KIM: "On the Record"

Knowledge and Information Management

What is KIM?

- More than just records/ record-keeping.

- It's how information is created, stored, used and shared.

- Evidence-based practice, insight, contingency planning, compliance, risk management and quality of service provision.

- Culture of an organisation, what and who it values, and its strategic decision-making.

Why was KIM chosen?

- Casework

- P49s

- Spotlights

- Access to Information Scheme

Methodology

- Process started in September 2022 with the London School of Economics

- Call for Evidence 3 November and 23 December 2022.

- Casework analysis

- ICO and RSH data

- Resident panel

LSE

- We submitted FOI requests to 50 randomly selected LAs regarding:

- how many requests for information under the Freedom of Information Act 2000 you received each month over the last 12 months on the subject of your housing service provision.

- if possible, which specific area of housing service provision the requests were about.

LSE findings

- 26 councils provided a detailed breakdown of their FOI requests.

- 11 could not provide a breakdown but did list overall categories.

- 11 could only provide the total amount of FOI requests received.

- 2 councils were unable to respond at all.

LSE findings

- Of the 26 councils who provided a detailed breakdown of their requests, the main subject was repairs (51%).

- Good practice seen- clear categorisation of requests and FAQs published on their website.

- Intelligent search functions

Call for Evidence

- 315 responses across HAs, LAs, almshouses, cooperatives and retirement villages

- Six questions around whether KIM issues have affected complaint response timeliness, as well as the ability to respond to the substantive issue (s)

- Issues with data storage systems?

Call for Evidence responses

- 93% of LLs said they have an issue

- 77% said affected timeliness

- 57% cited syncronisation issues

- 88% said repairs was the main area affected

Key quotes

- (From a CEO)- "*It's time consuming to always have to record every single piece of communication with a resident, and not always necessary unless the issue becomes a complaint*" – CEO (London)

- (Senior manager)- "*It is hit and miss. Some staff are skilled at it, others are not.*"

- (From an Information Manager) "*Staff are not trained on data quality*"

Casework

- 191 cases between 1 April 2021 and 31 March 2022

- 389 orders and recommendations

- 38 directly related complaints with a 51% maladministration rate

- 153 cases where it was a key issue, with a 66% maladministration rate

Main themes

- Human impact of poor KIM- including organisational

- Repairs: "refused access" and missed appointments

- Vulnerabilities

- KIM is a barometer of how the organisation is functioning

Creating

- Complete absence through to partial or inaccurate.

- Vulnerabilities. Cannot provide a tailored service without this information.

- Repairs- 'refused access' incorrectly ascribed. Not recording requirements or unavailability.

Storing

- Systems : lack of; multiple; not syncing; not linking; not using (personal drives instead). Example resident water ingress for 8 years and complained 15 times and had to repeat it all over.

- Relationship with contractors: storing information in separate places.

- Mergers, restructuring, systems upgrades = data loss

Using

- Lack of root cause analysis, interrogation, scrutiny and professional curiosity

- Not following recommendations from contractors, or exploring their reports: resulting in exposure to fire risk

- Mrs P case study: 14 months to made adaptations to her bathroom. The landlord held information about Mrs P's need, but failed to use any of it, leading to avoidable distress and inconvenience

Sharing

- ICO has found landlords tended not to have formal policies, procedures or agreements setting out requirements around data sharing.

- Not letting the resident know what the appointment is for

- Not sharing information internally

Governance and culture

- Clear standards and expectations

- See the benefits for all, and its importance

- "*It is cultural; the issues are inherent*".

- "*The landlord seems to blame each other internally and disagree.*"

- Resident panel participants, October 2022

Key recommendations (21 in total)

- KIM strategy, not a policy: standards, monitoring, repercussions
- Train staff on the Equality Act
- Have a clear categorisation system for ATIS/FOI requests. Publish these
- Review current systems and processes
- Mergers: stress test in advance
- Clear requirements to contractors and process mapping
- Automated reminder system

What next for KIM?

- Downloaded 850 times; webinar 200 attendees on day of publication.

- Joint working with ICO

- Centre for Learning

- Podcast