

		<p>what you don't have, and what you need</p> <ul style="list-style-type: none"> • outcomes-focused data mining: what you are trying to achieve and what do you need the data for? • how it aligns with the overall business strategy and the need for continuous service improvement • what the expected standards are, how they will be monitored, and the consequences of failing to adhere to them 	
3	Benchmark against other organisations' good practice in knowledge and information management.	This should underpin a continuous improvement approach to service delivery.	Our IT Manager and Director of Resource and Risk and seeking advice from other associations about their good practice.
4	Review safeguarding policies and procedures	To ensure data analysis forms part of a landlord's proactive activities to satisfy their duties.	We are working on our information sharing protocols with other organisations.
5	Train staff on the requirements of the Equality Act 2010	Particularly with relevance to the importance of knowledge and information management as a tool for compliance	We have eLearning on the Equalities Act which we are putting all our staff through. We working on looking on other training that has specific relevance to knowledge and information management.
6	Review 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.	We have the ability to record vulnerabilities, and we are working on the guidance for our staff.
Devise key recording standards			
7	Develop organisational key data recording standard requirements that will ensure good records that support the business and demonstrate compliance with national standards	This should set out the minimum standard to which data must be entered in the various databases owned by the landlord.	Our Director of Resource and Risk is in the process of putting together a Data Management Strategy that would involve a standard.

8	Make adherence to the minimum standard for knowledge and information management part of the service level agreement with third parties	The quality of information sharing should form part of the assessment at procurement stage.	Currently do not specify this as part of our procurement, this is something we will look at improving.
9	Have a clear categorisation system for ATIS/FOI requests	This allows quick identification of whether the question has previously been answered and analysis of which systems require refinement to answer questions in future.	We currently keep a record for SAR requests from employees but have not for tenants due to the small number coming through. We will look starting to keep this logged.
10	Publish FAQs on websites and keep them updated	This allows for information self- service and reduces resourcing requirements.	We have FAQs on our website, though we need to review them regularly to ensure they are up to date.
Ensure appropriate systems are in place			
11	Review existing databases for capability and capacity to record those key data requirements.	To ensure databases are capable of adequately capturing information about residents – e.g. vulnerabilities. To ensure databases are capable of adequately capturing information about homes – e.g. repairs and stock condition.	We are able to record vulnerabilities and our housing system has the capacity. We are working on building out stock information into our housing management system. We review our systems periodically, and last changed systems in Summer 2020.
12	Train staff on using systems.	Including minimum data standards, performance measures and quality assurance processes	We train staff on our systems, and are working on assessing current ability level to understand where we need to provide further training.
13	Ensure databases are easy to interrogate, and that the data can be extracted and used.	Staff should be able to easily access the information they require. This is essential for evidence-based practice and informed decision-making. Where systems can be interrogated effectively, this produces crucial insight regarding patterns, themes and potential shortfalls.	We can extract data from all systems that hold data and information.
14	Schedule appropriate sensitive information reviews	Resident information and personal characteristics change on a regular basis. Records should be appropriately reviewed to ensure a landlord continues to know its	We complete regular occupancy checks with our tenants, to ensure the information we hold on them is correct.

		residents – disability or illness, financial difficulties and family composition.	
Mergers and other structural changes			
15	Stress test systems prior to change.	To identify whether they can ‘talk’ to each other; data can be securely transferred, and staff from each landlord can access the data they need	We currently adhere to this.
16	Undertake a risk assessment regarding knowledge and information shortfalls before the change.	This should be a living document with clear risks and mitigations documented, incorporating a review cycle and emerging risk identification. This document should continue beyond the date of change.	We currently adhere to this.
17	Proactively investigate incoming datasets during mergers as part of due diligence.	Identify gaps in the knowledge of incoming stock and residents, and work to fill those gaps.	We currently adhere to this.
18	Establish clear data exception reporting processes.	This allows the new organisation to identify issues post-change quickly	We currently adhere to this.
Repairs			
19	Set out clear requirements of operatives before they are allowed to record an appointment as missed.	This should include ensuring that the appointment was notified to the resident, it was made at a time they could attend, checking that any contact requests were adhered to, guidance on what level of contact (e.g., Two door knocks, calling the resident) etc.	We set this out in our Contractor Service Standard Agreement.
20	Conduct wastage analysis on missed appointments.	Use the insight generated by accurate records of missed appointments to identify efficiencies and action plans, including whether a broader time range of appointments would be of benefit.	We conduct wastage analysis on missed appointments.
21	Implement an automated appointment reminder system.	This could take the form of text messages the day before.	We ask our contractors text our tenants but do not have an automated reminder system.