

Report to: Housing Review Board



Date of Meeting 16 June 2022

Document classification: Part A Public Document

Exemption applied: None

Review date for release N/A

Creation of a Data Analyst Post to support the delivery of the Property & Asset Service

Report summary:

The Housing Review Board:

1. Notes the request for an additional post of Housing Data Analyst to provide accurate validated data in relation to the variety of work undertaken by the Property & Asset team.
2. Recommends to Cabinet and Council the additional budget to fund the creation of the post.

Is the proposed decision in accordance with:

Budget Yes No

Policy Framework Yes No

Recommendation:

That the Housing Review Board accept the business case and recommend the budget of £40k to Cabinet and Council, for an additional Data Analyst resource to support the delivery of all work streams overseen by the Property & Asset Team, to ensure that our Housing Stock remains safe, compliant and that our tenants can feel safe in their homes.

Reason for recommendation:

To ensure that the Council has accurate validated data to discharge their legal requirements with regards the effective management of their Housing Stock in line with all Statutory Regulation and delivering 100% compliance in all required areas. It will also assist with achieving value for money from our contracts.

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Portfolio(s) (check which apply):

- Climate Action and Emergency Response
- Coast, Country and Environment
- Council and Corporate Co-ordination
- Democracy, Transparency and Communications
- Economy and Assets
- Finance
- Strategic Planning
- Sustainable Homes and Communities

Tourism, Sports, Leisure and Culture

Equalities impact Medium Impact

As a Social Landlord we carry a Statutory Requirement to deliver compliant service to all of our Housing Stock in line with Statutory Regulation, Housing Policy and manufacturers recommendations. The provision of accurate validated data is essential in service delivery.

Climate change Medium Impact

Risk: Medium Risk; There will always be a requirement to carry out a variety of work streams, compliance and cyclical servicing work across our Housing Stock, technologies may change, particularly as Climate Change work is carried out but the requirement for such servicing and compliance related work in line with Statutory Regulation, Housing Policy and manufacturers recommendations will remain. Accurate validated data will be essential in both performance delivery and future planning.

Links to background information .

Link to [Council Plan](#)

Priorities (check which apply)

- Better homes and communities for all
- A greener East Devon
- A resilient economy

The business case for a Housing Data Analyst

1. We have always been aware that data, specifically good data is an important tool in the delivery of Property & Asset/Asset Management, it is essential that such data is accurate and meaningful and provided consistently to the client team.
2. Currently within Property & Asset the responsibility collating, analysing, validating and utilising data lies with individual managers, but this is proving almost impossible to achieve alongside their core activities with more sophisticated and higher volumes of raw data. In almost every case the data element of the role is, through necessity treated almost as secondary importance, this is far from ideal as everyone is fully understanding of the importance of data.
3. The importance of data is paramount to service delivery, data is an asset, it should be considered as one of the most important tools we in Property & Asset (and the whole of Housing) have because it is unique in its detail and context it can be used to:
 - Ensure we remain relevant and viable
 - Monitor performance delivery and be used to drive improvement
 - Inform future plans, short, medium and long term
 - Inform financial planning/management
4. Data management is in some instances also known as data governance. Put simply, Data management is data centric, focused on fact. In our case Property & Asset specific such as understanding the system of records, managing master data etc. and importantly using the data to understand current performance, drive forward improvement and support future planning so that it is better able to support the Service and Housing as a whole.

5. This should be no surprise and for us in Property & Asset it serves as an integral part in the management of our current performance/Contracts and forms part of our Asset Management approach (for the short, medium and long term). Our contracts contain requirements for performance data and exchange of data between client and contractor.
6. We are aware that the Social Housing Regulator has called into question the integrity, accuracy or even availability of Registered Providers' data as evidenced under Health & Safety and shortfalls in compliance evidenced in the outcomes of the Grenfell Tower enquiry, leading to the introduction of the Building Safety Bill and Housing White Paper. We therefore have identified the need for a dedicated resource to be able to produce, validate and manage such data effectively.
7. We in Property & Asset have recognised the importance of good data and how it should be used to make informed decisions made in the interests of our tenants.
8. The management of the IAMC Contract delivered by Ian Williams has highlighted the importance of data, specifically reviewing the current performance, identifying areas of poor performance, importantly driving forward improvements and ultimately achieving a higher level of service delivery.
9. The data management and interpretation was intended to be managed by the Contracts Manager, but the current incumbent has advised that the role is too big to deliver both the frontline service delivery and the data management side. The volume of work to manage the Contractor and our team of surveyors to deliver reactive repairs and voids is enough on its own without including the data management side in the job requirements (the production of the KPI's alone can take a week plus to produce without all the other reports that we are now developing/running).
10. Senior Management has recognised this, coupled with the importance of Data Management, and concluded that the Property & Asset Team require a Data Analyst to work across the whole Team. The Managers of the other areas within Property & Asset have all confirmed that they do not have the required time and skillset to deliver on the current data expectations.
11. Set out below is a summary of the data management tasks that are required and support the need for this specific role:
 - Reactive Repairs & Voids (IAMC Contract):
 - Reactive Repair, Void, Compliance and Planned Works KPI's
 - Daily, weekly, monthly monitoring Reports in addition to KPI's
 - Liberty (Gas Servicing/Repairs):
 - Production of KPI's
 - Monitoring Reports
 - Planned Works projects:
 - Production of specific KPI's and monitoring Reports to deliver the projects
 - Government supported/funded Projects:
 - Collation and analysis of data to inform bids for funding
 - Collation and analysis of data to complete/submit the monthly Reports to Government
 - Production of specific KPI's and monitoring Reports to deliver the projects
 - Compliance generally:
 - Production of specific KPI's and monitoring Reports to deliver the projects ensuring we are compliant
 - Stock Condition Survey:

- Assist in the analysis of data and the building of Reports to extract data to make informed decisions.
- Assist in the analysis/preparation of data to formulate short/medium/long term project/budget planning
- Climate Change/Net Zero projects:
 - Produce data to record the level of carbon reduction in relation to measures installed in properties.
 - Assist in the production and analysis of data to determine potential energy cost savings in relation to measures installed in properties.

12. It is becoming increasingly apparent that there is a reliance on good quality, accurate, timely data to effectively support the management/delivery of contracts and Service Plan ambitions, which support a standalone role. There is insufficient capacity currently to perform this work as well as we would wish, hence the importance of this additional essential role in the Team.

13. The full Job Description has still to be finalised after which a Job Evaluation will need to be carried out to establish the grading of the post. We anticipate that the post will come out as a Grade 6 costing circa. £40k with on costs.

Financial implications:

The financial implications are considered within the body of the report and within the recommendation.

Legal implications:

There are no legal implications on which to comment.