

JOINT ICT COMMITTEE

(Bolsover District Council, Derbyshire Dales District Council and North East Derbyshire District Council)

Minutes of the Annual Meeting of the Joint ICT Committee held in the Board Room, Pioneer House, Mill Lane, Wingerworth, Chesterfield on Monday 22 June 2015 at 2.00 pm

Present:

Bolsover District Council (BDC)

Councillor M Dooley

Derbyshire Dales District Council (DDDC)

Councillor M Radcliffe
Councillor P Slack
Councillor C Furniss

North East Derbyshire District Council (NEDDC)

Councillor P R Kerry
Councillor G Griffin-Chappel
Councillor T Williams (in the Chair)

Officers:

K. Henrickson – DDDC
P. Hackett – BDC/NEDDC
N. Blaney – BDC/NEDDC/DDDC
S. Cottam – NEDDC

1/15 Appointment of Chair

RESOLVED – That Councillor T Williams (NEDDC) be appointed Chair for the ensuing year.

2/15 Appointment of Vice-Chair

RESOLVED – That Councillor M Dooley be appointed Vice-Chair of the Committee for the ensuing year.

3/15 Apologies for Absence

Apologies for absence had been received from Councillor A Syrett (BDC), Councillor J Ritchie (BDC) and Councillor A Catt (DDDC).

4/15 **Declarations of Interest**

Members were requested to declare the existence and nature of any disclosable pecuniary interests and/or other interests, not already on their register of interests, in any item on the agenda and withdraw from the meeting at the appropriate time.

There were no declarations of interest declared at this meeting.

5/15 **Minutes of Last Meeting**

RESOLVED – That the Minutes of the Joint ICT Committee held on 1 December 2014 be approved as a correct record and signed by the Chair.

6/15 **Appointment of Secretary of the Joint ICT Committee**

RESOLVED – That the Joint Assistant Director – Governance and Monitoring Officer be appointed as Secretary of the Joint ICT Committee.

7/15 **Appointment of Treasurer of the Joint ICT Committee**

RESOLVED – That the Joint Assistant Director – Finance and Revenues and Benefits be appointed as Treasurer of the Joint ICT Committee.

8/15 **Review of the Joint ICT Committee Terms of Reference, Partnership Agreement and Exit Management Plan**

The Committee were advised that the Joint ICT Committee's Terms of Reference, Partnership Agreement and Exit Management Plan were included for information for the new members appointed to the Joint ICT Committee.

RESOLVED – That the Review of the Joint ICT Committee's Terms of Reference, Partnership Agreement and Exit Management Plan were noted.

9/15 **Quarterly Service Report on the Joint ICT Service**

The Committee considered the quarterly report for the period January 2015 to March 2015. For the benefit of the new members of the Committee the purpose of the report was to appraise the Joint Committee on the performance, budget, resource utilisation, key projects, security and the ongoing developments of the service.

Key points to note for incidents raised from the January to March figures were:-

- Core volumes were stable;
- Slight dip in February due to half term and shorter month;
- Profile was consistent across all partners;

With regards to calls outstanding there were 300 calls outstanding.

Key points to note from calls outstanding from the January to March figures were:-

- Core levels were stable around the historical minimum level;
- Anticipated some impact due to resources being allocated to the Mill Lane relocation for April through to June figures;

All items were above target for incidents resolved within SLA target time with the exception of Rykneld Homes in January. Rykneld Homes' figures had been impacted due to staff absences at Pioneer House.

The SLA target for network availability was 99.5% between 8.00 am and 6.00 pm Monday to Friday was situated to 30 minutes per week. All figures for the quarter were well above target and high availability was achieved.

As part of the SLA for the Joint ICT Service, utilisation of resource for project related activities were monitored.

Key points to note were:-

- Focus on the Strategic Alliance and NEDDC's work during the quarter and additional resource recruited to cover.

80% of project work was undertaken by the Business Development Team who developed small applications. The major upgrades were undertaken by the Infrastructures Team.

From April 2015, the Joint ICT Service undertook the out of hours upgrades of the Capita Academy Revenues and Benefits Systems for Derbyshire Dales and NEDDC.

This would generate around £24,000 per annum in savings. The introduction of the new call monitoring and reporting solution Macfarlane took place at the beginning of March.

Key points to note were:-

- 1,294 calls to the service desk were received from 4 March to 31 March;
- 185 (14.3%) of calls were abandoned by the caller;
- Average wait time for the caller to abandon was 46 seconds;
- The longest wait time before abandoning calls was 8 minutes and 26 seconds;
- 1,109 calls were handled by the service desk staff;
- Average call length was 3 minutes;
- Average wait time was 17 seconds;
- Longest wait time was 7 minutes and 45 seconds;
- Service desk spent 47 hours and 43 minutes handling telephone based calls.

The Committee were advised that the annual ICT survey had taken place in November to December 2014 and had shown a 90-93 % satisfaction rate from all staff.

RESOLVED – That the Joint ICT Committee noted the quarterly service reports on the Joint ICT Service.

10/15 Budget Outturn and Apprenticeships

The Committee considered the report on the budget outturn and apprenticeship funding. The purpose of the report was to appraise the Committee on the 2014/15 budget outturn and to seek approval to utilise existing reserve funds to recruit an apprentice for 12 months commencing from September 2015.

The Joint ICT service had delivered an underspend of £16,000 against a budget of £1,083,477 for the financial year 2014-15.

Credits had been issued to all partners on the basis of the existing re-charge model of - Derbyshire Dales – 20%, Bolsover District Council – 30%, North East Derbyshire (including Rykneld Homes – 50%).

In June 2014 the Joint ICT Committee – recommended the approval to reservation £12,500 from an underspend in the 2013/14 financial outturn to facilitate the recruitment of a future apprentice. This money was still available.

Existing reserve funds were used to allow the recruitment of an apprentice in the 2014/15. This apprenticeship was facilitated by Derbyshire Dales District Council through their apprenticeship scheme, this apprenticeship was due to come to an end on 11 July 2015. No permanent position was currently available for the apprentice at North East Derbyshire but the experience gained had resulted in the offer of a position at Derbyshire County Council.

An apprentice had also been recruited through the trainee scheme delivered at Bolsover and North East Derbyshire. This would run until December 2015 and was fully funded outside of the Joint ICT service.

The Joint ICT service had now had an apprentice in post for much of the last four years. The service desk team was now heavily reliant on the resource to maintain service levels.

The Committee were advised that members had previously supported the recruitment of an apprentice within the Joint ICT service and the funds were available to support a one year apprenticeship starting in 2015.

The early recruitment of an apprentice would enable sufficient training to be undertaken to allow the recruit to begin to contribute to the service provision, the apprenticeship would have been facilitated by Derbyshire Dales to enable the recruitment of an 18+ apprentice.

RESOLVED –

- (1) That the Joint ICT Committee notes the budget outturn for 2014/15.
- (2) That the Joint ICT Committee recommends approval of £12,500 to be held in reserve to cover the costs of a future apprentice.
- (3) That Derbyshire Dales District Council would facilitate the recruitment and administration of the future apprenticeship.

11/15 **Urgent Business**

There was no urgent business to be considered at this meeting.

12/15 **Date of Next Meeting**

The next meeting of the Joint ICT Committee would take place at 2.00 pm on Monday 30 November 2015 in the Board Room at Pioneer House, Wingerworth, Chesterfield.
