

Knowledge and Information Management (KIM)



Self-assessment – Updated April 2026

Governance and culture

Housing Ombudsman Service recommendation	What we've done to date
Define the oversight role of governance for knowledge and information management.	<ul style="list-style-type: none">▪ The Information Governance Group (IGG) is a sub-committee of our Executive Board and part of the GSA governance framework. IGG meets every 6 weeks and is chaired by the Executive Director of Corporate Resources, who is the designated Senior Information Risk Owner. The roles and responsibilities within the organisation for data governance are clearly defined.▪ There are data subgroups established across business areas with oversight and coordination of these monitored via IGG.▪ We have an internal audit programme delivered through Menzies. Knowledge and information management is a cross-cutting theme across audits.
Implement a knowledge and information management strategy.	<ul style="list-style-type: none">▪ A Data Strategy has been developed with key elements and milestones routinely monitored via IGG. Progress against data objectives are monitored via Executive Board and Board. An independent review of the data strategy is also being conducted by Carruthers Jackson.

<p>Benchmark against other organisations' good practice in knowledge and information management.</p>	<ul style="list-style-type: none"> ▪ We have completed two different data maturity assessments which have informed the priorities in the strategy above. ▪ We are committed to further embedding our work on knowledge and information management. This will include exploring learning from others.
<p>Review safeguarding policies and procedures to ensure data analysis forms part of a landlord's proactive approach.</p>	<ul style="list-style-type: none"> ▪ Our current policy meets this requirement. ▪ GSA Safeguarding referrals are monitored quarterly through the Safeguarding Lead Officer's group with a summary report provided to our Executive Board. ▪ Quarterly data is reviewed in line with their obligations under the Care Act 2014. ▪ In addition to the KPI reporting described, an Annual Safeguarding Report is produced for the GSA Board who retain overall responsibility for safeguarding policy and practice within GSA.
<p>Train colleagues on the requirements of the Equality Act 2010 and the role of knowledge and information management in achieving compliance.</p>	<ul style="list-style-type: none"> ▪ We have developed a bespoke training course in this area. ▪ Our work/revised policies and procedures on data quality, vulnerability and reasonable adjustments have been used to further enhance colleague knowledge and awareness with new systems of work. ▪ Recording is one of the 3R's reiterated through our training – recognise, record and respond. ▪ This is also an important part of our customer data workstream.

<p>View internal guidance around recording vulnerabilities, particularly to ensure temporary as well as permanent vulnerabilities are recognised, recorded and then removed from records once no longer appropriate.</p>	<ul style="list-style-type: none"> ▪ Vulnerability policy and procedure are in place, within a wider vulnerability and customer strategy that recognise the importance of maintaining up-to-date data. ▪ We have recently reviewed our core data fields relating to customer vulnerability and are in the process of planning the training and implementation of these.
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Recording standards

Housing Ombudsman Service recommendation	What we've done to date
<p>Develop organisational key data recording standard requirements to ensure good record keeping and compliance with national standards.</p>	<ul style="list-style-type: none"> ▪ We have a Data Quality policy in place that sets out key principles. There is ongoing development of system-specific guidance on expected recording standards. ▪ This has been supported by the rollout of training on data quality and training for data stewards.
<p>Make adherence to the minimum standard for knowledge and information management part of service level agreements with third parties.</p>	<ul style="list-style-type: none"> ▪ This is part of the development of a revised framework for Contract Management.
<p>Have a clear categorisation system for Access to Information and Freedom of Information requests.</p>	<ul style="list-style-type: none"> ▪ We have a working group in place to ensure we are prepared to meet the requirements of the Social Tenant Access to Information Requirement (STAIR). ▪ Our Communications Team have drafted a publication scheme in readiness for this going live in October 2026, with plans to respond to specific in scope information requests from April 2027.

Publish FAQs on websites and keep them updated.	<ul style="list-style-type: none"> ▪ Customer facing information is on the website and is subject to regular review by relevant business areas.
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Systems

Housing Ombudsman Service recommendation	What we've done to date
Review databases for their ability to meet key requirements for capturing and recording data – e.g. on residents' vulnerabilities and on stock condition.	<ul style="list-style-type: none"> ▪ We have moved to a single housing management system across the business. We have recently reviewed our core data fields relating to customer vulnerability and are in the process of planning the training and implementation of these. ▪ We have approved a business case to invest in our asset management system to improve how we manage our asset data, including storage of stock condition data.
Train colleagues on using systems including minimum data standards, performance measures and quality assurance processes	<ul style="list-style-type: none"> ▪ We have identified data owners and data stewards and have rolled out training relating to data quality and the role of the data steward. ▪ Team arrangements are also overseen by a range of data sub-groups in place across the business, all of which report into IGG for central oversight. ▪ We have an internal audit programme delivered through Menzies. Knowledge and information management is a cross-cutting theme across audits. ▪ In addition to this, reviews by the Operations Quality Team, and internal teams, also include data validation checks as part of wider QA processes.

Ensure databases are easy to interrogate and data can be easily extracted and used.

- As part of the data governance work and the data strategy is a systems and information map (which, when cross referenced with the Information Asset Register) maps our data for colleagues more easily.
- We are also continuing to invest in our Data Warehouse which overcomes limitations in different systems by combining the data in one place to allow for ease of access and exceptions reporting.

Schedule reviews of sensitive information, as the personal and household details of residents can change on a regular basis.

- Housing Officers are updating records during casework management and when a tenant notifies us directly. In addition, the Tenancy audit process is the mechanism we use to visit customers and check all aspects of tenancy including updating records of change in circumstances.
- We also use other customer touchpoints, such as complaint handling, to validate that we hold up to date information.
- We plan to develop our customer portal to allow customers to self-serve in updating their details.
- The customer data group oversee work in this area, ensuring that we take an 'every contact counts' approach to ensuring information is accurate and up to date.

Repairs

Housing Ombudsman Service recommendation	What we've done to date
Set out clear requirements for operatives before they are allowed to record an appointment as missed	<ul style="list-style-type: none"> ▪ Our monthly Toolbox Talks reiterate the importance of the Journey of the Repair (the process an engineer needs to adhere to before recording a missed appointment). It is also incorporated into new starter inductions. <ul style="list-style-type: none"> ○ All appointments are by pre advised notification with no cold calling. ○ There is an engineer process to call enroute. ○ Engineers call from site before asking the planner to try alternate numbers. ○ This is also included in new procedures, including gas and electrical testing.
Analyse records of missed appointments to identify efficiencies and action plans	<ul style="list-style-type: none"> ▪ Our Repairs software, Service Connect, monitors no access. A member of our Planning Team will look at the data from the previous day and will contact any customers with reports of 'no access' to rebook their appointment.
Implement an automated appointment reminder system, e.g. text messages the day before	<ul style="list-style-type: none"> ▪ Our repairs system, Service Connect, automatically schedules a text message when the appointment is booked, a text message to remind the customer of the appointment the day before and a text when an engineer is enroute.