records management society®

Annual Report & Accounts 2009

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From the chair

Matthew Stephenson · RMS Chair

This is the third of the new format RMS Annual Report and Accounts and covers the year 2009. It brings together a summary of the activities of, and highlights the work undertaken by, the members of the Executive Committee (Exec), its subcommittees, the Regional and Special Interest Groups as well as providing an annual summary of the Society's financial situation.

All Officers of the RMS act voluntarily and all RMS work is done in their spare time or in work's time at the discretion of their employers and so the work that these people put in really deserves our thanks. I'd like to thank the current Exec and also Paul Dodgson, Keith Gregory, Robin Smith, Lucy Burrow and Heather Jack, all of whom stood down from the Exec in April 2009.

Indeed the last year has seen a great deal of change on the Executive Committee with all but one post changing hands and seven new people joining the Exec. In a relatively short space of time and at the same time as picking up the reins and managing new portfolios, we have subtly changed the way in which the Exec works. By reducing the frequency of meetings to quarterly, one of which is at Conference, and coupling this with regular conference calls, we have been able to enhance the effective operation of the Exec whilst at the same time reducing expenditure on meetings.

Moving along, it is certainly my view that the RMS should seek to serve the wishes of its members. With this in mind, it was refreshing and uplifting to see such a great deal of positive discussion regarding the future of the Society on the RM JISCmail list last September. It was also gratifying to see how many share the vision held by both myself and the Exec. This is not entirely surprising I suppose: having personally chaired the HE and FE Group and being supported on the Exec by David Bridge, former Chair of WERIM/RMS Wales, Edith Pringault-Adam, former Chair of RMS Scotland and Elizabeth Barber, current Chair of the RMS Public Sector Group (Local Government Group as was), I think its fair to say that the current Exec is the most representative of the Society's membership as a whole than has been the case for some time!

Furthermore, in order to ensure that we serve our membership best I am keen that the Exec is fully transparent and accountable. To this end, minutes are now published on the improving website. We have also embarked on what we hope will be a series of "Meet the Exec" events across the various regions and nations of the UK

Furthermore, in order to ensure that we serve our membership best I am keen that the Exec is fully transparent and accountable. To this end, minutes are now published on the improving website. We have also embarked on what we hope will be a series of "Meet the Exec" events across the various regions and nations of the UK. If anyone has any other ideas about how we can better connect more with individual members I'd be keen to hear from you.

Financially speaking, 2009 was a difficult year. The change to start all subscriptions from January 2010 meant no subscription income came in during the second half of the year. This resulted in expenditure exceeding income for this period. When combined with the impact on the credit crunch, this meant that all but essential spending had to be curtailed. Better cashflow, more buoyant income and reviews of our major cost centres in 2010 should, all things being equal, leave us financially better placed, in the coming years.

The Chair's annual report is not the place to mention every achievement of the Society but I would like to highlight a few in particular, the first being the changes to the Constitution which were agreed at the end of the year and beginning of 2010. Although almost entirely a tidying up operation, the change from postal ballots will allow us to hold quick and easy referenda on a range of issues where the memberships view is, in my opinion, vital. This will enable us again to be both more representative and able to adapt in the ever changing Information World. Also of note is the LGCRS which after a great deal of work was launched this year and also Accreditation which after feedback from our independent panel of verifiers, has been undergoing review and will be launched in early 2010.

As I have already said the activity of the RMS is carried out by a relatively small number of people. I salute the Exec Officers and Directors, the Subcommittee members and the officers of the Regional and Special Interest Groups: thank you for your hard work in making last year, in spite of many difficulties, another successful year for RMS.

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Best Wishes,

Matthew Stephenson
RMS Chair 2009 - 2010

Executive Committee

Vice-Chair's report

David Bridge · RMS Vice-Chair

It has been a very interesting year as Vice Chair. I have been kept busy supporting the fantastic work undertaken by my colleagues on the Executive and in the Regional and Special Interest Groups wherever I was able and (usually) when asked.

One of the major roles as Vice Chair is to fill in for Matt in his absence, and to fill the gaps that fall between other Directors responsibilities. For example, I have been developing deeper roots within our Regional and SIG Groups so that we all have a better understanding of our roles and how we support our needs in the profession. I have worked with Stuart Martinson of Wales to develop a new business CPD meeting format which has been well received by both the RMS Wales and the Midlands Groups. I have helped to establish the first (but not the last) "Meet the Executive" Regional Meeting in Shrewsbury and I have been able to simplify the administration of individual Groups by developing a set of framework documents, reports, agenda and constitutions.

In addition, I have also been developing closer links between the RMS, students and academic institutions. This work is ongoing and is not just limited to the traditional Archive & Records Management schools. I have helped to create a "new professional" RMS award category which is being sponsored by the Genuine Group, and I am delighted to report that the quality of the 2010 entries is exceptional.

My first year in this role has been great fun, and the adventures of 3 men in a mazda (Matt, Meic and myself) travelling to and from RMS events are sure to achieve legendary status. I would like to thank both the Exec, Benchmark and my colleagues in the Regional and SIG Groups for their support and for encouraging me to have another go next year!

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Executive Committee

Alison North · RMS Executive Treasurer

In 2009 the RMS managed to maintain its position in terms of financial security, however, it is likely that we will be called upon to use some of our reserves to support the 2010 conference. As I write this report we are making financial provision to ensure that the conference goes ahead. The optimism from the 2009 annual report remains but the RMS, like many small societies, is tightening its belt to weather the continued economic crisis in the UK and throughout the world. 2010 could be frugal but I believe we will survive because we have taken a number of steps over the past few years to ensure we have cash reserves to see us through.

Review

The act of balancing the books and keeping enough money in reserve to pay for all the 'bills' in 2009 and 2010 is not an easy one. The RMS has a turnover of between £250,000 and £300,000 per year, about the size of a micro business. This year (and before our annual accounts were verified by our accountants) we spent in the region of £336,000 around £30,000 more than we took in. This is not a financial disaster and the £30K negative balance relates to the changes to the subscription payment system. The effect of introducing a sliding scale payment to realign all the payments to 1 January has had the effect of reducing the subscription revenue in 2009 by about £30K. This will be recovered by 2011 when everyone pays their full annual subscription on 1 January.

Sponsorship is not easy to come by at this time and we cannot assume that we will be supported by our sponsors to the same amount of money as in the past. We may find also that membership is affected as organisations reduce overheads and put a 'freeze' on staff membership to professional organisations such as ours. As a result the Executive Treasurer has to be sure that there is enough money in our cash reserves to cover all our bills for 2010 and the deposits for a conference in 2011. At time of writing our cash reserves were in the region of £144,000. £50K of that we are bound by the bank to keep in reserve to cover the use of the credit card facility. That leaves us £94K, a tidy sum you might think but it only just covers our 2009 overheads with £10K to spare. Over and above that our bulletin cost us £64K this year and the revenue from the bulletin was around £20K including advertising and mailshots. Our subscriptions revenue is in the region of £100K and this is the revenue that will keep us afloat in 2010.

The Executive will have some hard financial decisions to make in 2010 and we may see a delay to projects. What is certain is that we will need to review overheads and bulletin and website costs as well as looking hard at how much we can invest in a 2011 conference.

Subscription Fees annual payment date

The new annual payment date for subscriptions has begun and a number of you will have already received an invoice based on the new system to align all invoices with the beginning of the RMS

Treasurer's report

financial year i.e. 1st of January. This new system will reduce the administration associated with invoicing on every day of the year and bring in the fees as a lump sum which will facilitate cashflow. As with all small organisations cashflow is one of the most important items that a Treasurer or financial officer has to be in control of. Efficient cashflow allows bills to be paid on time, investment to be made in projects and a general feeling of good financial management when the 'books' are in the black.

Membership Packs

The new membership packs have been introduced and the Marketing Director has now taken responsibility for the continuing development and improvement of the content to support our members. These packs now include much more information about the society for both new and previous members as well as a membership card. There is a different pack for new members, renewing members and a pack for marketing purposes.

Charitable Donations

The committee has decided to continue our support of the International Records Management Trust. During 2010 they are being offered free space in the RMS bulletin to promote their work.

RMS Insurances

Professional Indemnity (PI) insurance for the RMS the new Local Government Classification and Retention Scheme is being finalised.

Budget in 2010

In 2010 we are not scheduled to undertake any new projects but hope to continue to support the upgrade to the website, and the introduction of the accreditation scheme. Marketing is under review at the moment and a budget will be agreed once this marketing programme is established. Budget support to the regional and special interest groups will continue as sponsorship declines due to the current economic climate. Contra deals with other organisations and attendance at exhibitions and conferences to raise our profile and, hopefully, membership numbers, is still on the agenda and will incur minimal expenditure as our volunteer committee members lend their support and attendance at these events. Joint ventures with other professional organisations will also assist us to remain secure.

It is worth repeating the following from the 2008 annual report – *The work of our committees, all members being volunteers, incurs few costs with many people not claiming expenses for travelling etc, however, the administration of the work we do is on the increase and the Executive is still hopeful that in the near future we will be able to employ a part-time non-executive secretary to support and co-ordinate a number of tasks that both the Executive Committee and groups are required to complete.*

We extended the Benchmark contract in June 2009 to include the position of meeting's secretary in order to take, write up and distribute the minutes (excluding those that pertain to Benchmark's contract review or areas where Benchmark may wish to tender for additional work) within a specified time limit. This has improved the completion time frame for agenda items.

And finally

This is my last report as Executive Treasurer. I have been in this post since 2004. In six years there have been many administrative changes in order to make the finances of the RMS more secure and compliant. The role of Treasurer extends beyond money matters and into those of data protection; insurance; risk, contracts and tendering; and, compliance. Transparency in all things that we do as a Society is important and this transparency is apparent now within the financial areas of the RMS. May I wish the next Executive Treasurer all the very best in the role, it is demanding and stimulating.

2010 could be frugal but I believe we will survive because we have taken a number of steps over the past few years to ensure we have cash reserves to see us through

I should like to thank both Woodside Secretarial Services who supported me from 2004 to 2007 and Benchmark who have been supporting me since 2008 and say that it has been a pleasure working with all of you. I should like also to say that Clotilde Wang, Paul Duller and Matt Stephenson have been three energetic and supportive Chairmen to work with giving me chance to introduce new procedures and upgrade old ones. They never complained when I said NO to their financial requests.

Over the last three years members have engaged with the committee in a more active way than in any years since the beginning, in 1983, and I thank all of the members who have supported me in my post as Treasurer and most particularly those who have questioned decisions and protocol to enable the committee to ensure that we are abiding by the constitution. As I enter my 27th year as a member I look forward to the Society's future with excitement and a confidence that positive changes are afoot.

Executive Treasurer 2004-2010

For further information contact:
Alison.North@genuine-group.com

From March 22 the Executive Treasurer will be Meic Pierce Owen. Contact Meic at: Meic.PierceOwen@registry.gov.im

Executive Committee

Executive Secretary's report

Dr Paul Duller · RMS Executive Secretary

When I stepped down as RMS Chair in April, rather than simply accept the honorary position of Previous Past Chair, I took over the role of Executive Secretary. This has enabled me to continue to support the activities of the RMS, albeit in a more 'back-office' role, supporting both the RMS Executive and the RMS Secretariat (Benchmark Communications). We have seen a number of administrative changes under Matt Stephenson's leadership. For example, our bimonthly Executive meetings have moved to a quarterly basis (supported by interim monthly teleconferences) and minutes of our meetings are now published on the RMS website.

While much of the 'back-office' work undertaken by the Secretariat tends to go un-noticed (particularly when all is going well) it is worth noting that Benchmark Communications provide first line support for all telephone calls and enquiries (including over 450 requests for access to the LGCRS), mailshots, adverts and website advertising. Second line support is provided by myself and other members of the Executive.

The Secretariat work closely with the Conference Director to organise the annual conference, exhibition stands and sponsorships. They have also been working hard to improve business processes, "new look" branding and supporting documentation for membership applications, member packs, payments, renewals and invoices.

Despite a small number of cancellations, both individual and corporate membership numbers have risen steadily during the year (see Table 1 above). Our membership numbers of 1176 (include 357 corporate members) are expected to pass the 1200 barrier in early 2010. International membership continues to increase and encompasses over 20 different countries including: Australia; Barbados; Botswana; British Virgin Islands; Canada; China; Ghana; Ireland; Israel; Jamaica; New Zealand; Nigeria; South Africa; Sri Lanka; St Lucia; Thailand; Trinidad & Tobago; United Arab Emirates and USA.

Despite a small number of cancellations, both individual and corporate membership numbers have risen steadily during the year

I would like to thank all of the Secretariat staff for all their hard work and support during the year. In particular, special thanks go to Carol Selby, Rod Allison and Cassie Gilmer, Catherine Coulter, Rebecca Curry, Olivia Cooney and Joanne Leonard.

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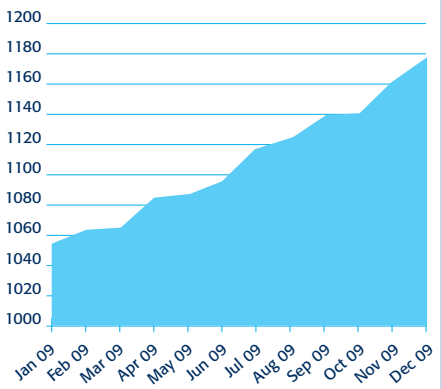
Table 1: RMS Membership Variations
(January-December 2009)

	Jan-09	Dec-09	+/-
Individual	658	737	79
Corporate	325	357	32
Bulletin	28	28	0
Honorary	12	15	3
Retired	5	5	0
Student	20	23	3
Subscription	5	11	6
Total	**1053**	**1176**	**123**



Executive Committee

Training and Development Director's report

Diana Windsor Brown · RMS
Training and Development Director

The work I have undertaken this year has mainly fallen under two different headings, Accreditation and dealing with enquiries relating to training.

The Accreditation-sub committee has followed a frantic period of documentation re-design activity over the summer, with a contrastingly quieter phase as we prepared our own accreditation applications in order to

Executive Committee

Editorial Director's report

Meic Pierce Owen · RMS Editorial Director

This has been a year of both steady progress and laying good foundations for the future. Main areas of activity have been, as always the bulletin and the website but there has been innovation with the creation of the New Professional's Award and development of various new partnerships and initiatives.

The Bulletin celebrated its 150th edition this year with a special issue. Also, initiatives have been introduce to diversify the content of the Bulletin. These will include the publication of entries for the New Professionals' award (see below) as well as a series of articles relating to the work of the IRMT (see below).

A website sub-committee has been established to oversee the long-due site revamp. Membership comprises the Editorial and Marketing Directors, RMS members James Lappin and Leanne Bridges and Gray Straughan from our web services provider. As a first step, a membership consultaton process was completed. Since September, the process has been paused pending the discussion of RMS future direction. As part of this, we will be looking at how the webiste can be best utiilied. Once this is completed, the sub-committee can then work towards planning the new site. Meantime, content has been revised and updated and new features introduced.

An exciting development is the New Professionals' award. This has been initiated, developed and introduced this year. Sponsored by the Genuine Group,

An exciting development is the New Professionals' award

the inaugural competion has already proven a great success. Entries are to be published in the Bulletin.

In addition, a number of new partnerships and collaborations have been introduced. Prominent amongst these is a greater collaboration and support for the International Records Management Trust. This will see advertising and article space made available in the bulletin as well as a link from our website. This is viewed as an effective way to support the valuable work of this body in the current cash-tight climate.

A couple of new initiatives are also worthy of mention. The first is the development of an e-mail drop advertising scheme which will be piloted in 2010 and the second is the development of online voting which will also take place this year.

Between September and December 2009, a working party was convened to look at the future direction of the Society and produced a discussion document on this topic. This was circulated at the December meeting of the Executive and continues to inform discussion, the outcome of which will be discussed with the membership at large in 2010.

My year as editorial director has, I believe, been productive. It has certainly been interesting. In addition to the Executive team, I have enjoyed working with the following: Joanne Leonard and Carol Selby at Benchmark Communications, bulletin editor Jamie Burton at Tribal, production editors (our own) Paul Duller at Tribal together with Roy Webb at Hargraves and our web guru Gary Straughan at Brainbox. Much of the credit for the bulletin and the website in truth lies with them.
Thank you.

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meic.pierceowen@registry.gov.im

both trial the process and forms, and qualify to become accredited members of the RMS (AMRMS). The process has involved cries of woe such as "where oh where was that really appropriate piece of evidence I filed away…" alternating with "I wish I'd asked for that in writing…" – and that's just my experience anyhow! So the advice I continue to give at this point is two-fold: brush up you CV and evidence, evidence, evidence; make sure you contact people to give you feedback on IRM work you have done.

Meanwhile, some of the team's applications are currently with the three verifiers – Dr Julie McLeod, Zoe Smyth and Stuart Orr – who are kindly undertaking the first assessments. The aim is to launch details on the website ready for Conference, so watch this space….

With regard to enquiries, there has been a steady stream of training queries this year from both members and non-members. Most requests are for details about finding information, records, archive (and even one IT) university courses; some were looking for one-day events such as those advertised on the RMS 'events' internet page; and there is a growing demand for longer courses of a week to 10 days. Whilst there is plenty to recommend in the first two categories, there appears to be a gap in the market for the latter type, so please let us know if you have done or offer any week-long IRM courses, so we can advertise them on our website!

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Conference Director's report

Edith Pringault-Adam · RMS Conference Director

The 2010 Conference has proven to be quite a challenge!

The date had been set well in advance for March 2010, a full month earlier than usual. The untimely resignation of Heather Jack, Conference Director, at the end of 2009 Conference meant that the preparations did not get under way until July 2009 when I took the helm of the Conference ship. Calls for speakers were completed in October and from then on it was a race against time to complete all the necessary

Organising a national conference is no mean feat. It requires time, patience and ability to deal with stressful situations

stages of the successful event. This is the opportunity to thank everyone who has provided assistance and support during the 9 month period of intense work from all involved, and Benchmark staff in particular.

Edinburgh 2008 raised the bar and Brighton 2009 kept it high. The feedback from both events were overwhelmingly positive, with some learning points raised and still room for improvement in some areas. Brighton 2009 produced a positive balance sheet and the goal this year is once again to break-even. However recession hit all sectors of the economy and be it records management or conference organisation tough decisions had to be made against difficult budgetary constraints. In terms of delegates, the dizzy heights of Edinburgh 2008 where 350 people attended were not reached in 2009 in Brighton (304). This year the economic downturn forces more conservative expectations but we are planning for more than 270 delegates to attend.

Feedback from Brighton has been taken into account in the organisation of this year's conference. The general format has been retained in 2010 but with some key changes: a state of the art conference venue combined with a choice of 3 hotels to suit everyone's budget, sessions specifically reserved for case studies presented by the persons directly involved in the projects, on the second day only one keynote speaker at a later time and two debates on key issues, a broadening of the profession reflected in the topics discussed, "lighter" and more personal sessions in the last hour of the second day. We await your feedback with anticipation!

Whether or not to hold a conference in 2010 has been debated at Executive meetings. As dates had been announced to the members and elements of the conference had started to be organised, it was decided to proceed. So what about 2011? The debate still rages on! Conference is one of the key deliverable objectives for RMS, it has become a staple date in the information's professional calendar and a year without one would certainly raise a few eyebrows and questions.

Organising a national conference is no mean feat. It requires time, patience and ability to deal with stressful situations. This is a challenge for the new Conference Director, Rob Hutton, who is interested in your views on the matter.

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From March 22 the Conference Director will be Rob Hutton. Contact Rob at: rob.hutton@centralbedfordshire.gov.uk

Sub-Committees

Elizabeth Barber

This has been a momentous year for the LGCRS culminating in the launch of the database at the end of October 2009. I took over as Chair of the Review Panel in February and it took a little time for me to settle down and to deal with some of the issues which were outstanding. Delegates at the RMS Conference in April were given a taster of what the LGCRS would like and how the database was likely to operate. This generated a lot of positive feedback and from then on the pressure was on to get the database ready for release. Progress on the review has been spasmodic which is inevitable where the reviewers are taking on the work in addition to the "day job". Some of the reviewers have completed their sections in record time, whilst others have needed a longer time. This has meant that the review process has not proceeded in the way that I first envisaged. However, Darren Fayker at Genuine Group has risen to the challenge even though it has meant more work for him.

It was decided to launch the database at the end of October even though the review process is still ongoing. The launch

Executive Committee

Marketing Director's report

Nicholas Cooper · RMS Marketing Director

The six months since joining the Executive have been extremely useful in raising the profile of the RMS and our members in corporate governance, and the impact members can make in their organisations.

Working as a team with Meic Pierce Owen & Rob Hutton has been particularly helpful in developing ideas and knowledge sharing. Plans are being forged to raise the awareness of the Society, its work and role in the industry, amongst records and information management students – helping to prepare the young professionals of tomorrow by encouraging them to join the RMS now.

The RMS now has a Member Logo, available on the website, and we encourage all members, and corporate members, while acting within the guidelines, to place this on their companies website as a mark of the organisations awareness of the importance of the profession.

In a period of difficult economic circumstances and corporate change records & information management is essential for organisations to adapt, transform and develop. In this the Society has been looking to grow the membership in commerce and industry. To support this we are developing links with the Institute of Chartered Secretaries & Administrators (ICSA), and the Institute of Directors (IoD). The aim is to raise the corporate profile of the profession to the executive level as agents of change that can actively support governance, compliance, and the organisation through change.

While there has been a change of personnel on the Executive there is also continuity, and we will continue to develop the links made by Robin Smith with the Open Rights Society for their focus on digital archives, information sharing and security, and the surrounding legal implications, as well as the Henley Management Centre – again raising the profile and significance of the RMS in areas of thought leadership and information sharing.

Plans are being forged to raise the awareness of the Society, its work and role in the industry, amongst records and information management students

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LGCRS Steering Group report

of the database was very successful resulting in record numbers of hits on the web site over the first weekend and the early part of the following week. At one stage Darren had had so many requests for logins, that it would have taken him twelve hours non stop to set them all up. Feedback on the database has been mixed, but this is partly due to levels of expectation. Although it has been reiterated at all stages that the database would not contain "best practice", it is clear that some users expected the database to contain best practice and their feedback has reflected this.

It is planned to open as many of the unreviewed sections as possible over the next few months and the database will continue to develop. Alison North of the (Genuine Group) and I will be running a session at the RMS Conference based around the use of the LGCRS. Work on the LGCRS will continue to develop including the arrangements for the sale of the database to those organisations who wish to purchase the complete database.

I would like to express my thanks to Darren Fayker (Genuine Group) for all the work he has done on the database and for his good humour and flexibility. Without his commitment to the project we would not have reached the launch date successfully. I would also like to thank Gary at Brainbox for all the work on the website prior to the launch. I would also like to thank Carol Selby at Benchmark Communications for all her work prior to the launch and for fielding the numerous enquiries which have been received about the database.

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RMS Scotland

Jayne Tierney

RMS Scotland is a dynamic group, led by the group committee, which consists of volunteers from both the private and public sections.

Four group meetings where held during 2009, including our second joint meeting with the Society of Archivists. All meetings were well attended, with topics ranging from "Sweet Smells of Success" to "Reach for the Sky: developing ourselves". I also have to thank our various sponsors, who helped fund our meetings, and of course our speakers, some from within the RMS Scotland group, and some from outside the group. Their expertise in data protection, disaster recovery and yes, how people perceive records mangers and archivists was well received

In September 2009, Edith Pringault-Adam stood down as chair of RMS Scotland after a very successful 2 years and I was voted in as the new Chairperson. My background is 24 years in the NMH Medical records environment, before moving into the highly regulated world of Pharmaceutical Research, where I have spent the past 11 years working and developing record practice and processes.

Our thanks go to Edith for all her hard work over the past two years. She will be a very hard act to follow, however, I hope that I can continue the excellent work started by Heather Jack and continued by Edith and their respective committees.

Next year is likely to be a testing time for the public sector, however, RMS Scotland still plan to hold at least three group meetings in 2010 including, a possible third joint meeting with the Society of Archivists.

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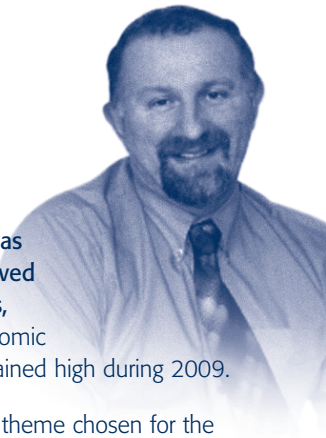
RMS London

James Lappin

The RMS London group was quite active in 2009. In January, Marc Fresco of Inforesight Ltd gave an update on MoReq2; in March the BBC hosted our meeting and gave a demonstration of their online records management learning package (which was narrated by Radio 4 presenter Charlotte Green). In addition, Zoe Smyth from the Northern Ireland Civil Service also

RMS Ireland

Robert Corbett



Since its formation in 2006, the RMS Ireland Group has been committed to providing a forum where all involved in records management in the region can share ideas, experience and best practice. Despite the difficult economic climate, attendance at RMS Ireland Group meetings remained high during 2009.

'Records Management: Past, present and future' was the theme chosen for the RMS Ireland Group's first meeting of the year. Approximately 50 delegates attended this event in Cork on 28 May 2009, kindly hosted by Cork County Council and generously sponsored by Active Navigation. Well-tailored and practical presentations were delivered by a range of speakers from different sectors, including Tom Quinlan, National Archives of Ireland, and Michele Noad, Wiltshire County Council.

The RMS Ireland Group continued to work in close partnership with the Society of Archivists, Ireland. A very successful joint training seminar for members of both societies, sponsored by Hewlett-Packard, was held in the National Library of Ireland, Dublin, on 12 November 2009. The topic explored was 'Ensuring the Integrity of Electronic Records'. Informative and thought-provoking presentations, focusing on the management of electronic records and their legal admissibility, from experienced practitioners, including Alan Shipman, Group 5 Training, and James Lappin, Thinking Records, prompted lively discussion amongst the 40 delegates in attendance.

The RMS Ireland Group continues to make progress and plans for its 2010 programme are at an advanced stage. This is a reflection of the Group's high standing amongst records management practitioners throughout the island of Ireland.

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talked us through changes to the International Records Management Standard. In July, Elizabeth Lomas of Northumbria University gave us a tour through a variety of web 2.0 technologies and facilitated a discussion of their impact on records management. In August, Duncan Williams and Martin Driscoll of Deltascheme gave an overview of SharePoint 2009, including a demonstration of the SharePoint records centre feature.

James Lappin is stepping down as Chair of the London Group and this role is being filled by Jenny Godfrey.

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RMS North

Lee Gardiner

RMS North was once again active throughout the region beginning with a training day organised by Penny Feltham in York. The day consisted of a surgery on Sharepoint and records management facilitated by our sponsor and an afternoon looking at Open Source technologies, and in particular Alfresco, as a different approach to EDRMS.

The topic for the July's Meeting in Durham, arranged by Dave Mellalieu, was Archiving and Scanning. Durham was notable for the input from the delegates. Unfortunately our first speaker had to withdraw at short notice therefore we turned to the delegates to fill in the space. The delegates proved to have such interesting stories and knowledgeable advice that we could have filled the whole day with their input. Speakers included Michael Lines of UK Software and Jeff Rowley of Crown RM and both offered valuable and practical advice from the vendor's perspective. From the coal face we had real life experiences from Penny Feltham and Sarah Wickham of Stockport Council and Huddersfield University respectively. Finally Rod Bowie from the British Geological Society talked about their experiences with archiving and scanning. Notable from these presentations, which are available on the national web site, was the practical content which was of real benefit to those attending. There is no substitute for experience.

As with 2008, the average attendance at our events in 2009 was around 40 so we continue to see a healthy involvement from records managers across the region

October saw the group in Liverpool for a meeting at perhaps the most iconic venue we have used in the last few years, The Liver Building, the offices of our hosts and sponsors, Royal Liver Group. Steve Bailey of JISC presented his view on the future of RM as a whole while Robbie Cole of Open text spoke about the 'digital mailroom', something more and more public and private sector bodies are looking at. The final presentation was by Tariq Mahmood of Enforce technology on secure authentication and was followed by a group discussion on the future of the profession. All in all it was a useful day and most went away with some things to think about. Unfortunately the event was not as well attended as it could have been due to having to reschedule the event at short notice but thanks must go to David Mason of Royal Liver Group for his help in finding a new venue and date. The last meeting of 2009 was held in Manchester and was a joint meeting with the regional group of the Society of Archivists. Presentations on digital preservation from speakers from organisations such as the National Archive and UKOLN identified what work was being undertaken and that needed to be done in the future. As with 2008, the average attendance at our events in 2009 was around 40 so we continue to see a healthy involvement from records managers across the region, particularly in these testing economic times where every penny must be accounted for.

The group continues to serve the interests of records managers across the region and across the spectrum of the profession, with a healthy mix of delegates and contributors from both the public and private sectors. 2010 sees the group in places such as Birkenhead, Newcastle, Blackburn and Warrington. As this is being written the committee are busy building the programmes for each event and the region is also hosting this year's RMS Conference in Manchester which promises to be yet another "must attend" event!

Finally, the committee would like to thank our varied sponsors, speakers and hosts for their invaluable contributions.

For more information contact:
lee.gardiner@wirral.nhs.uk

RMS Wales /WERIM
(Welsh Records and Information Management)

Stuart Martinson

RMS Wales has had a bit of a shift-around in terms of venues and officers in the last year. Our long-standing (and suffering if he is to be believed) Wales Regional Chair, David Bridge from Flint Council stood down and was replaced by myself, Stuart Martinson, from DVLA Swansea. David is a very hard act to follow and we all wish him well in his new position as Vice Chair of RMS.

Last year we took the decision to try out separate North and South Wales meetings. Travel is always a problem for us; even a central Wales venue such as Llandrindod Wells still entails a three-hour journey for many of our members. So far the North Wales meetings have been held in Flint and Conwy Councils, the South have been hosted by the DVLA and the new Glamorgan Archives in Cardiff.

The meetings have proved successful with good turnouts, a lively dialogue and wide-ranging topics discussed, both on and off agenda. We're very pleased with the performance so far and we'll be keeping them going for the foreseeable future. This doesn't mean we've given up on the all-Wales meetings - there is one planned for April or May this year, details will be announced shortly..

The ever-tightening budgets encountered by councils, central government departments and private companies alike have affected the focus of the meetings to an extent. We drive to give benefit to all but there is an increasing awareness

The meetings have proved successful with good turnouts, a lively dialogue and wide-ranging topics discussed, both on and off agenda

by our managers of our time away from the desk and therefore a corresponding requirement on our part to deliver measurable benefits for members and their businesses through our meetings.

For more information contact:
stuart.martinson@dvla.gsi.gov.uk

RMS Midlands

Sue Howlett

The rejuvenated RMS Midlands group kicked off the year in Birmingham where the City Council RM department hosted a meeting on "Physical Records Management and Scanning". Speakers drawn from both local government and vendors explained the different aspects of storage and scanning with plenty of tips for the practitioners to be looking out for.

July saw the group again meeting Birmingham with the theme this time of EDRMS and that there was more issues to be considered than just a software purchase. Again a good cross section of speakers highlighted the issues to be raised and subsequently discussed in the group session later in the day.

Finally, the last meeting of the year was a joint one with RMS Wales and was kindly hosted at Shrewsbury by Shropshire Council. Presentations were given on Information Governance and it was also an opportunity to "Meet the RMS Exec". Our warmest thanks go to the speakers, sponsors and delegates for their efforts in 2009, and the new committee hopes to see you all again soon.

For further information contact:
s.l.howlett@staffs.ac.uk

RMS South

Geraldine Sharman

The RMS South group did not meet during 2009. A special meeting will be held immediately after the RMS AGM in Manchester with a view to either re-establishing or disbanding this group, if there is insufficient interest in it.

RMS South West

Chris Tinsley

The South West is a large and relatively sparsely populated region stretching from Swindon to Penzance. Large population centres include Bristol, Plymouth, Swindon and Exeter. Many people live in smaller towns and communities e.g. Taunton, Dorchester, Gloucester, Truro and Yeovil. The South West group tries to hold its meetings around the region partly to share out the travelling cost and also to give all of our members a chance to attend. We have held meeting as far apart as Swindon and Truro in the past.

The membership includes people from Local Authorities, Fire, Police, Education, Central Government and the local Records Management industry. We open our meetings to all. We hope to gain more members from local industry and from the smaller education establishments which will help get a better public/private balance. Finally, where are all the students? They are always welcome, if only for the free lunch. Depending on the venue, attendance is usually around 30 people. We like to think we punch above our weight in the South west, with me, David Reeve, Michele Noad, David Jenkins and Leanne Bridges either presenting or taking part in panel discussions at the last national conference. We also managed to populate a very noisy table during the meal.

The past year has been a year of transition for us. We have said goodbye to our chair and treasurer, Leanne Bridges and Robert Hogarth. Leanne has decided she needs a rest from the day to day running of the group and Robert has moved outside of the region. Their work and good humour in establishing and developing the group should not be underestimated and I wish them both well in the future. To replace them I have been promoted from the role of secretary to the post of chair and Shona Dunning from Bristol City council has taken the combined roles of secretary/treasurer. They will be hard acts to follow but we look forward to the challenge.

We have only managed to hold a single meeting this year although we aim to hold a second by the time of the conference. The Meeting was hosted by Gloucestershire County Council and took place at Gloucester Archives. It was sponsored by Zylabs. Our meetings are held over a day and usually start late and finish early allowing travelling time for our more far flung members. The meetings consist of three half hour presentations with lots of time allowed for discussion and plenty of time for networking. RMS business is conducted at the end. Many of our members like to think of the meetings as therapy sessions, this is particularly valuable in an area where you can be many miles from the next Records Manager. The theme of the day was loosely Information Assurance. Jonathan Derrick from Zylabs gave us a presentation titled Scanning and the importance of retrieval showing how their product fitted in to a records management regime. Viv Cothey from Gloucester Archives gave a presentation titled Curating digital information – what Gloucestershire's Information Management & Archives is doing. This served to remind us of the strong links that exist between archives and ourselves and was perhaps a spur for many of us to get better connected. Finally I did a presentation titled Doing a BIP0008 audit, Throw that paper away, based on Wiltshire County Councils experience of trying to rid ourselves of paper after introducing an EDRM in to our HR department. This did show how much could be achieve when you are dealing with a single, bloody minded manager who is convinced that he doesn't want or need paper any more.

Many of our members like to think of the meetings as therapy sessions, this is particularly valuable in an area where you can be many miles from the next Records Manager

A significant issue in the South West is that there are a number of organisations covering very similar areas. We look to form stronger ties with the Society of Archivists and particularly with the South West Information Compliance group who specialise in DPA and FOI. Many members belong to 2 or more of these groups. There are many areas in which we can work together to benefit all and all are invited to our meetings.

For further information contact:
chris.tinsley@wiltshire.gov.uk

RMS Ghana

Frank Boris Hemans

The Ghana group was officially formed in August 2008 after initial discussions with the RMS Executive during the RMS Silver Jubilee conference. The group held three meetings during 2009 and our membership has now increased to 50.

The introduction of an RMS-Ghana mailtalk account has been invaluable in keeping our new community of practice informed of our meetings, activities and

Our plans for the future include encouraging greater national recognition through a highly publicized "launch" event for RMS Ghana

on-going discussions. The group has received consignments of bulletins, letterheads, certificates and other RMS-related marketing materials which has helped to boost our advocacy work and raise the profile of the RMS with prospective members.

Our plans for the future include encouraging greater national recognition through a highly publicized "launch" event for RMS Ghana, more closer working with the RMS Secretariat (Benchmark) in relation to membership registration and financial issues, the introduction of an educational programme element to our meetings, and the creation of membership contributions to the RMS bulletin.

For more information contact:
fbhheman@hotmail.com

HE/FE Records Management and Information Compliance group

Jeanette Wordsworth

The HE/FE Records Management and Information Compliance Group continued to strengthen and grow during the year. A new Chair was appointed in May, Jeanette Wordsworth of Liverpool John Moores University and Rachael Maguire of the London School

Public Sector group (formerly the Local Government group)

Elizabeth Barber

2009 has been another busy year for the Public Sector Group (formerly the Local Government Group). Following on from suggestions made at the RMS conference last year, a decision was made by the membership of the Local Government Group to extend its remit to cover the whole of the public sector. In many ways this just recognised formally the fact that many of the delegates attending the meetings come from the wider public sector. The Public Sector Group met for the first time on November 6th 2009.

of Economics continued as Secretary, stepping down in December.

Members have been very active, particularly via the email list, sharing experiences and expertise. The Group is forming very positive links with the Information Commissioner's Office via David Evans, ICO Good Practice Manager, who attended two meetings during the year. The Group is also strengthening its relationship with the Joint Information Systems Committee [JISC], improving communications and influencing projects and surveys.

The first of three Group meetings was held in May at the University of Wolverhampton. The Group discussed recent conferences and David Evans gave an update on the new FOI Publication Scheme regime, practice recommendations, recently published guidance and case handling. A presentation, 'Online Data Protection and Freedom of Information training tool', was given by Richard Sykes of Mills & Reeve. The meeting at the University of Cardiff in September

Members have been very active, particularly via the email list, sharing experiences and expertise

was for Group members only. A session was held where members gave feedback on training sessions they had attended. It is hoped that this new standard item will help the group to pass on the essence of what they have learnt at training sessions and to help group members in choosing good training days.

The final meeting of the year was held in November at King's College, London. David Evans from the ICO spoke about the Environmental Information Regulations and gave a general update to changes at the ICO. Stephane Goldstein from the Research Information Network gave a talk on the use of information legislation by researchers. The training session was led by Janette Young of Wolverhampton. Matthew Stephenson attended the meeting and gave an update on RMS activities.

For further information contact:
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The Group met three times during 2009. A total of 115 delegates from 79 different organisations attended across the three meetings. As always there is a core of regular attendees together with those who attend the meeting because

A total of 115 delegates from 79 different organisations attended across the three meetings

the subject is of interest to them. The subjects covered across the meetings reflects the diverse challenges which are facing the public sector in the current climate. The meeting in March was led by Nicola Franklin (Sue Hill Recruitment) and sponsored by Sue Hill Recruitment. This meeting focussed on making the best of ourselves as records managers and how to market what we do. The meeting included a combination of presentation and group led discussion with some interesting results which can be found on the RMS web site.

The meeting in July was sponsored by Oyster IMS and focussed on information security with presentations by Andrea Simmons (Simmons Professional Services) and Paul Dodgson (DVLA). The final meeting of the year was held in November and was sponsored by Opentext. This meeting centred on Sharepoint and its use in the public sector. Richard Jeffrey Cook was the key note speaker and this was followed by a presentation by Martyn Cattermole.

I would like to express my thanks to Carol Selby at Benchmark Communications for all her work to get the information on to the web site and for the support that Benchmark give to the Group. I would also like to thank our sponsors, without them we would not have been able to have as many meetings of the group. I would also like to thank the RMS Executive for the support they have given to the group over the year. Finally, I would like to thank the members of the group for all their input to the varying subjects and for helping to create the documents which make the Public Sector Group a very productive group. Without the participation and feedback from the delegates, the group would not be as dynamic as it is.

For further information contact:
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Appendix

Alison North · RMS Executive Treasurer 2004 - 2009

Records Management Society

Income and Expenditure Account for the Year Ended 31st December 2009

	2009	2008	2007	2006	2005
	£	£	£	£	£
INCOME					
Subscriptions	112,288	134,732	113,489	103,770	83,087
Sponsorship, advertising and meetings	192,746	262,669	197,203	194,278	165,128
Interest received	131	2,128	1,428	1,649	1,092
Other income	2,042	290	0	0	0
	307,207	399,819	312,120	299,697	249,307
EXPENDITURE					
Administration and office equipment	51,833	35,815	56,414	33,696	58,809
Bulletins and newsletters	64,423	51,274	61,683	44,722	34,390
Mailshots	2,753	3,233	7,520	9,177	7,920
Postage	5,922	5,687	13,044	15,318	10,213
Stationery	1,863	789	872	526	229
Other publications	0	0	3,473	3,560	3,150
Officers expenses	648	692	0	1,122	0
IMC Ltd Consultant / Projects	0	0	1,749	8,758	0
Accountancy fee	1,440	1,113	1,150	950	750
Bank charges	868	1,769	1,779	1,438	526
Subscriptions	0	0	18	55	55
Meetings	1,369	497	1,405	1,273	69,357
Annual conference	191,876	194,744	164,451	128,495	23,308
Exhibitions	0	737	738	2,477	837
Advertisements	0	1,366	459	5,781	5,730
Website	11,698	7,529	17,728	21,405	12,938
Travelling and accomodation costs	0	0	0	0	0
Insurance	1,658	5,745	2,359	2,537	1,891
Legal fees	90	3,840	70	316	35
Accreditation Scheme	0	0	3,000	0	0
Miscellaneous expenses	988	222	0	561	0
	337,429	315,052	337,912	282,170	231,387
(DEFICIT)/SURPLUS BEFORE TAXATION	(30,222)	84,767	(25,792)	17,527	17,920
Taxation	27	442	280	239	0
(DEFICIT)/SURPLUS FOR THE YEAR	(30,249)	84,325	(26,072)	17,288	17,920

It is anticipated that the Society will be liable to Corporation Tax on bank interest received and provision has been made.

Accounts
For The Year Ended 31st December 2009

Records Management Society
Balance Sheet as at 31st December 2009

	2009	2008	2007	2006	2005
	£	£	£	£	£
CURRENT ASSETS					
Total invoices owing	161,302	107,208	47,326	17,505	14,345
VAT repayable	5,351	0	0	2,144	2,723
Prepayments	59,673	460	15,490	5,101	5,407
Cash at Bank and on Deposit	84,497	164,369	84,151	93,638	94,802
	310,823	272,037	146,967	118,389	117,276
CURRENT LIABILITIES					
Creditors and Accruals	168,394	94,638	54,525	4,477	20,891
VAT payable	0	4,748	4,323	0	0
Taxation	752	725	519	239	0
	169,146	100,111	59,366	4,716	20,891
NET ASSETS	£141,677	£171,926	£87,601	£113,673	£96,385
GENERAL FUND					
At 1st January 2009	171,926	87,601	113,673	96,385	78,465
(Deficit)/Surplus in the year	(30,249)	84,325	(26,073)	17,288	17,920
As at 31st December 2009	£141,677	£171,926	£87,601	£113,673	£96,385

I approve these accounts and confirm that all relevant records and information for their preparation have been made available via Benchmark Communications Limited.

Alison North
Date: 25 February 2010

ACCOUNTANTS REPORT
We have prepared the accounts for the year ended 31st December 2009 from the records supplied to us. A review of the accounts has been undertaken but no formal audit procedure has been applied.

Abacus 449 Limited, 19 Briar Mews, Blackhill, Consell, County Durham DH8 OAT

RMS Executive Committee

Matthew Stephenson, Chairman, is Head of Information Governance at the University of Salford. A former Chair of the HE and FE Records Management and Information Compliance Group, Matthew lives Yorkshire and enjoys the odd pint, socialising and taking part in (and preferably winning) quizzes.

David Bridge, Vice Chairman, works as Records Manager at Flintshire County Council and has worked with WERIM, the Welsh regional group for 4 years.

Paul Duller, Executive Secretary (and Previous Past Chair) is Tribal's Information Consultancy Director. He is an international records management specialist, a chartered geologist, chartered scientist and production editor of the RMS Bulletin. Paul enjoys international travel and has undertaken projects in Algeria, India, Bangladesh, Brazil, Bolivia, Canada, Denmark, France, Germany, South Africa, Norway, USA, Malaysia, Oman, Thailand, Tunisia, and Trinidad.

Alison North, Treasurer, has worked in information and records management since 1972 and has been a member of the RMS since its early days. She is MD of The Genuine Group and has been Executive Treasurer since 2004. Her aim is to develop tools for the profession and income for the society.

Rob Hutton Director, is the Principal Information & Records Officer for the newly created Central Bedfordshire Council, he has responsibility for Information & Records Management and Access to Information and plays a key role in driving forward the Council's Information Governance agenda. He has worked in information and records management since 1998.

Meic Pierce Owen, Editorial Director, works, at present, for the Isle of Man Government for whom he is currently developing information and records management policy documentation. Meic enoys socialising with friends, old and new, travelling, studying history and the simple "joy of being Welsh".

Edith Pringault-Adam, Conference Director, is currently the Information and Records Manager at Aberdeenshire Council. Her career so far spans over 15 years, in various posts, in private and public organisations. After a degree in Business and Administration in 1989, she graduated in 2007 with a Masters in Records Management with Commendation from University of Northumbria. Edith has been an active member of the RMS Scotland Group Committee, holding the Chairperson post from 2007 to 2009.

Diana Windsor Brown, Training and Development Director, is currently implementing an extensive information and records transformation programme within an NDPB Records Compliance department. She has been working with the Accreditation sub-committee since 2005.

Elizabeth Barber, Chair of the LGCRS Review Panel, has been records manager for Kent County Council for the last 16 years. She has been chair of the Local Government Group for the last 6 years and has recently taken over as Chair of the LGCRS Review Panel. In her "spare" time Elizabeth runs a Guide Unit and provides activities for teenagers at church as well as being devoted to hill-walking, birdwatching and wildlife photography.

Nick Cooper, Marketing Director. Nicholas is the Managing Partner of Tutis Diem with a focus on an organisations' ability to comply with information access legislation and help them transform their governance systems, practices and capabilities so that they feel confident that they are suitably equipped to meet their existing obligations and adapt to future changes. He has worked in information management for 26 years, the last 9 centred on Records Management.

Annual Report & Accounts 2009

records management society

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