

Leicestershire Strategic Senior Officer Group16th October 2006Information Management Advisory Group (IMAG) Work ProgrammeReport of IMAG**1. Background**

At its meeting on 6 June, SSOG agreed the terms of reference for the Information Management Advisory Group, and requested a report on developing a work programme.

IMAG agreed to focus their activity primarily on the Local Area Agreement in the first instance, and to this end interviews have been conducted with lead officers in order to establish the primary information sharing issues involved in implementing the LAA.

This work has now been concluded, and was reported back to IMAG in September. This report summarises their work programme recommendations.

2. Recommendations

That the strategic senior officers group endorse the recommendations of IMAG to prioritise their work programme on the following areas:

- The development of a business case for sharing business intelligence
- The preparation of an information management strategy
- The development of addressing standards (with other small projects to be considered within the context of developing the business case for sharing business intelligence)

3. Scope of recommendations***Business intelligence***

Sharing of business intelligence facilitates:

- Analysis of service delivery patterns and issues
- Pro-active prioritisation of improvements to service delivery based on analysis
- Identification of complementary services that can be offered on a pro-active basis
- Early intervention where risks are known
- More effective and targeted service delivery

Intelligence can come from transactional systems (e.g. CRM or Benefits systems) or from case work (e.g. Common Assessment Framework), and requires underpinning of standards to ensure confidence in comparability and exchange.

An example is the development of the Common Assessment Framework that has been developed by Bridges. The framework facilitates the sharing of intelligence on Children between organisations in specific forums, and also analysis of more general issues that occur across cases.

The first stage would be to develop a business case for building on this good practice, and extending it beyond the specific client group (children).

Information Management Strategy

A strategy will be developed to outline the broad scope of the initial work programme, and provide a set of principles and strategic overview within which Information Management work can be considered.

Addressing Standards

Work is already underway to develop guidance and a service level agreement underpinning the maintenance of the National Land and Property Gazetteer and the National Street Gazetteer, which are produced by the District Councils, and the County Council respectively. This work is nearing completion, and will be reported to the Information Management Advisory Group.

4. Resourcing

In order to carry out the pieces of work identified above resources will be required. To fulfil the recommendations, these are largely:-

- information management
- project management

To fulfil the outcomes, it is likely that the business case for sharing business intelligence will also require ICT, business analysis and change management skills. Inability to source these resources with appropriate skills is a risk to the progress of the work programme.

Resources may come from within the LAA, but it is more likely that we will need to source funding from elsewhere. One opportunity is available through an bid to Invest To Save bid – a paper is being presented to SSOG at this meeting on this matter. Other sources of funding are yet to be identified.

Initially, Leicestershire County Council information management team will continue to support and coordinate the process of implementing the recommendations.

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