



## **MINUTES OF THE JOINT COMMITTEE OF THE LONDON BOROUGHS OF BRENT, LEWISHAM AND SOUTHWARK**

**Held as an online meeting via MS Teams on Tuesday 25 November 2025 at 6pm**

PRESENT (as online participants): Councillor Barrie Hargrove (Chair - London Borough of Southwark), Councillor Jake Rubin (London Borough of Brent) and Councillor Amanda De Ryk (London Borough of Lewisham)

### **1. Appointment of Chair**

It was **RESOLVED** that in accordance with Section 10 of the Joint Committee's Terms of Reference, Councillor Barrie Hargrove (London Borough of Southwark) be appointed as Chair for the duration of the meeting.

### **2. Apologies for Absence and Clarification of Alternate Members**

Apologies for absence were received from Councillor Mili Patel (London Borough of Brent), Councillor Stephanie Cryan (London Borough of Southwark) and Councillor James Walsh (London Borough of Lewisham).

### **3. Declarations of Interest**

There were no declarations of interest declared by Members at the meeting.

### **4. Minutes of the Previous Meeting**

**RESOLVED** that the minutes of the previous meeting of the Joint Committee of the London Boroughs of Brent, Lewisham and Southwark held on Tuesday 8 July 2025 be approved as a correct record.

### **5. Provision for Public Participation**

No deputations or requests to speak were received at the meeting.

### **6. Shared Technology Service Update Report**

Prior to presenting the update report, Fabio Negro (Managing Director Shared Technology Services) took the opportunity to introduce Jo Barker to the Joint Committee as the Shared Technology Service (STS) newly appointed Head of Projects.

Fabio Negro then introduced the report to the Joint Committee providing an update on key performance areas in relation to the Shared Technology Service (STS). Members noted the summary of key performance management indicators for the service across all three Council's, which had been included within the report and in terms of detailed service performance, the Joint Committee was advised of the following:

- In this reporting period (June 2025 to September 2025) there had been 16 P1 incidents related to STS infrastructure with the Major Incident (MI) KPI breached 3 times. A number of these disruptions had been due to third party infrastructure that STS had no control over with an increase reported in the number of MI events over the previous reporting period and the incidents noted as differing in complexity and severity. Members were advised that after each major incident, STS prepared a detailed Major Incident Report covering impact, timeline, root cause, and lessons learned with work undertaken to identify vulnerabilities and implement preventive measures which involved details also being shared with affected partners, and review meetings held as needed. The lessons learned from each event had also been used to inform the advancement of incident response protocols, optimisation of processes and to strengthen service resilience.
- In the reporting period (June 2025 to September 2025) there had 14 Priority 2 (P2) calls. Members were advised that some of the reported issues had breached the SLA due to the complexity of the issues with the impact on users varying significantly depending on the nature of the issue. The rolling 13-month STS average had, however, reduced to 5.67 down from 6.67 in the previous period.
- In the reporting period (June – Sept 2025), SLA performance for priority 3 (P3) operational incident issues and priority 4 (P4) average SLA operational request calls had improved compared with the previous reporting period. This had been achieved along with a reduction in open calls showing good progress in overall operational performance. It was also noted that this had been achieved against the context of growing demand for STS services with the number of tickets logged into STS queues increasing. The trend in logged tickets over the previous 3 years into 2025 had been detailed within the graph in section 4.5 of the report.
- STS had achieved the second lowest number of open issues and requests since the inception of the Shared Service despite having the largest user base on record (having grown from 10,500 in 2020 to 12,693 in 2025 representing a 21% increase). Members noted the details on the volume of open calls within the STS operational queues over the past year as detailed in section 4.5 of the report with the decline attributed to the improvements in underlying infrastructure and time invested in managing aged (older) tickets.
- The introduction of a new Customer Satisfaction (CSAT) survey to replace the previous Net Promotor Score (NPS) based system. The CSAT survey results for the reporting period had been detailed within section 4.12 of the report with an average score of 4.7 out of 5. It was noted that the number of surveys completed in the reporting period had been significantly higher than in the previous reporting period, following proactive promotion via communications channels and redesign of the CSAT email with the overall Customer Satisfaction score having increased during the period. It was highlighted that the STS Service desk followed up all very dissatisfied and dissatisfied responses within two working days, ensuring that those interactions were recorded as a proactive approach in seeking to not only address immediate

concerns but also identify root causes in order to enhance the overall quality of support services.

- The work undertaken with the onsite teams in each Council to improve the customer experience and response times.
- The full breakdown on the current STS Risk Register, which had been circulated to members as an exempt appendix.
- The progress in relation to audit delivery, as detailed in section 7 of the report with the review on the Southwark Backup and Restoration having now been completed and final report awaited. In addition, scoping had been finalised for the audits on Southwark Cyber Security Vulnerabilities and the Southwark Major Incident / Business Continuity Review with a workshop on the Brent Assurance Mapping also having been scheduled. As detailed in section 7.4 of the report, seven audit recommendations had been completed since the previous update with two new actions identified and three subject to ongoing delivery.
- The six month overview of the Technology Roadmap Project (planned and in-flight), as detailed in section 8 of the report. In noting that STS were now in the fourth year of its current five year investment plan, members noted the ongoing upgrade of all laptops to Windows 11 across all three member authorities with Brent's now largely completed along with development of a future IT Modernisation investment plan for 2025-2027. Other major projects highlighted included the deployment of server upgrades, transition strategy to Windows 11 to ensure all systems and operations continued without interruption or security risks associated with unsupported software and hardware and SD-WAN connectivity. In addition, work was ongoing in relation to deployment of VPN models across all three member authorities as part of a wider group of security tools with an overview on the current status and recent developments across key Shared Technology Services (STS) projects as of October 2025 noted as detailed within section 9 and 11 of the report.
- The update on implementation of the new Procurement Act, which had included development of a Category Strategy for Digital & IT in order to identify and leverage opportunities and strategic risks along with the strengthening of social value clauses. This had included, as detailed in section 10 of the report, an analysis of the procurement pipeline for 2026 and outline of upcoming procurement activity across all three member authorities.
- As a final update, members were advised, as detailed in section 12 of the report, that Southwark had expressed its intent to leave the partnership. The rationale behind the intention had been linked to a wider recommissioning exercise designed to bring together IT, Digital, and Resident Experience into a single combined function and to consolidate and reduce spend. Members were advised that once formal notice had been received, a transition team would be established to work collectively with all partners to develop a comprehensive exit plan including the approach to managing TUPE implications, contract novations and the transfer of all relevant documentation, tools, and security credentials. It was envisaged that this would be

undertaken over a defined period, with the handover designed to limit any impact on council services in an effort to maintain continuity and stability.

The Chair thanked Fabio Negro for the service performance update provided and then invited comments from Members with the following issue(s) raised:

- Councillor De Ryk noted the positives around call handling and improved customer feedback. In light of the laptop refresh being Lewisham's biggest project, Councillor De Ryk sought clarification on the planning and timing of the planned rollout process. In response, Jo Barker (STS Head of Projects) acknowledged some delay had been experienced in relation to sign off of the final contract by the supplier, which had now been obtained. In the meantime, plans were being developed to manage the rollout process with this expected to commence prior to the end of year recognising the potential challenges over the Christmas holiday period.
- Further details were sought on renewal of Lewisham's Adobe contract. Jo Barker reported that in terms of the Adobe renewal Lewisham's contract was due to expire in December 2025 with the renewal process having commenced in August/September based on a streamlined procurement work stream and timescale.
- In noting the level of P1 incidents during the current reporting period and number that related to third party supplier, details were sought on the process for ensuring the necessary service resilience and response protocols were in place. In response, members were assured of the review conducted into change management procedures with the suppliers and establishment of more rigorous oversight mechanisms.
- Following on from the announcement of Southwark's intention to exit the STS partnership further details were sought on timescale for this process to be undertaken. In response, members were advised that whilst Southwark had announced their intention to leave, they had not yet issued formal notice. Once formal notice had been provided, work would commence on the exit plan based on timescales included within the STS Memorandum of Understanding and members assured that the handover would be designed to limit impact on council services in an effort to maintain continuity and stability.

As no further issues were raised, the Joint Committee completed their consideration of the update report. The Chair thanked Fabio Negro for the updates provided and it was **RESOLVED** to note the progress being made across the various areas in the detail of the report including the Inter-Authority Agreement and Southwark Council's intention to exit the partnership, as outlined in the report.

## 7. **Date of Next Meeting**

Members NOTED the final date for the Joint Committee during the 2025 – 26 Municipal Year as follows:

- Tuesday 17 March 2026 at 6pm – Lewisham to host online.

8. **Any Other Urgent Business**

None identified.

9. **Exclusion of Press and Public**

At this stage in proceedings the Chair advised that he intended to move into closed session for the remainder of the meeting in order to consider a separate report for the Joint Committee providing updates on the Cyber Security status, threats, and mitigations in relation to the Shared Technology Services (STS).

Given the commercially sensitive nature of the details contained within the update, the Joint Committee were advised that the report would need to be considered in closed session which would require the Joint Committee to pass a formal resolution excluding the press and public for consideration of the item.

It was therefore **AGREED** that that under Section 100A (4) of the Government Act 1972 the press and public be excluded from the remainder of the meeting for consideration of the following item on the grounds that it would involve the disclosure of exempt information as defined in paragraph 3 (information relating to the financial or business affairs of any particular person, including the authority holding that information) of Part 1 of Schedule 12A of the Act (as amended).

*The online livestream was ended at this point in the meeting.*

10. **Shared Technology Service Cyber Security Update Report**

Fabio Negro (Managing Director - Shared Technology Services) then introduced the update report in relation to Cyber Security status, threats, and mitigations for the Shared Technology Service (STS). In considering the report Members noted the update provided in relation to the onboarding of the provider to deliver a 24x7 Security Operations Centre monitoring of all user endpoint devices and work with the STS Cyber Security team to deter and mitigate any threat along with further development of Cyber Security controls, including firewalls and third party suppliers; work in relation to cyber security with LOTI and wider security enhancements being delivered through the transition to Windows 11 along with ongoing work being undertaken in relation to the approach towards vulnerability and risk management.

Members were advised that all councils were currently compliant with PSN with accreditation currently being finalised. A strategic engagement process was also ongoing with Microsoft to enhance user identity security and service monitoring capabilities with STS also focussed on the authentication framework. Following requests at prior Joint Committee meetings, emergency planning exercises involving councillor participation were also being scheduled for all partners in the new year.

The Chair thanked Fabio Negro for his update with additional clarification provided for Members in relation to issues raised on PSN compliance and accreditation, approach towards asset management across the three member boroughs life cycle of IT equipment and legacy accounts and the decommissioning of Lewisham Homes infrastructure.

Members were also provided with an update on the recent cyber security attack which had affected a shared IT infrastructure environment across three London Councils, who were not members of the STS. In noting the initial background provided, members noted the measures in place across STS to mitigate against a similar type of incident and assistance which had been offered to the boroughs affected as they sought to respond and recover. The need to ensure continued vigilance in terms of the defence against evolving cyber threats was recognised by the Joint Committee in order to ensure STS was able to respond effectively to incidents, and ensure networks, data and systems remained protected and resilient.

As no further matters were raised, the Joint Committee completed their consideration of the update report. The Chair thanked Fabio Negro for the details provided and it was **RESOLVED** to note the update and actions being taken as detailed in the report.

The meeting closed at 6:48 pm.

COUNCILLOR BARRIE HARGROVE  
Chair