JOINT ICT COMMITTEE

MINUTES OF MEETING HELD ON MONDAY, 4 NOVEMBER 2024

Present:

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

Councillor Stephen Reed   Councillor David Bennett - BDC
Councillor David Chapman - DDDC   Councillor David Hughes - DDDC
Councillor Andy Nash - DDDC

Also Present:

N Astle   Assistant Director of ICT
T Fuller   Governance Officer
A Bryan   Governance Manager

JIC/12/24-25   **Apologies for Absence**

Apologies for absence had been received from Councillors S Fritchley and C Moseby.

JIC/13/24-25   **Minutes of the Last Meeting**

RESOLVED –

That the minutes of the meeting held on 24 June 2024 were approved as a true record.

JIC/14/24-25   **Joint ICT Quarterly Service Review Report Part 1**

The Committee received a quarterly service update report that highlighted quarter one and quarter two of the 2024/25 financial year. This included statistics on calls received and responded to by the Joint ICT Service, as well as details surrounding the Key Performance Indicators (KPIs); incidents resolved within target time, incidents resolved on first contact, and outages. Committee were also updated on the level of resource utilisation across the Joint ICT service. Overall, the report highlighted that the Joint ICT service was performing positively as the majority of targets were being met. Members heard that this was, in part down to the ICT department now having a full complement of staff.

Committee welcomed the report. Some members sought further information surrounding the length of outstanding calls. It was agreed that this information could be brought to a future meeting. Some members expressed concern that outages appeared to have risen. Committee were reassured that officers did not consider there to be a negative trend and the reasons why certain months had more outages were discussed. In this context, Members heard the steps that had been taken following a recent outage to mitigate against it happening again. It was agreed that more detailed information on outages would be shared at a future meeting.

RESOLVED –

That Committee noted the report.

JIC/1 5/24-25 **Exclusion of Public**

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 3, 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 6/24-25 **Joint ICT Quarterly Service Review Report Part 2**

Committee received a quarterly service update report that highlighted quarter one and quarter two of the 2024/25 financial year. This included a detailed update on the budget, cost saving plan and risks.

Committee considered the report. The methods of identifying and reporting scam attempts were discussed. It was requested that all Members receive periodic reminders regarding what to do with phishing emails. It was reported that Bolsover District Council had recently received some cyber security training, and it was suggested that the other two councils received the same.

RESOLVED

That the service report be noted.

JIC/1 7/24-25 **Project Overview and Prioritisation**

Joint Committee received a verbal update on project overview and prioritisation. This included a detailed update on the Joint ICT programme of work.

Members discussed the feasibility and benefits of consolidating the ICT systems of the three authorities.

RESOLVED

That the update be noted.

JIC/1 8/24-25 **Artificial Intelligence / Process Automation and Planning**

Committee received a verbal update on the ways in which artificial intelligence was being utilised by the respective councils. The Assistant Director of ICT provided examples, such as the funding that had been received by Bolsover and North East Derbyshire District Councils to look at the automation of certain administrative tasks. The Committee asked for someone from the team involved to present an overview at the next meeting, so the Committee had a better understanding of the work that had been undertaken and why the project had not

progressed further.

Some Members reiterated the point that it would be beneficial for the three authorities to develop a collaborative ICT strategy. In this context, there were questions as to the provisions included in the Joint ICT Terms of Reference.

RESOLVED

1. That the update be noted.

2. That the Terms of Reference be circulated to all Committee members.

JIC/1 9/24-25 **Members Devices and Security Restrictions**

The Committee received a verbal update on members devices and security restrictions. This included an update on the project that would tackle the issues that Members had raised. Committee members discussed the issues they had been experiencing with the current ICT provision, and possible interim measures.

Some Members felt that it would be a good idea to advise their respective directors on the importance of the project to ensure it was sufficiently resourced.

The Assistant Director of ICT stated that a members' survey was due to be sent out in the near future. This would help to capture the issues that Members were experiencing.

RESOLVED

That the update be noted.

JIC/2 0/24-25 **Date of Next Meeting**

It was agreed that the next meeting of the Joint ICT Committee would take place on Monday, 10 February 2025 at 1.00pm.