

**PUBLIC**  
**DERBY HOMES BOARD**  
**KNOWLEDGE & INFORMATION MANAGEMENT STRATEGY**  
**THURSDAY 24 JULY 2025**

<p><b>ITEM NO. Enc. 17</b></p> <p><b>PRESENTER: Michael Kirk</b></p> <p><b>Please delete as appropriate:</b></p> <p><b>Governance</b></p> <p><b>Please delete as appropriate:</b></p> <p><b>Approval</b></p>
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<b>REPORT OF (OWNER) AND EMAIL</b>
<b>Tony Gardner – Knowledge and Information Programme Manager – <a href="mailto:tony.gardner@derbyhomes.org">tony.gardner@derbyhomes.org</a></b>
<b>REPORT AUTHOR AND EMAIL</b>
<b>Tony Gardner – Knowledge and Information Programme Manager – <a href="mailto:tony.gardner@derbyhomes.org">tony.gardner@derbyhomes.org</a></b>

<b>1.</b>	<b>SUMMARY</b>
<b>1.1</b>	This report presents the proposed new Knowledge and Information Management Strategy for 2025 to 2028. The strategy has been reviewed by the Senior Management Team prior to inclusion.
<b>1.2</b>	<p>This report demonstrates the organisation’s commitment to knowledge and information management and its recognition of data as a valuable strategic asset.</p> <p>Good knowledge and information management is essential in understanding customer needs, maintaining homes to a high standard, and managing risks effectively.</p>
<b>1.4</b>	The strategy sets out a clear framework for the capturing, managing, storing, and utilising information in support of the organisation objectives.

<b>2.</b>	<b>RECOMMENDATIONS</b>
<b>2.1</b>	To approve the Knowledge and Information Management Strategy, as drafted in Appendix 1.
<b>2.2</b>	To note the Knowledge and Information Management Action Plan, as drafted in Appendix 2.

<b>3.</b>	<b>REASONS FOR RECOMMENDATIONS</b>
3.1	The strategy demonstrates the organisations resolute commitment to data transparency and accountability, as required by recent legislation including the Social Housing (Regulation) Bill 2023 and the Building Safety Act 2022. It additionally addresses concerns raised by the Housing Ombudsman published in their Knowledge and Information Spotlight report.
3.2	The strategy seeks to drive further service delivery improvements via timely access to accurate information, supporting data driven decision making drawn from a single version of the truth and enhanced compliance and risk management by improving knowledge and information practices.

<b>4.</b>	<b>MATTERS FOR CONSIDERATION</b>
4.1	The strategy (Appendix 1) establishes the need and direction for a robust system for capturing, storing, and sharing of institutional knowledge that enables the transfer of know-how, understanding, and insights.
4.2	The strategy provides a framework for the organising of information and information systems. This will help to optimise the delivery of structured information for: <ul style="list-style-type: none"> <li>• reliability,</li> <li>• availability</li> <li>• compliance</li> </ul> whilst maintaining oversight of information assets.
4.3	The strategy demonstrates the need for increased visibility and availability of accurate data to enhance decision-making and evidence regulatory compliance.
4.4	The strategy establishes the need to leverage digital technologies to exploit data assets in the enhancement of service delivery, customer experience, and operational efficiency.
4.5	The strategy provides clear mechanisms for how information and knowledge can and should be used to improve communication and relationships with tenants, partners, and other stakeholders.
4.6	The Action Plan (Appendix 2) demonstrates how we intend to apply this in our operational delivery of services. However, it is important to note that the this will be a live action plan, which is subject to change.

<b>5.</b>	<b>OTHER OPTIONS CONSIDERED</b>
5.1	None.

<b>6.</b>	<b>IMPLICATIONS</b>
6.1	<b>Legal/Confidentiality</b>

	N/A
<b>6.2</b>	<b>Consultation</b>
	N/A
<b>6.3</b>	<b>Equalities impact assessment</b>
	An equalities and impact assessment has not been conducted on the strategy itself however initiatives progressed as a result of the strategy are likely to be the subject of an equalities and impact assessment.
<b>6.4</b>	<b>Financial and business plan</b>
	This strategy forms part of the wider Digital Strategy which is currently funded within the core IT budgets for Derby Homes.
<b>6.5</b>	<b>Council</b>
	N/A
<b>6.6</b>	<b>Environmental</b>
	N/A
<b>6.7</b>	<b>Risk</b>
	N/A

<b>7.</b>	<b>Background information</b>
<b>7.1</b>	This strategy complements the objectives of the existing Digital Strategy which was considered at Derby Homes Board 26 January 2023.

<b>8.</b>	<b>Appendices</b>
<b>8.1</b>	Appendix 1 – KIM Strategy 2025-28
<b>8.2</b>	Appendix 2 – KIM Action Plan 2025-28

**This report has been approved by:** (Add or delete as necessary).

Finance Director & Company Secretary	Michael Kirk	03.07.2025
Governance Services (checked)	Chloe Gaskell	14.07.2025

**Reports have only been approved where dates have been applied**