

Thank you for your recent Freedom of Information Request.

I am now able to provide you with the information supplied by the relevant department, as follows:

1, What Document / Records management system/s does the council currently use? Please include the supplier/vendor name, software product name and version number.

1.2, What is the current annual cost for the solution?

1.3, What year was the solution first purchased?

1.4 Do you use a separate document management system in any department i.e. HR or Revenues and benefits?

The Council uses BMS for financial and HS tasks. Within the BMS environment Opentext services are used for document management:

- Content Management (v10 SP2)
- Archive Management (v10.5)
- Invoice Capture Centre (7.5 SP4)

The Archive Management and Invoice Capture Centre services were implemented with BMS in November 2011, with the Content Management service coming on line in December 2012.

In addition the Council uses:

- Wisdom (used by Libraries and Archives) Supplier is Daisy Communications. Administered by Inspire.
- Respond (for complaints);
- Capita One (some Education documents);
- Mastergov (planning applications).

Price for Wisdom in 2018-2019 was £10,811.79. This cost is paid by the external supplier, Inspire. This is included in sum given for answer 2.2.

Capita One, Respond and Mastergov are multi-module systems. In each case the document management functionality is a small element of the whole. The contractual cost of each is at a system level rather than a module one therefore it is not possible to state a specific cost for the document management element.

2, Where are physical records / documents stored? A percentage of physical records are stored with the Records Management Service operated by Inspire.

2.1 How many physical records are currently being stored either by supplier or by the council. Inspire manages approximately 33,000 boxes of records. Our system does not calculate numbers of boxes or records.

2.2 If out sourced with a supplier please provide start/end date and spend for 2018. Part of five-year contract with Inspire from April 2016 – March 2021. £144,237 for 2018-2019 – charge for Inspire only.

2.3 If managed in-house how much does the council spend annually on physical storage of records? Including any building and staff costs. n/a

3, Is there any agreements or projects in place to digitise paper records?

There is no project in place although it has been discussed. Files are currently digitally captured when required.

3.1 If so, is this being done in-house or by a supplier?

Digital capture of files is carried out by an in-house supported business

3.2 If by a supplier, please provide details of who and when the contract started.

Not applicable.

4, Can you please provide the name and contact details of the member(s) of staff that would look after the above 3 points.

Caroline Agnew Information Governance head – caroline.agnew@nottscc.gov.uk

I hope this now satisfies your request, and should you have any further enquiries please do not hesitate to contact me directly on the details below.

In addition to this and for future reference Nottingham County Council regularly publishes previous FOIR,s and answers on its website, under Disclosure logs. (see link)

<http://site.nottinghamshire.gov.uk/thecouncil/democracy/freedom-of-information/disclosure-log/>

You can use the search facility using keywords.

If you wish to raise any concerns about the way your request was dealt with, then please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk quoting the reference number above.

Kind Regards

Complaints, Information & Mediation Officer.
Complaints and Information Team
Chief Executive's Dept
Nottinghamshire County Council
County Hall, West Bridgford, Nottingham, NG2 7QP