



## Case Study: Newcastle City Council

Gareth Rodgers,  
Information Governance Coordinator

### Balancing data protection with tight budgets

*Newcastle City Council is concerned with protecting the personal data of all its stakeholders, from its employees to local citizens. It deals with large amounts of confidential information, ranging from financial documents and employee records to social care reports and medical information. Like all organisations in the UK, the Council must abide by the Data Protection Act, which sets out rules and guidelines for how to deal with confidential information. The Council needs to balance its social data protection responsibilities with tight budgets to ensure that it functions efficiently and securely.*

### The challenges of a large mobile workforce

“Newcastle City Council employs over 69,000 people who work across many different locations in the Newcastle area, including those who travel to – and work from – third-party sites, such as schools, charities and community centres. Initially, different departments were responsible for their own document destruction. Some used in-house shredders; others had contracts with recycling companies. The Council came to realise that we could not guarantee the security of our confidential information by operating in this way so we decided to tender for an information security and document destruction supplier.”



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– Gareth Rodgers

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## How Shred-it helped us improve our information security

“We chose Shred-it because they showed us how to deal with our confidential data as one entity by providing a comprehensive full service across all of our locations, including third-party sites. Shred-it’s representatives carried out an analysis of confidential waste volumes at each location where our employees work, highlighting any potential risk areas and recommending a security solution for each site. We’ve received a variety of sizes of consoles, suited to each location, from small desk bins or security sacks for employees, such as School Business Managers, working in small offices to large ‘cage’ consoles for locations, such as our main headquarters, that have a large volume of confidential information.

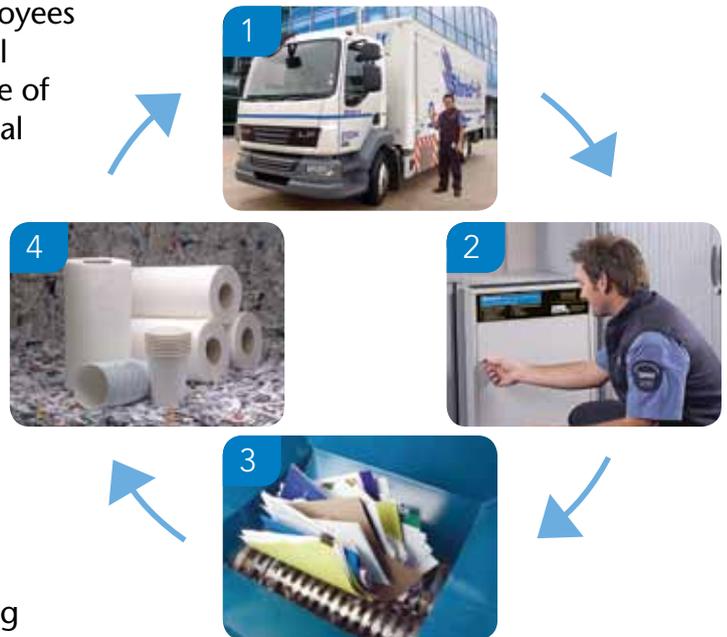
Although the Council is moving towards electronic storage, we still print out a lot of paper material for conferences, committees and meetings involving employees and third parties. In the past, this material was sometimes disposed of in recycling or waste bins by employees trying to be helpful and tidy but without realising that this may pose a security risk for particular documents. As part of their assessment of our sites, Shred-it identified key areas where documents may be at risk, such as around photocopiers or near meeting rooms, and installed clearly-identified consoles in these areas. Now everyone who comes to our offices can clearly identify where to dispose of paper information.”

## Peace of mind with secure end-to-end chain of custody

“When the Shred-it representatives are on site, they’re well-presented and wearing uniform, clearly indicating to staff that the Council takes a proactive approach to safeguarding confidential information and reminding employees to use secure consoles. We get all our material shredded on site and then receive a Certificate of Destruction, which proves that our confidential information has been destroyed and is now part of Shred-it’s secure chain of custody.”

## Protecting confidential information and the environment

“Recycling paper is obviously something that the Council takes seriously; we have environmental targets to meet. It is therefore incredibly important to us that Shred-it recycles all the paper that the team securely destroys. We can meet our sustainability targets while also protecting confidential information of all our stakeholders.”



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