

Report To: Corporate Governance Committee

Date of Meeting: 25th March 2015

Lead Member / Officer: Councillor Barbara Smith

Report Author: Corporate Information Manager

Title: Information Management Strategy Update

1. What is the report about?

1.1 This report will provide the Committee with an update on progress made on implementing the Council's Information Management Strategy.

2. What is the reason for making this report?

2.1 An annual report update was requested by the Committee after the Strategy was presented to them during December 2013.

3. Recommendations

3.1 It is recommended that Corporate Governance Committee note the progress made on information management and continue to support its implementation.

4. Report Details

4.1 Information management has historically been seen as a significant governance weakness in Annual Governance Statements following adverse internal and external audit reports.

4.2 A Corporate Information Team was formed during 2013 to provide a more cohesive approach to this area and to address the identified weaknesses. The Team developed an Information Management Strategy to provide an agreed corporate approach to this function. Since this time, significant improvements have been made. These improvements have recently resulted in the risk associated with information management being reduced from amber (major) to yellow (moderate), and this has been reflected on the Corporate Risk Register.

4.3 Some of the key actions that have been undertaken over the last 12 months that have served to reduce the risk rating include:

- one of the first Councils in Wales to achieve Public Sector Network (PSN) accreditation during 2014;

- ensured Data Protection is considered at an early stage of a project by embedding privacy impact assessments into the corporate project management framework;
- raised awareness and improved competency levels in information management at the Council through the development and launch of a suite of eLearning modules, including; Data Protection, Freedom of Information, Environmental Information Regulations and Document Management.
- improved document management disciplines through the introduction of a suite of document management policies, including: file naming, version control and network drives;
- developed a consistent way of handling information security breaches via the development of an associated procedure;
- introduced secure email facilities via Egress;
- strengthened information management requirements into ICT procurement;
- improved communication on information management matters through the redevelopment of associated intranet pages;
- developed and received business case approval for an electronic mailroom;
- established a more resilient and robust means of handling access to information requests via the appointment of an Access to Information Officer;
- undertook nearly 4000 box destructions at the Corporate Stores during 2014. This has reduced total box levels being stored by approximately 10%;
- modernised the way many teams from across the Council work with documents via introduction of EDRMS (electronic document records management system). EDRMS is now used by 20% of the workforce; and
- revised and re-launched our Corporate Retention Schedule.

4.4 Whilst good progress has been made, there is still much to do. Over the next 12 months a number of activities are planned with a particular focus on developing the Council's Records Management and Archives functions:

ACTIVITY	TARGET DATE
Widen access to the county's archive materials and catalogue of its holdings via the development of an improved online presence.	March 2016
Consider different operating models for records management	December 2015
Refresh the information security policy framework in	December 2015

accordance with new requirements and best practice. This will be supported via the development of an information security eLearning module.	
Embed EDRMS into paper-heavy teams by project end - March 2016.	March 2016
Implement an improved IT system for the recording and reporting on access to information requests.	August 2015
Finalise an Information Asset Register.	May 2015
Develop training materials on email management to support the roll-out of Microsoft Exchange/Outlook.	July 2015
Publish more datasets to our website, thereby enabling the Council to meet its statutory duties under the Protection of Freedoms Bill 2012.	March 2016
Implement an improved process for managing the Council's confidential waste	August 2015

5. How does the decision contribute to the Corporate Priorities?

- 5.1 Good management of information will support the Council in achieving its corporate priorities, by:
- ensuring our information can be quickly and easily identified;
 - ensuring our information is protected, according to risk;
 - ensuring our staff and members have the required levels of competencies to manage information appropriately;
 - ensuring our information meets statutory requirements; and
 - Ensuring our vital records are identified and protected accordingly.

6. What will it cost and how will affect other services?

- 6.1 Funding for the EDRMS project has been approved until project end – March 2016.
- 6.2 There is a corporate cost associated with introducing a confidential waste service. This proposal is being presented to SLT on 19th March for consideration.
- 6.3 There are no additional financial resources required for implementing the Information Management Strategy, as it requires a change in culture and behaviour, which will be supported through new policies, processes, procedures and training.

7. What are the main conclusions of the Equality Impact Assessment (EqIA) undertaken on the decision?

7.1 The Council's Equalities Officer suggested that Impact Assessments are undertaken on the actions where necessary, rather than the Strategy.

8. Chief Finance Officer Statement

8.1 The Information Management Strategy forms an important part of the council's overall governance arrangements. Implementation of the Strategy should be achieved within existing resources. The additional cost of the confidential waste proposal referred to (estimated to be £15-£20k) will require funding from corporate resources if approved.

9 What risks are there and is there anything we can do to reduce them?

9.1 The risks of not managing our information assets appropriately include:

- Fines - Data Protection Act is £500,000
- Reputational harm
- Unable to deliver efficiencies
- Unable to deliver modernisation programme