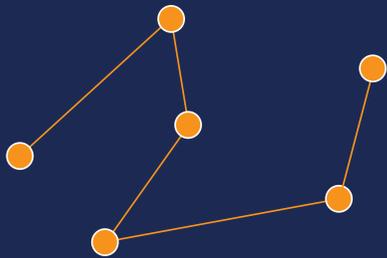# HACT

UK housing data standard

(powered by OSCRE)
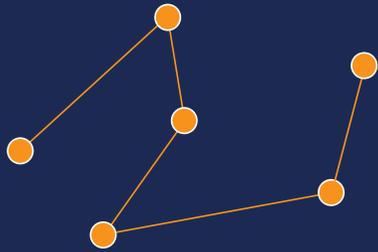
www.hact.org.uk

Building the foundations for data-driven business improvement

Investment prospectus

HACT

ideas and innovation in housing

No more bad data

The UK housing sector wants to use data to drive insights and facilitate business transformation.

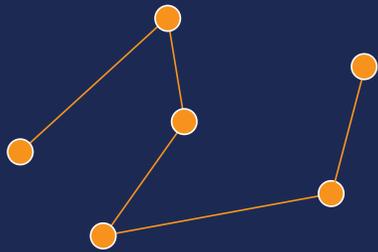*The problem is the sector suffers from bad data.*

And bad data means bad insights, which is bad for service improvement, and bad for business.

The answer is data standards for the whole sector – and we've started developing them.

In January 2018, HACT launched version 1.0 of the UK Housing Data Standard, created in partnership with 17 leading housing associations. It focuses on core customer data, and the voids and allocations process.

We've shown that these data standards can be developed.

Now we need to go further, and develop sector-wide data standards that meet all your business needs.

Data problems

Some examples of bad data we've encountered at housing associations include tenants who are 118 years old, occupants listed as children with dates of birth before their parents, and repairs completed on properties for which the housing association had no repair responsibility.
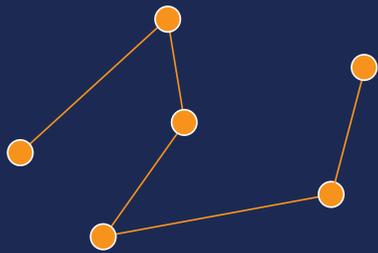
Data standards work

Standardised data will help you improve data-driven business decisions and processes. Here's how:

- *Fast, effective decisions: bring together data quickly and easily across multiple systems to drive more effective business decisions*

- *Better business intelligence: using data to predict, and pre-empt, downstream issues before they become business critical*

- *Reduce costs: around service sharing, stock rationalisation, merger and business integration*

- *Greater agility: choose and use the technology your business needs*

- *Share data: share data more effectively with other public services*

- *Analyse: generate better and more bespoke comparative performance and cost insights*

- *Embrace new technologies: open the door to faster adoption of connected home technologies, automation and AI.*

A sector-wide standard will mean you can:
- share and amalgamate data with other providers;
- have more effective bench-marking;
- migrate data more easily when merging;
- be less dependent on the big IT providers;
- develop systems in-house using open data.

HACT
UK housing data standard
(powered by OSCRE)

Version 1.0

Version 1.0 of the HACT UK Housing Data Standard is available now, for free, for affordable housing providers and their partners.

It covers the voids and allocations process, and core customer data.

It serves as proof of concept and demonstrates that developing a full data standard for housing is achievable, despite the variety of providers involved in the project, and how they run their businesses.

HACT and OSCRE are supporting the adoption and implementation by housing providers of Version 1.0.

We offer training, tools and technical expertise where required.

In doing this we are gaining insight into the application of the standard and feeding this into the ongoing governance and revisions. We are also assisting individual organisations with their digital transformation.
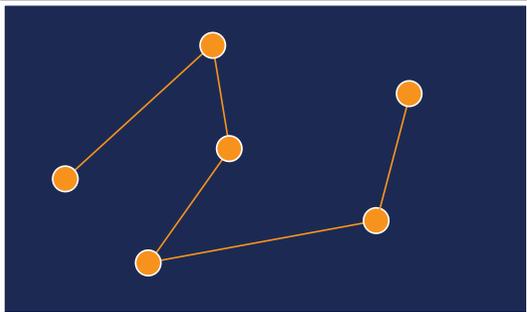
Our partners

Version 1.0 was funded and co-created with 17 leading housing associations.

Ten others have signed up as early adopters and supporters.

Two contractors are also working with us, recognising the potential the standard has for UK housing.

Funders and co-creators

acis group
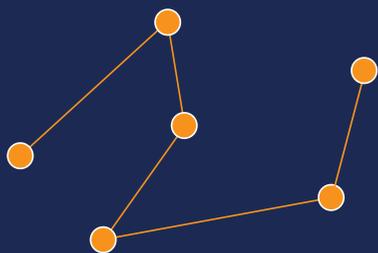
Bromford.

Catalyst

Coastline housing

Halton Housing

hanover

Linc

one manchester

OPTIVO

orbit

SYHA South Yorkshire Housing Association

THAMES VALLEY HOUSING

together HOUSING GROUP

wm housing group

Yorkshire Coast Homes

YORKSHIRE HOUSING

waterloo housing group

Early adopters

accent

Arawak Walton Housing Association

CLANMIL HOUSING GROUP

EQUITY Housing Group

golding homes

Hackney

L&Q

origin HOUSING

Riverside

Tai Wales & West Housing

Contractors

Aareon

PiLON

HACT
UK housing data standard
(powered by OSCRE)

Developing the standard

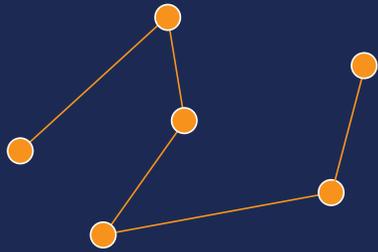*Version 1.0 covers a relatively small part of housing's business data.*

Our aim is to develop a full UK Housing Data Standard before the end of 2020, which defines and documents all data utilised by the housing sector and its supply chain.

Version 1.0 drew upon existing standards developed by OSCRE and others, and defined new entities and attributes.

Future versions will continue to do this, adding social housing specific data requirements to existing standards and being part of the world-wide creation of standards.

We have identified and scoped out the business case for five proposed areas of data that can be standardised (see pages 10-14).

These are not exhaustive and we welcome feedback on other areas of development that you would value and welcome.

Your investment, now

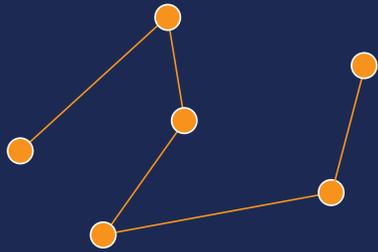*The development of the UK Housing Data Standard needs to be owned and led the sector.*

It will be challenging, and will take investment and commitment from key staff who understand the business and its data.

We know it's achievable.

We know the standard will move the sector towards its longer-term vision of business intelligence and housing services underpinned by robust data.

We are seeking investment of £500,000 from 50 housing sector-based supporters.

This investment will not generate an immediate financial return. It will create the ability for you to apply data analytics that shift the way all housing providers deliver services from reactive to predictive, thereby realising associated cost savings.

This is an opportunity for pioneering organisations to be at the forefront of business improvement.

Data standards won't just benefit individual organisations – they will help the sector work more effectively and be able to demonstrate its impact with robust evidence.
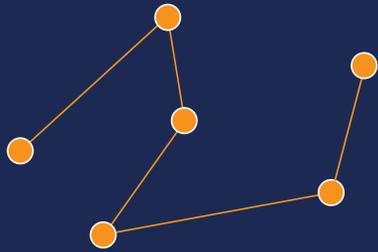
Your future, proofed

Your investment will future proof your data and ensure you're prepared to benefit from the future of automation.

Your investment will fund the development of a full set of data standards, and establish the governance needed for its longer-term sustainability.

Our aim is to build a partnership with no more than 50 investors, each engaged in different areas of standards creation.

Your confirmed investment will be sought before the end of May 2018, to ensure that finances are secure and in place ahead of a June 2018 launch.

We are also actively inviting expressions of interest from those interested in contributing to the leadership and governance of the data standards, through joining a Standards Board.

The success of the UK housing data standards will be measured through the change it enables HACT to deliver in partnership with the affordable housing sector, changing the way services are delivered.

What to do next

HACT is UK housing's ideas and innovation agency.

We have worked closely with the affordable housing sector for almost 60 years, testing and promoting innovative thinking, practice and products to deliver social change.

Contact:

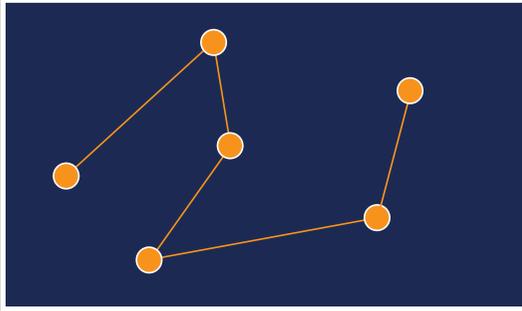**Andrew van Doorn**
Chief Executive of HACT

Phone: 07720 774335
Email: andrew.vandoorn@hact.org.uk

Gavin Cansfield
Chair of HACT

Phone: 07748 761451
Email: gavin.cansfield@nhh.org.uk

Repairs

Asset management is a large part of the housing sector business and has several component processes making it a large undertaking for standardisation. We would develop a data standard for one aspect of the repairs process, which would be determined by the project group during an initial scoping session. It should reflect the area of greatest pain for repair delivery and where standardisation would produce the greatest benefits.
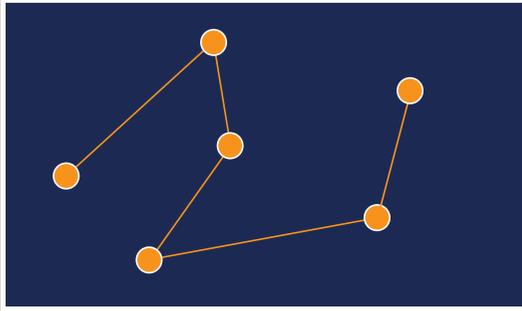
Business case

Standardising the data collected around repairs and the exchange of data between housing provider and contractor could have numerous benefits and help drive efficiency. It could generate improvements to some of the following performance indicators;

- *Average cost of repair;*
- *Percentage of repairs categorised as emergency, urgent or routine;*
- *Average time to complete a repair;*
- *Percentage of missed appointments;*
- *Number of complaints relating to repair process;*
- *Recovery of rechargeable repair costs;*
- *Percentage of jobs fixed first time;*
- *Customer satisfaction.*

Alongside improvements in the performance indicators, standardising the data exchanged with contractors could improve the quality of the data collected on assets and the repairs undertaken, leading to greater analytics, efficiency savings and easier comparison of contractor performance for future tenders.
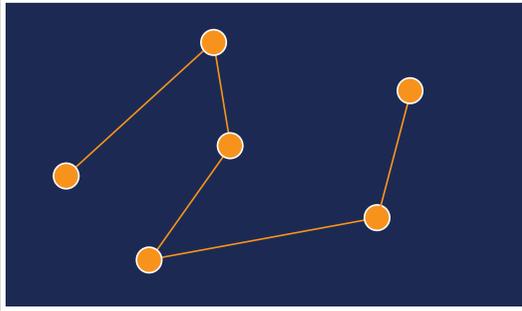
Care and support

Business case

Depending on the area of focus, a data standard for an element of care and support could generate improvements to the some of the following performance indicators, although not limited to the list below;

- *Evidencing quality and contract compliance*
- *Delivering and demonstrating outcomes*
- *Void turnaround time*
- *Number of complaints*
- *Resident satisfaction with services*
- *Number of residents moving on from supported housing settings*
- *Independent living and wellbeing measures*

In general, better data on supported tenants should enable more efficient service delivery which meets the needs of the residents. Support contracts are extremely competitive and the demonstration of cost savings and positive outcomes for tenants are key factors for winning bids.

Delivering support services is a complex and variable process depending on the level of support and type of client group being supported. HACT are proposing to develop a data standard for care and support, focussing on an area where data quality and exchange is important and where the greatest benefit would be realised by having a standard in place.

Proposed areas of development
Complaints

We will create a data standard
for the complaints process in
terms of the customer data
and complaint information
required to handle the complaint
effectively and efficiently. This
could include standardisation
of the data exchanged during
the complaints process, both
internally and to external bodies,
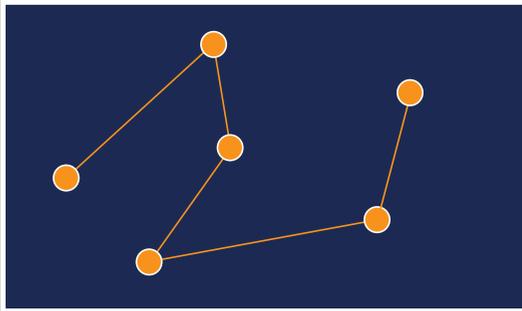such as the Ombudsman or
3rd party delivery partners and
contractors.

Business case

Standardising the complaints process could enable the delivery of a more customer-centric process, with reduced wait times and resource requirements, both on the front line and in supporting teams. Performance indicators which could be improved from standardisation include but not limited to;

- *Average handling time of complaints*
- *Percentage of complaints responded to on time*
- *Amount of compensation paid*
- *Number of complaints at each stage*
- *Number of complaints per 100 homes*
- *The number of Ombudsman referrals*
- *Cost per complaint*
- *Customer satisfaction for complaints process*

Alongside the above KPIs, good data on complaints could allow for greater understanding on the root causes and nature of service delivery failures, which in turn could be used for business insight and service transformation
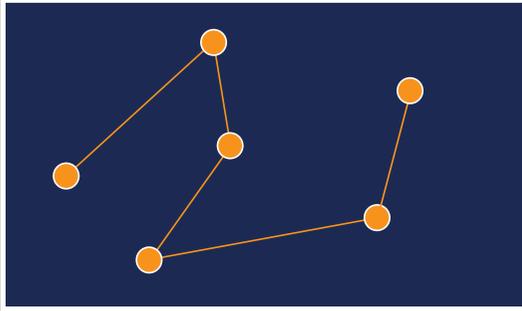
Development handovers

Business case

Standardising the handover process could result in improved asset knowledge, based on well founded, accurate data. This has implications for the whole business downstream, including planned versus reactive repairs, repair liability and ease of stock transfer. Performance indicators which could be improved from standardisation include but not limited to;

- *Handling time of defects*
- *Defects handling satisfaction*
- *Planned maintenance spend against budget*
- *Number of reactive repairs*
- *Void turnaround time*
- *Proportion of planned maintenance completed against schedule*
- *Service charge recovery*
- *Number of service charge queries received*

In addition, a standardised approach to development handovers would promote improved working between departments and enable predictive analytics that combine full asset data with reactive repairs data to improve resource planning and future building specifications.

Data captured when a new property is built is vital for efficient asset management. This is the start of the property life cycle and is often the initial source of errors or missing data, required later in asset management. HACT propose the development of a data standard for the handover of new units from development to asset management, detailing the asset information required for ongoing maintenance and latent defects of new build properties.

Investment prospectus

Proposed areas of development

Income collection

Income collection is a core business function within housing associations and can be a resource intensive activity. HACT proposes to standardise the data utilised for the collection of rent and service charge. This could include data required to set rents and service charges as well as the data exchanged between teams or external organisations for debt recovery

Business case

Income collection is a prominent pain point for the sector and key driver of efficiency savings and bottom line financials. Performance indicators that could improve because of a standardised income collection data include but are not limited to;

- *Current tenant arrears*
- *Former tenant arrears*
- *Number of evictions*
- *Housing management cost per unit*
- *Bad debt provision and write off*
- *Percentage of rent collected*
- *Percentage of rent loss as proportion of income*
- *Number of service charge queries*
- *Service charge recovery rate*

Alongside the above KPIs, standardisation of data within the income collection process could allow for improved analytics to profile tenants who may be at risk of tenancy failure, identifying them before they are in a state of crisis.