

Greater London Authority - Information Service



Introduction

Managers and researchers working for the Greater London Authority (GLA) are in constant need of current relevant information. They need information to inform research, strategy development and assessment, policy creation and evaluation, target setting, bids for funding, project set-up and implementation, report writing, investment decisions and much more.

Prior to April 2012, the GLA employed an Information Services team in-house, as part of their Intelligence division, which accessed information on behalf of staff undertaking the activities listed above. However, an internal review of this function highlighted it was too expensive to purchase, store and maintain a library or information service of sufficient scope and scale to cover all the topics of relevance.

The challenge therefore was to provide an information service that met the needs of GLA staff which also proved cost effective.

The solution

Idox Information Solutions developed an online platform which gave the GLA access to the most complete and accessible source of public sector knowledge in the UK.

The online library and Information Service contains over 175,000 publications, reports and journals etc covering 32 subject areas, examples of which include planning, regeneration, economic, social practice, housing and health.

The service includes a dedicated log-in and profile area where staff can update individual preferences e.g. set topic update alerts for more focused results, as well as access to a dedicated outsourced team of information specialists.

Key Project Outcomes

- > Better decisions based on better evidence with access to the most complete and accessible source of public sector knowledge.
- > Substantial cost savings by outsourcing or sharing frontline information services with other key stakeholders and partners.
- > Collaboration and integration of services which are key elements of Public Service Reform.
- > An outsourced information service which enabled the GLA and its partners to sustain key information services and embed continuous improvement leading to real efficiency and effectiveness benefits.



Case Study

Key features of the service

- > The most comprehensive library covering planning, regeneration, economic and social policy, practice and management issues in the UK.
- > Content focused on the evidence base required by practitioners and policymakers.
- > Staffed by a dedicated team of information consultants and additional supporting staff.
- > Over 175,000 abstracts in the database with around 200 added each week.
- > Approximately 60,000 books and reports and more than 500 journal titles.
- > Weekly bulletin of abstracts covering the best material acquired that week.
- > Fortnightly topic updates on specific topics of interest to each user.

Measurable impact

Developing this platform and drawing upon the experience of Idox Information Services, the GLA were able to outsource their entire information service to Idox. The financial impact this will have equates to a saving of £500,000 over the next five years.

Outsourcing the service also provided the GLA with the opportunity to share the service with functional bodies including the Police and Fire and Rescue Authorities as well as all 33 London Borough councils.

GREATER LONDON AUTHORITY

GLA information service

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About us

The GLA Information Service provides easy access to information to support the strong evidence base required for policy formulation in London. Delivered by Idox Information Solutions.

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Get our weekly summary of the most important new reports and articles. Or sign up to get subject-specific updates every fortnight.

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Hot topics

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- London Assembly Constituency Profiles
- Measures of Child Poverty
- GLA Intelligence Newsletter
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- Well-being in London - Current Issues Note 35

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