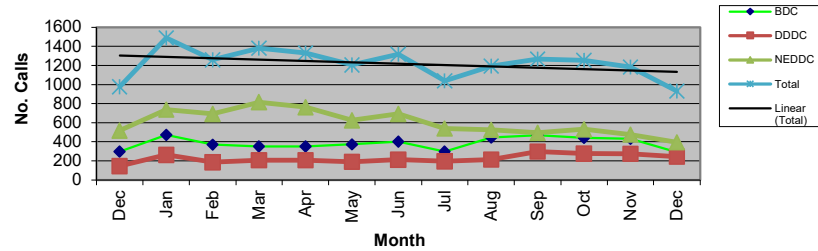
As a measure of how much time is spent on project related work within the Business Development and Infrastructure teams the following graph is provided:



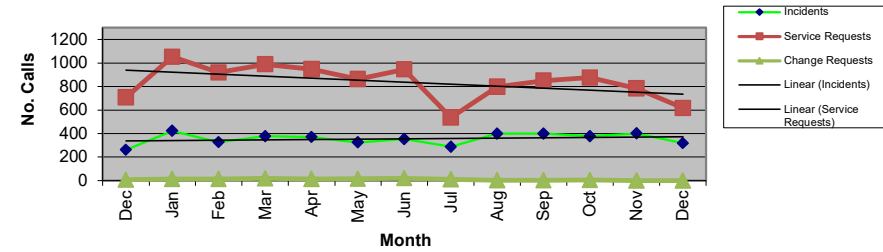
- Percentage time spent on projects was on average just below the 35% target at 34% over the quarter.

## APPENDIX 1

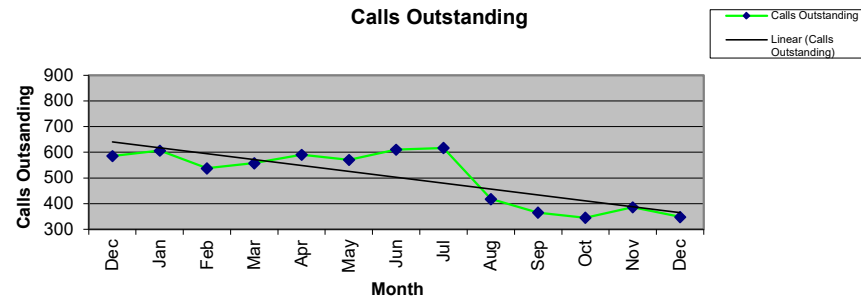
### Calls Raised by partner



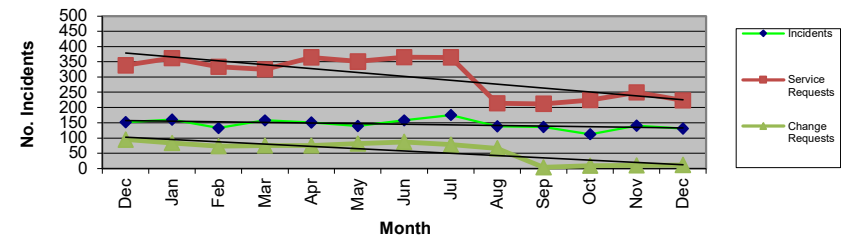
### Calls Raised by type



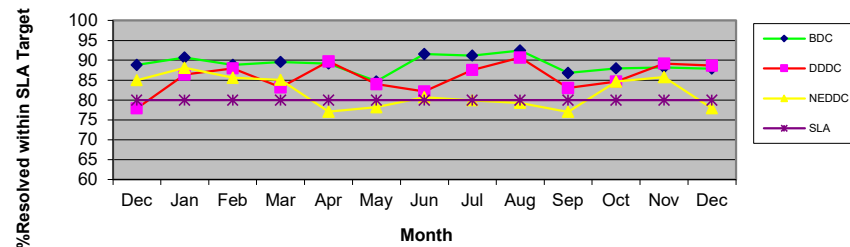
### Calls Outstanding



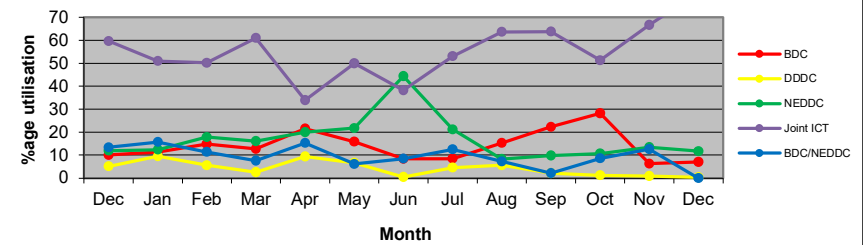
### Calls Outstanding by Category

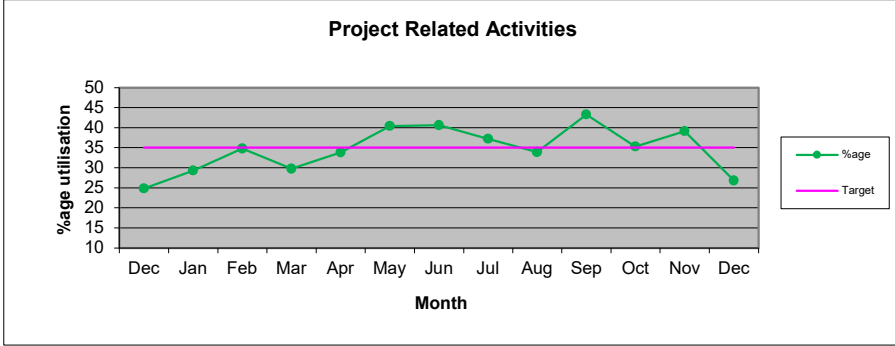
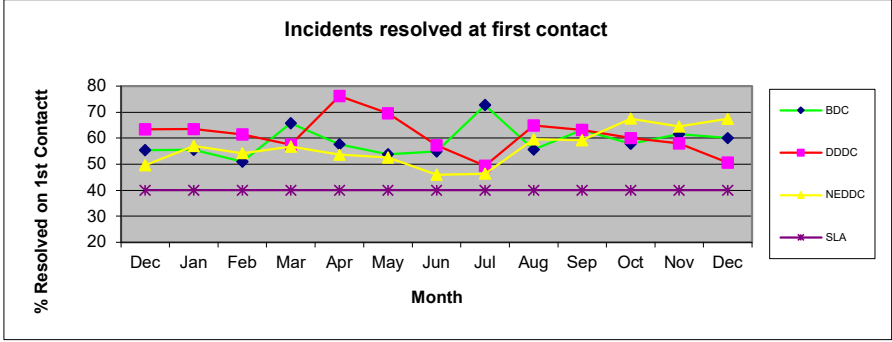


### Incidents resolved within SLA target time



### Project Resource Usage





## 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.
ESXI	VMware hypervisor used to run multiple virtual machines on one physical server
SFTP	Secure file transfer protocol. Secure method to transfer files. p

# Agenda Item 5

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

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