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BOROUGH COUNCIL

JOINT SBC/EHDC INFORMATION COMMUNICATION TECHNOLOGY COMMITTEE

Date: Thursday, 29 June 2023
Time: 6.00pm
Location: Council Chamber, Daneshill House, Danestrete, Stevenage
Contact: Ian Gourlay (01438) 242703
committees@stevenage.gov.uk

Members: Councillors:
                  Stevenage BC - R Henry, L. Rossati and J Thomas
                  East Herts DC – B Crystall, J Dumont and V Glover-Ward

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AGENDA

PART I

1.   APOLOGIES FOR ABSENCE

2.   ELECTION OF CHAIR AND VICE-CHAIR

To elect a Chair and Vice-Chair of the Joint Committee for the 2023/24 Municipal Year.

[Note: In accordance with the Committee's Terms of Reference, the Chair for 2023/24 shall be a Stevenage Borough Council Member and the Vice-Chair an East Hertfordshire District Council Member.]

3.   TERMS OF REFERENCE

To note the Terms of Reference for the Joint Committee.
Pages 3 – 4

4.   MINUTES - 7 MARCH 2023

To approve as a correct record the Minutes of the meeting of the Joint ICT Committee held on 7 March 2023 for signature by the Chair.
Pages 5 – 10

5.   INTRODUCTION TO ICT SHARED SERVICE FOR NEW COMMITTEE MEMBERS

To receive and consider a presentation providing an introduction to the SBC/EHDC Information Communication Technology (ICT) Shared Service.

6. IT FOUNDATION PROJECTS UPDATE

To receive and consider an update presentation in respect of the IT Foundations Project.

7. SOCITM REPORT UPDATE

To receive and consider a presentation providing an update on the Society for Innovation Technology and Modernisation (SOCITM) report.

8. URGENT PART I BUSINESS

To consider any Part I business accepted by the Chair as urgent.

9. EXCLUSION OF PRESS AND PUBLIC

To consider the following motions –

1. That under Section 100A of the Local Government Act 1972, the press and public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as described in Paragraphs 1 – 7 of Part 1 of Schedule 12A of the Act as amended by Local Government (Access to Information) (Variation) Order 2006.

2. That Members consider the reasons for the following reports being in Part II and determine whether or not maintaining the exemption from disclosure of the information contained therein outweighs the public interest in disclosure.

10. IT FOUNDATION PROJECTS - PART II UPDATE

To receive and consider an update presentation on the IT Foundations Project, with particular reference to Cyber Security issues.

11. URGENT PART II BUSINESS

To consider any Part II business accepted by the Chair as urgent.

Agenda Published 21 June 2023

East Herts Council and Stevenage Borough Council Joint Information Communication Technology Committee

Purpose

This is a joint committee of the Executives of Stevenage Borough and East Hertfordshire District Councils, under the provisions of section 101 of the Local Government Act 1972 and 9EB of the Local Government Act 2000 all regulations made thereunder.

The terms of reference of the committee are as follows:

a) To recommend the ICT Strategy to the constituent Councils;
b) To approve the annual service plan for the Shared ICT Service;
c) To receive explanations of variances in service performance against the agreed service plan;
d) To approve the expenditure within the budget of the shared service and where so delegated determine requested virements within that budget;
e) To give initial consideration to future development of the shared service and any changes in legislation that may affect service delivery and make recommendations thereon to the Executive or officers; and
f) Where it is considered appropriate, provide reports to the constituent councils.

Constitution of the Committee

The Joint Information Communication Technology Committee is constituted as a joint committee of the partner councils. Each partner council shall nominate three elected Members to the Committee. It shall be for each partner council to determine the mechanism for making these appointments.

Quorum

The quorum of a meeting of the Joint Committee will be three elected members, with at least one from each council.

Chairman

The Joint Committee shall at its first meeting each year, elect one of its Members to be Chair and one of its Members to be Vice- Chair, with the chair from one Council and the Vice Chair from the other. These positions shall be rotated annually. The Chair and Vice-Chair shall, unless they resign or cease to be Members of the Joint Committee, continue in office until their successors have been appointed.

Voting

A matter can only be passed by the Joint Committee if no fewer than half of the Members present from each authority vote in favour.

Administration

The Access to Information Rules (as set out in the Constitutions of the constituent councils) to apply to all meetings.

Each constituent council will act as host for the meeting in alternate years and the hosting council will ensure the convening those meetings, distributing the agenda, clerking the meetings and producing the minutes.

Meetings to be held, as a minimum, in January (service planning for coming year) and October for budgets and mid-year service plan review. Should the Committee deem it appropriate, for example to respond to a new regulatory duty or service, or to consider the response to a significant performance issue, additional meetings may be held. Constituent councils are to liaise to confirm mutually suitable times/dates.

Review

The constituent councils will review the Joint Committee's terms of reference annually.

MINUTES OF A MEETING OF THE
JOINT INFORMATION COMMUNICATION
TECHNOLOGY COMMITTEE HELD IN THE
COUNCIL CHAMBER, WALLFIELDS,
HERTFORD ON TUESDAY 7 MARCH 2023,
AT 7.00 PM

PRESENT:

Councillors L Haysey, Mrs J Lloyd, J Thomas
and G Williamson

OFFICERS IN ATTENDANCE:

Richard Cassidy	-	Chief Executive
Clare Fletcher	-	Assistant Director of Finance
Katie Mogan	-	Democratic Services Manager
Matt Partridge	-	Chief Executive
Helen Standen	-	Deputy Chief Executive
Harman Sura	-	Interim Strategic IT and Partnerships Manager

1   APOLOGIES

Apologies for absence were received from Councillor
Henry and Councillor Huggins.

2   CHAIRMAN'S ANNOUNCEMENTS

Councillor Williamson said this would be the last meeting held at East Herts Council before the meetings are hosted at Stevenage Borough Council for the next civic year.

3   MINUTES - 27 OCTOBER 2022

Councillor Lloyd proposed, and Councillor Thomas seconded a motion that the Minutes of the meeting held on 27 October 2022 be approved as a correct record and be signed by the Chairman. On being put to the meeting and a vote taken, the motion was declared CARRIED.

> **RESOLVED** – that the Minutes of the meeting held on 27 October 2022 be approved as a correct record and signed by the Chairman.

4   DECLARATIONS OF INTEREST

There were no declarations of interest.

5   ACTION POINTS FROM THE LAST MEETING

The Interim Strategic IT and Partnerships Manager ran through the updated action points from the last meeting.

In reference to A1, the Strategic Director (SBC) said herself and the Deputy Chief Executive (EHC) had met with the ICT Management Team and took them through the report. From that meeting, 13 actions were being tracked and the team will meet monthly to discuss progress.

The Chief Executive (EHC) said this reflected a different way of working which was important with a new Assistant Director starting at the end of the month. He said that himself and the Chief Executive (SBC) gave full support to the IT team.

In reference to A3, Councillor Williamson asked if a significant proportion of the issues reported to the IT Service Desk could have been solved by users themselves if they searched the intranet/internet.

The Interim Strategic IT and Partnerships Manager said that the migration to Microsoft 365 was a new process for all staff so the high number of issues reported was to be expected.

The Deputy Chief Executive (EHC) said that most of the IT Service Desk issues related to passwords and accounts being locked. It was hoped that users would be able to unlock their accounts themselves using multi-factor authentication in the future which would mean a reduction in calls.

In relation to A4, the Interim Strategic IT and Partnerships Manager said interviews were scheduled this week for a full time project manager for the telephony system. He said that the team now knew what was required from the system and would implement three functionalities; call back options, voicemails and time spent in queues.

Councillor Haysey said that East Herts Members would be pleased with that progress. She said that the Council had been criticised over its telephony system so would need to communicate to the public that these services were now available.

6   ICT COMMITTEE PROJECT UPDATE REPORT

The Interim Strategic IT and Partnerships Manager presented the latest updates to the ICT Project.

The Chief Executive (EHC) asked if any downtime or upgrades to systems would be scheduled during the Pre-Election Period as the team would be working evenings and weekends.

The Interim Strategic IT and Partnerships Manager said he had been working closely with the Elections team to ensure that their systems were working. He said that a change freeze would be in place so no changes or upgrades would take place in that period.

Councillor Williamson referred to the Wifi project and said that the committee were informed at their last meeting that the contract had expired. He asked if it had been extended to cover the period before the next contract starts.

The Deputy Chief Executive (EHC) said that the date on the presentation needed to be in the revised end date as the original target was March 2023.
Action: Amend the date on the Wifi project.

The Strategic Director (SBC) said there was a decision to be made on a cloud vs premise solution but finances needed to be agreed first.

Councillor Haysey asked if renting out the building would be a security problem from other companies depending on a cloud or premise solution.

The Interim Strategic IT and Partnerships Manager said that it would be on a separate connection and not be a risk.

Councillor Williamson asked if the Council would be at risk if the contract expired in October but the timescales for the new solution was December 2023.

The Interim Strategic IT and Partnerships Manager said that the new service provider would take on existing services and maintain what was already in place before the new solution would be in place.

The Interim Strategic IT and Partnerships Manager presented the position on vacancies in the team.

The Chief Executive (SBC) asked if the issue in recruitment was the availability of candidates in the market or if the roles needed to be adjusted to attract candidates.

The Interim Strategic IT and Partnerships Manager said that there was a high demand in the sector and cyber security engineers with appropriate qualifications could be earning £75-80k in London.

The Chief Executive (SBC) asked if there was a Plan B if it proved more difficult to recruit.

The Strategic Director (SBC) said that if the market was competitive, it was worth agreeing an approach on a permanent post as it was worth bearing in mind that that interim officers can be expensive and could leave with a weeks' notice.

Councillor Haysey asked if the partnership was developing relationships with the local colleagues and university to advertise roles.

The Interim Strategic IT and Partnerships Manager said they were looking at offering apprenticeships for existing colleagues.

The Strategic Director (SBC) said that they had been attending job fairs and offering meet the team sessions but that interacting with higher education institutions was a good idea.

The Members and Officers thanked the Interim Strategic IT and Partnerships Manager for his hard work in the role as this was his last meeting.

7   URGENT BUSINESS
There was no urgent business.

The meeting closed at 8.10 pm

Chairman ....

Date   ....