



Dudley Metropolitan Borough Council

Efficiencies with specialist IRMS

“Following an evaluation of AXLR8 at other Councils and consideration of other products on the market, Dudley MBC installed the system in 2011 and have used it successfully since. It is kept up to date with changes in legislation and the support is effective. This means it has exceeded our expectations in terms of requirements.”

Lewis Bourne
Information Governance
Manager
Dudley Metropolitan
Borough Council



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Business Goals

The system needed to provide a self-service function and take care of all the reporting and public disclosure. It needed to take over the functions of previous systems in a seamless way. Also, it had to provide improved facilities above those that a sophisticated user population had come to expect in the 8 previous years.

Why AXLR8? Dudley knew of several other authorities using the AXLR8 package successfully including Leicestershire County Council and others in their group.

Key Business Benefits

- Self Service forms.
- Count down timers for Working days and Calendar days with trigger reminder emails expedite work and help keep DMBC compliant with OIC deadlines.
- Reports save time on analysis and reporting internally and to the OIC.
- Kept up to date by AXLR8 with features so that it remains compliant with changing legislative requirements.

Background: Dudley Metropolitan Borough Council were an early adopter of a system for managing Information Requests, assisting their original provider to interpret legislation and design the system. Due to increasing volumes of requests and changes to legislation, in March 2011 Dudley elected to join other authorities who had chosen to implement the AXLR8 Information Management System. In the same year Dudley was named as the Public Sector organisation with the best ICT Service by Socitm, the professional association for public sector ICT Management.



Business Challenges: The system needed to provide a self-service function and take care of all the request management tracking, reporting and public disclosure. DMBC deal with double digit growth in numbers of information requests made year on year since installation (2014: just under 2000 valid information requests). Like many AXLR8 authorities DMBC have experienced a growth in the complexity of information required often with experts from more than one Directorate involved in answering a single request.

Results: DMBC have saved time and money. DMBC have also taken advantage of new features that have been developed with other authorities including Mail Tracker, Reviews and Appeals and many hundreds of standard enhancements and fixes that come with any system as the technology develops and

improves to work with the changing technology environment and legislation.

Looking forward: DMBC will be using more of the features as AXLR8 and clients explore new areas including

- Report Builder a powerful query manager
- Data Sets and Transparency Agenda functions
- Information asset register
- Organisational hierarchical reporting

AXLR8's public sector clients benefit from new functionality where the private sector clients have also invested.

- Future Report Builder versions
- Satisfaction Surveys after responses
- Advanced auto responders
- Complaints Management

