Records management in the Scottish Parliament

Records Management Society, Scotland Group

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Agenda

- Quiz
- The Scottish Parliament
- Our issues
- What we did
- Is it working?
- Key learning points
- What next?
Quiz
The Scottish Parliament

- The devolved national legislature of Scotland
- Based at Holyrood
- Established in 1999
- 129 Members (MSPs)
- MSP staff also based at Holyrood
- Over 400 Scottish Parliamentary Corporate Body staff
SPICe

- The Scottish Parliament Information Centre
- We manage the Parliament’s knowledge
- We are impartial
- We evaluate, analyse, synthesise
- We provide confidential advice to all Members
- Our loyalty is to the institution, not a cause
- We are experts on the parliamentary process
Who are we?

52 staff, recruited as specialists:

- half are research subject experts
- half are information specialists/librarians
- Two fifths of one person is a records manager!
Records Management in the Parliament

- Dedicated staff of 1
- SPICe - Information Management Team
- Accounts for 40% of Information Manager’s time
- 29 RM Champions
- No EDRMS
- Memorandum of Understanding with NAS
- Does not include FOISA
Our issues

- EDRMS – pilot in 2005
- FOISA – huge impact
- Priorities – RM ‘more important’ than other tasks?
- Quick wins – pressure for immediate results
- Electronic information increasing at a rate of 40% per year
- Average 2.1 GB per person
- No E-records store/registry
- Out of date policy and guidance
Drivers for improvement

- 10 years of devolution
- Efficiencies
- Information Management Strategy
- FOISA code of practice
- ISO 15389
- Our records are Public Records
- NAS obligations
Records Management Project

- Clerk/Chief Executive requested review of retention schedules in February 2007
- Project proposal drafted and signed off in June 2007
- Records management policy, procedures and guidance developed and signed off prior to implementation
What we did

- Developed policy, procedures and guidance
- Records audit
- Reviewed retention schedules
- Reviewed shared drives
- Developing a strategy to implement project recommendations
Project methodology

- Appointed RM Champions
- Baseline survey
- Records survey
- Retention schedule development & implementation
- Review of shared drives
- Training and communication
- Implementation of new policy, procedures and guidance
Project Plan

- Each office reviewed over a 5 week period
  - Week 1 – Preparatory work incl. issue of questionnaire
  - Week 2 – Records audit
  - Week 3 – Develop retention schedule and issue to Office Head & Solicitor’s Office for signoff and to NAS for comment
  - Week 4 – Train Champion; Address office staff
  - Week 5 – Implementation session with office
  - Report statistics
Outcome

- All staff received an introduction to RM
- All staff now aware of retention schedules
- Trained a network of RM Champions
- Established a basic awareness of the RM policy, procedures and guidance
- Removed nearly 15% of ephemeral, out of date or non-essential information
Measures of success

- Baseline survey
- Electronic space reduction
- Transfer of records to NAS
- Reduction in off-site storage
Key learning points

- Senior management support
- IT support
- Allies across the organisation
- Get to know offices and local issues
- Accept that RM may not be a top priority
- Be pragmatic
- Evidence of the impact of RM
- Planning
What next for RM?

- Project findings and recommendations compiled
- Senior Management support - next steps?
- … Phase 2 of 3?
- Electronic records management system?
What do I need?

- Senior management commitment
- Resources – time & money
- IT commitment
- Office commitment
- RM Champion commitment

- … a strategy!
Questions?
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