Nottinghamshire County Council

REPORT OF THE CHAIRMAN OF THE IMPROVEMENT AND CHANGE SUB-COMMITTEE
BUSINESS INTELLIGENCE STRATEGY

Purpose of the Report

1. This report is for the Policy Committee to agree a Business Intelligence Strategy for the Council.

Information

2. The Council Plan "Your Nottinghamshire Your Future" sets out a clear and ambitious vision for the future of Nottinghamshire: A county that is a great place to bring up a family, to fulfil ambition, to enjoy later life and to start and grow a business.

3. The Council has identified information and intelligence as vital assets to be developed and managed to support the Council to achieve its commitments. Through the Business Intelligence Strategy the Council will develop the technology and approaches that it will use for the collection, integration, analysis, and presentation of information and the data that it is derived from.

4. The provision of effective business intelligence is seen as a key requirement to enable future organisational change and transformation. The development of a Business Intelligence Strategy has been considered by the Improvement and Change Sub-Committee and is a key milestone in the Resources Improvement and Change Portfolio of the Resources Departmental Strategy.

Business Intelligence Strategy

5. Business Intelligence (BI) is how we bring together data – a vast range of facts and statistics - for analytical purposes so that we can plan and provide efficient services to the public. This can range from how we present or visualise complex information through to how we structure and use it to automate parts of service delivery.

6. The BI Strategy is intended to set out a framework for the future development of Business Intelligence across the Council and how the Council will explore the new opportunities arising from developments in the way that data can be used.

7. The BI Strategy sets out the principles to be applied in this work and proposes the Council's approach should be driven by service needs; designed around the Customer journey through our services and the stages that make up that journey – our business processes.

8. The BI Strategy sets out three main areas for focus

- **BI for People** - Developing our understanding of the people who live here, their needs and demands; Putting them at the heart of our plans to build a great place

- **BI for Services** Having the right information and processes to make wise choices in the way that we run our services and budgets

- **BI for Transformation** - Getting the most out of our data, basing our toughest choices on the strongest analysis and using data driven technology to transform our services

9. Importantly, the Strategy also outlines work to develop a performance management culture that makes full use of developments and new approaches in Business Intelligence and furthers the implementation of the Council's Planning and Performance Management Framework. This includes strengthening the role of managers through the competency framework, learning and development, communication and governance.

10. The Strategy is included as an Appendix to the report for consideration by Policy Committee.

Other Options Considered

11. Development of a Business Intelligence Strategy is a key milestone in the Resources Improvement and Change Portfolio on the Resources Departmental Strategy. No other options were considered.

Reason/s for Recommendation/s

12. The Council's Policy Framework requires all policies and strategies to be approved by a single body, the Policy Committee. The recommendation progresses the Strategy to fulfil this Constitution requirements.

Statutory and Policy Implications

13. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

- Development of the Council's Business Intelligence Infrastructure and BI Hub has particular regard to information management and data security requirements to ensure that this is managed appropriately and in accordance with statutory requirements.

Financial Implications

15. There are no financial implications arising directly from this report.

RECOMMENDATION/S

1)   It is recommended that the Policy Committee agree the Business Intelligence Strategy.

Councillor Reg Adair
Chairman of the Improvement and Change Sub-Committee

For any enquiries about this report please contact:

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Constitutional Comments (KK 13/03/18)

16. The proposal in this report is within the remit of Policy Committee.

Financial Comments (SES 07/03/18)

17. There are no specific financial implications arising directly from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None

Electoral Division(s) and Member(s) Affected

- All