Knowledge and Information Management (KIM)

Self-assessment – February 2025

Governance and culture

Housing Ombudsman Service recommendation	What we've done to date
Define the oversight role of governance for knowledge and information management	• A revised Data Strategy and Data Governance Framework is in place and has replaced our previous framework. • IGG is a sub-committee of our Executive Board and part of the GSA governance framework. IGG meets every 7 weeks and is chaired by the Executive Director of Corporate Resources, who is the designated Senior Information Risk Owner. The roles and responsibilities with the organisation for data governance are clearly defined. • We have an internal audit programme delivered through KPMG. Knowledge and information management is a cross-cutting theme across audits.
Implement a knowledge and information management strategy	• Our revised Data Strategy is in place and progress is being reported against this on a quarterly basis to Executive Board and on a six-monthly basis to our Board. A key focus of this year of the strategy is on the foundational data aspects.
Benchmark against other organisations' good practice in knowledge and information management	• 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.

Review safeguarding policies and procedures to ensure data analysis forms part of a landlord's proactive approach	• 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. • We are planning to improve future reporting to ensure greater consistency – this is planned to be in place by end of Quarter 2 2025-26.
Train colleagues on the requirements of the Equality Act 2010 and the role of knowledge and information management in achieving compliance	• 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. • We are moving to one single housing management system. We are using this as an opportunity to revisit expectations around use of our systems and have created training programmes that support colleagues to record in an accurate and timely way. Colleagues will only be granted system access when they have completed the relevant training.
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.	• Vulnerability policy and procedure are in place. • We are moving to one single housing management system. We are using this as an opportunity to revisit expectations around use of our systems and have created training programmes that support colleagues to record in an accurate and timely way. Colleagues will only be granted system access when they have completed the relevant training.

Recording standards

Housing Ombudsman Service recommendation	What we've done to date
Develop organisational key data recording standard requirements to ensure good record keeping and compliance with national standards	• We have a Data Quality policy in place that sets out key principles. Ongoing development of system-specific guidance on expected recording standards.
Make adherence to the minimum standard for knowledge and information management part of service level agreements with third parties	• We are currently updating all procurement paperwork and this requirement will form part of this.
Have a clear categorisation system for Access to Information and Freedom of Information requests	• We await an update on the Social Tenant Access to Information Requirements: consultation. • Our Communications Team have drafted a publication scheme in readiness for this.
Publish FAQs on websites and keep them updated	• As above - this will form part of the mapping and subsequent scheme regarding the publication of information on our website. This also interlinks with the work plan for the Consumer Standards and the review of customer-facing information.

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	• This is a key consideration of our single housing management system project. • 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	• Under the Data Governance Framework, we have identified data owners and data stewards and are rolling out training. • In addition, full training on the new single housing management system will be rolled out. • We have an internal audit programme delivered through KPMG. 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 Data Strategy is a systems and information map (which, when cross referenced with the Informatin 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. • The customer data project will help with this requirement and the data will form part of our single housing management system which will support better consistency and completeness. This will include taking 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	• 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. • 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, as well as a new Access Procedure which have recently been drafted. • All appointments are by pre advised notification with no cold calling.
Analyse records of missed appointments to identify efficiencies and action plans	• 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. • Within our Heating and Electrical team, we've added more resources and are using methods like contacting next of kin and sending WhatsApp messages, which has reduced the no access occurrences from 32% to 18%. • In 2025, our Heating and Electrical team's policy will change to same-day/next-day emergency appointments instead of the previous 24-hour window. This change aims to improve delivery certainty, resource planning, satisfaction, and completion rates.
Implement an automated appointment reminder system, e.g. text messages the day before	• Our repairs system, Service Connect, automatically schedules a text message when the appointment is booked, a text message to remind them of the appointment the day before and a text when an engineer is enroute.