

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 23 July 2018 at 2.00 pm

Present:

Bolsover District Council (BDC)

Councillor S Fritchley
Councillor D McGregor

Derbyshire Dales District Council (DDDC)

Councillor C Furness
Councillor M Ratcliffe

North East Derbyshire District Council (NEDDC)

Councillor W Armitage
Councillor P R Kerry
Councillor J Lilley

Officers:

Karen Henriksen – Head of Resources (DDDC)
Nick Blaney – Joint ICT Manager
Alan Maher – Governance Officer (NEDDC)

1/18-19 Apologies for Absence

Apologies were received from Dawn Clarke, Head of Finance – Revenues and Benefits, Councillor A Catt – Derbyshire Dales District Council.

2/18-19 Governance

The Governance Officer, Alan Maher suggested that the Annual Meeting of the Committee be held on 12 November 2018. At this meeting, Members would be asked to appoint the Chair and Vice-Chair, as well as the officers who would serve as Secretary, Treasurer and Auditor to the Joint Committee.

The Committee supported the suggested date of the Annual Meeting.

3/18-19 Declarations of Interest

Members were requested to declare the existence and nature of any disclosable pecuniary interest and/or other interests, not already on their

register of interests, in any item of the agenda and withdraw from the meeting at the appropriate time.

No declarations of interest were submitted at the meeting.

4/18-19 Minutes of Last Meeting

RESOLVED – That the Minutes of the Joint ICT Committee held on 9 April 2018 be approved as a correct record.

Further to Minute 16/17-18, the Joint ICT Manager, Nick Blaney explained that the number of spam e-mails received across the three authorities had grown substantially. These had been targeted at a range of users, not just elected Members. Advice had been provided to assist members in dealing with spam e-mails. The Committee welcomed this.

Further to Minute No 17/17-18 the Committee noted that it agreed to carry out a consultative role during the current local government year. It would do this by continuing to oversee the performance of the service and in particular, by receiving and discussing reports on the service from the Joint ICT Manager. The Committee would also be able to make recommendations to the three Councils on any issues which required them to take decisions about the operation of the Joint Service.

5/18-19 Quarterly Service Report

The Committee considered the latest quarterly service report. This included information about how the service was performing against a range of targets, expenditure against the budget and the use of resources. It also included information about what progress had been made on key projects, ICT security as well as on the ongoing development of the service.

The Committee was assisted by the Joint ICT Manager, Nick Blaney. He began by explaining that the sharp increase in calls to the service had now stabilised. Members were reminded that the increase in calls to the service had been driven by the introduction of new ICT systems and equipment, which in turn had generated more requests of assistance from their users.

Although these systems are now bedding-in, the number of calls to the service, he explained, was likely to remain at or about the current levels. This was because of the rolling programme of PC and laptop deployments with Windows 10, which the service was continuing to deliver.

Nick Blaney went on to point out that because of the more stable position - the service had been able to reduce its backlog of work. In this context, Members were informed that the number of 'outstanding calls' that it still had to deal with – or in other words those requests for assistance which had not yet been resolved - had begun to fall. Members welcomed this.

The report to Committee set out information of the specific development projects which the service continues to be involved with. These included the introduction of an electronic document management system at Derbyshire Dales Council, which had now been partially deployed. The service was also deploying a new Contact Centre Solution system for North East Derbyshire. This was expected to be implemented in September 2018.

Members were told about a project to enable Council e-mail and calendars to be accessed through personal mobile devices such as mobile phones. The Committee discussed this project at length. There was a consensus that Members at all three authorities should be able to access Council e-mails in this way. The Committee was told that two 'market leading' solutions had been tested and that an Executive Summary and Options Appraisal were in the process of being produced. Members supported this approach and asked to be apprised of future developments.

Members considered the information on how the service had resolved incidents – and especially how it provided support to ensure that priority service for the partner organisations continued to operate. Members were pleased to hear that there had been no breaches of the Service Level Agreements (SLA) target for this priority support during the quarter.

The report made it clear that there had been several disruptions to network availability. Most of these disruptions had been caused by power 'outages' when the electricity supply was disrupted. The Committee discussed the problem of outages and the risk-management, contingency arrangements, which are in place across the three authorities to try and minimise the possible impact and disruption to core business processes.

The Committee then considered the Joint ICT budget. Members were informed that since the last meeting it had continued to be underspent. The financial year outturn had been £48k below budget. These underspent funds, it was explained, had been returned to the partner organisations.

Members discussed the ongoing financial position of the Joint ICT Service. What became clear from the discussion was that there was little scope to achieve further significant savings from rationalising the infrastructure for delivering ICT services. The Committee hoped that additional savings might be possible if greater integration of business processes could be achieved.

The Committee was keen that this approach should also cover the business processes which support elected Members in the three authorities.

The Committee was told that a new Joint ICT Strategy was in the process of being developed. Members recognised that this Strategy would provide the platform upon which to assess whether business process integration could be achieved.

At the conclusion of the meeting, Members made it clear that in addition to the existing methods of providing electronic copies of agendas and accompanying

papers for the Joint ICT Committee, they would like to receive these papers as a single PDF document. They felt that it would be easier to navigate a single document on tablet computers. The Governance Officer agreed to investigate this and to make the necessary changes subject to any technical constraints.

The Committee also discussed the future venues for its meetings. Members emphasised that they would like to hold its meetings in all three authorities. They were also keen to ensure that the venues for future committee meetings were accessible and had working hearing loop systems. In this context, it was agreed that the Governance Officer should seek to hold the proposed Annual General Meeting of the Committee at the Bolsover Council offices in Clowne.

7/18-19 Urgent Business

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

8/18-19 Date of Next Meeting

The next meeting of the Joint ICT Committee was scheduled for 12 November, 2018 Annual General Meeting (provisional).

The meeting finished at 11.10 am.
