

BROMSGROVE DISTRICT COUNCIL

CABINET

7th OCTOBER 2009

INFORMATION MANAGEMENT STRATEGY

Responsible Portfolio Holder	Cllr Geoff Denaro
Responsible Head of Service	Deb Poole – Head of E-Government & Customer Services
Non Key Decision	

1. SUMMARY

- 1.1 This report presents for consideration by Cabinet a corporate Information Management Strategy. The purpose of the strategy is to set out an approach for improving information management across Bromsgrove District Council. The strategy also contains a twelve month action plan outlining how the strategy will be delivered.
- 1.2 Information is a key resource. It is vital that the value of properly managed information be recognised in enabling the delivery of lower cost services. Having the right information, available to the right people at the right time can help to achieve business efficiency.

2. RECOMMENDATION

It is **recommended**:

- 2.1 That Cabinet receives and notes the Information Management Strategy and twelve month action plan.

3. BACKGROUND

- 3.1 In 2007 an Information Audit was commissioned at the request of BDC and undertaken by the Worcestershire County Council Making Information Manageable team. The audit provided a document retention and disposal schedule and a policy on how long information should be kept. A high level report of findings including roles and responsibilities, information quality, security, access and storage was also produced. This strategy sets out the actions needed to address some of the issues highlighted by the audit.
- 3.2 Over the last three years BDC has made a considerable investment in information technology and electronic systems. However, little attention has been paid to information retained in other formats e.g. paper records, microfilm, video and computer disks. In addition unstructured electronic information held within shared and personal folders is rarely reviewed. As a result, a huge amount of information has been retained unnecessarily leaving the organisation open to the risk of non compliance of information law and placing a heavy burden on electronic servers.
- 3.3 Historically, services have been responsible for the management of their own information. Where services no longer exist due to organisational change, records have remained with no one responsible for them. Index lists and cataloguing aids are few, with the knowledge of what lies in store rooms being largely in people's heads - when those people leave the organisation the knowledge goes with them but the records remain.

4. FINANCIAL IMPLICATIONS

4.1 There are no financial implications.

5. LEGAL IMPLICATIONS

5.1 The Data Protection Act (DPA) requires organisations that handle personal information to comply with a set of principles regarding privacy and security. The DPA sets out the conditions for purposes of processing personal information and rights for data subjects. The Freedom of Information Act gives the public the right to request information (with exemptions) held by public authorities.

5.2 BDC can only comply with these Acts if recorded information is properly stored and accessible. The Information Commissioner has issued a code of practice for public authorities in line with Section 46 of the Freedom of Information Act on the practise they should follow for keeping, managing and destroying records.

6. COUNCIL OBJECTIVES

6.1 This strategy will help to deliver against Council Objective 2 - Improvement.

7. RISK MANAGEMENT

7.1 The main risks associated with the details included in this report are:
Council information is not accurate or managed correctly. Incorrect information may be given to customers which could damage the reputation of the Council.

7.2 These risks are being managed as follows:

- All Council data is accurate and of high quality
Risk Register: Corporate
Key Objective Ref No: 10
Key Objective: All Council data is accurate

8. CUSTOMER IMPLICATIONS

8.1 There will be an indirect, positive impact on both internal and external customers as a result of the proposals in the strategy action plan. It is the intention that the action plan should result in better quality information being readily available to all.

9. EQUALITIES AND DIVERSITY IMPLICATIONS

9.1 The strategy will help BDC to deliver equality of access to all information.

10. VALUE FOR MONEY IMPLICATIONS

10.1 Future pressures on departmental budgets will require improved use of information resources to support the delivery of efficiencies.

11. HUMAN RESOURCES IMPLICATIONS

11.1 None

12. OTHER IMPLICATIONS

Procurement Issues: None
Personnel Implications: None
Governance/Performance Management: None
Community Safety including Section 17 of Crime and Disorder Act 1998: None
Policy: None
Environmental: None

13. WARDS AFFECTED

All

14. APPENDICES

Appendix 1 Information Management Strategy

15. BACKGROUND PAPERS

None

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