Knowledge and Information Strategy

Summary

Improving how we manage your information

Teachers Housing Association is improving how we collect, store and use information about our tenants, homes and services. Accurate and accessible information helps us deliver safer, more responsive and more personalised services.
Over the next three years, we will:

- **Improve decision-making through trusted data.** We will improve the accuracy, completeness and timeliness of our core data so that decisions are based on reliable evidence.
- **Create one trusted place for key information**. We will agree which systems should hold tenant, property, compliance, repairs and case management information, and make sure each area has a named person responsible for keeping it accurate.
- **Make information easier to find and use**. We will make sure the right information is easy to access, use and report on. This will reduce manual requests and the use of offline records, while supporting compliance with STAIRs requirements.
- **Help staff feel confident using data**. We will improve how information is recorded and used, so colleagues understand their role in creating and using accurate information.
- **Use our systems and digital tools well**. We will make better use of the systems we already have, use common standards where helpful, and carefully explore automation and AI where they can improve services and insight**.**

What this means for tenants

These improvements should mean that:

- You are asked for the same information less often.
- Staff have a clearer understanding of your home, previous contact and any support needs.
- Enquiries, repairs, complaints and other cases are handled more consistently and efficiently.
- Risks and service problems are identified and addressed earlier.
- Decisions about services are based on accurate and reliable information.

We will monitor our progress by checking the accuracy and completeness of our records, reducing duplicate information and assessing whether staff can access the information they need.

Our Board and managers will receive regular updates to ensure that the strategy is delivering better outcomes for tenants.