

ANALYTICS FOR SOCIAL HOUSING

A NEW DIMENSION



In partnership with:



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Introduction

Housing associations are facing unprecedented business challenges. Changes to housing and welfare policy combined with the drive to build more homes across a range of tenures with limited government support has required providers to adopt a more commercial approach, seek to drive efficiency - and be prepared to take more risks.

It means boards and executive teams need to be on top of their game and fully understand the complexities of the business and implications of their decision making. They must also be able to prove the numbers stack up when the HCA comes calling.

Which is where i4H comes in.



i4H can provide evidence-based answers to the big questions that board members and senior executives need to ask:



How are we performing?



Are we providing value for money?



What level of improvement can we realistically expect to make?



How does our performance compare with peer organisations?



Are we performing better year on year?



Can we learn anything from other organisations?



Where exactly does our performance fall short?

i4H answers these questions based on a tried and trusted housing analytics system.

After rigorous testing by 40 housing associations, we believe it will transform the way organisations undertake peer comparison, performance reviews and use analytics to gain greater insights. But don't just take our word for it:

“The Housing Intelligence tool has provided us with an efficiency score which has enabled us to set a target and improve our score. We know exactly where we need to concentrate our efforts to improve our VfM position and provide an excellent service to our tenants. This analysis is now being used for our service reviews and we expect our costs and performance to improve. i4H provided an excellent service as they did all the data collection and provided the analysis quickly and in an understandable format. i4H were also very proactive in providing advice and further bespoke analysis in areas we wanted to improve. We will be using this data for our current VfM Self-Assessment.”

FD for 13,000 unit association based in the South



The data collection process was uncomplicated and easy to complete, which came as a pleasant surprise. i4H spent a few hours with us and then went away and did the rest. The methodology is clear and simple and we liked the report format. The report was well received by our Board of Management. We will definitely be using this service again next year.”

FD for a 1000 units association based in Northamptonshire

i4H were great in working with us to understand our benchmarking figures and sense check our cost mapping. The efficiency tool, developed by i4H, combines financial, performance and satisfaction information to produce a metric which is easy to compare with peers. i4H’s analysis also consisted of a logical dashboard which allowed for key value for money information to be viewed at a glance and forms an ideal starting point for any investigation into organisational efficiency.”

FD for a 1500 unit association based in Nottinghamshire

A Fresh Approach

i4H is a new insight tool designed to help drive improvements and deliver value for money using data analytics. Beever and Struthers, QAHC, HACT and the Northern Housing Consortium have developed a collaborative partnership to offer this service, ensuring that we consistently meet your needs and continually improve to maximise the performance of your organisation.

Key Features

Key features of our new Housing Analytics Platform:

FASTER



We capture your data remotely and map it for you resulting in significant resource savings.



Streamlined data entry and validation providing key information quickly, whilst minimizing the burden upon your staff to complete.



Typical turnaround times of 2/3 weeks from data input to report.

MORE AFFORDABLE



Our services are more cost effective than current peer comparison providers.



We are using analytical data analysis to provide deeper insights on organisational performance.



BETTER

Historic and forward looking tool, comparing actual and budget data.



Our succinct Insight reports and interactive tools, uniquely prepared for your organisation, will be available for you and your team.



Fresh new executive summaries highlighting key metrics, ideal for providing management teams with an overview of performance.



Online access to all outputs for your entire organisation.



Performance improvement and innovation clubs where results are presented and best practice examples made accessible to all members.

i4H Version 1.0

Faster, better and more affordable

Our Housing Analytics platform 'Version 1.0' is only the start, utilising our unique data collection approach which requires minimal input we collect the following information to run through our analytics platform:



Non-Pay Costs



Evidence VfM



Employee Costs
and Allocations



Performance
Data



Financial
Performance
and Position

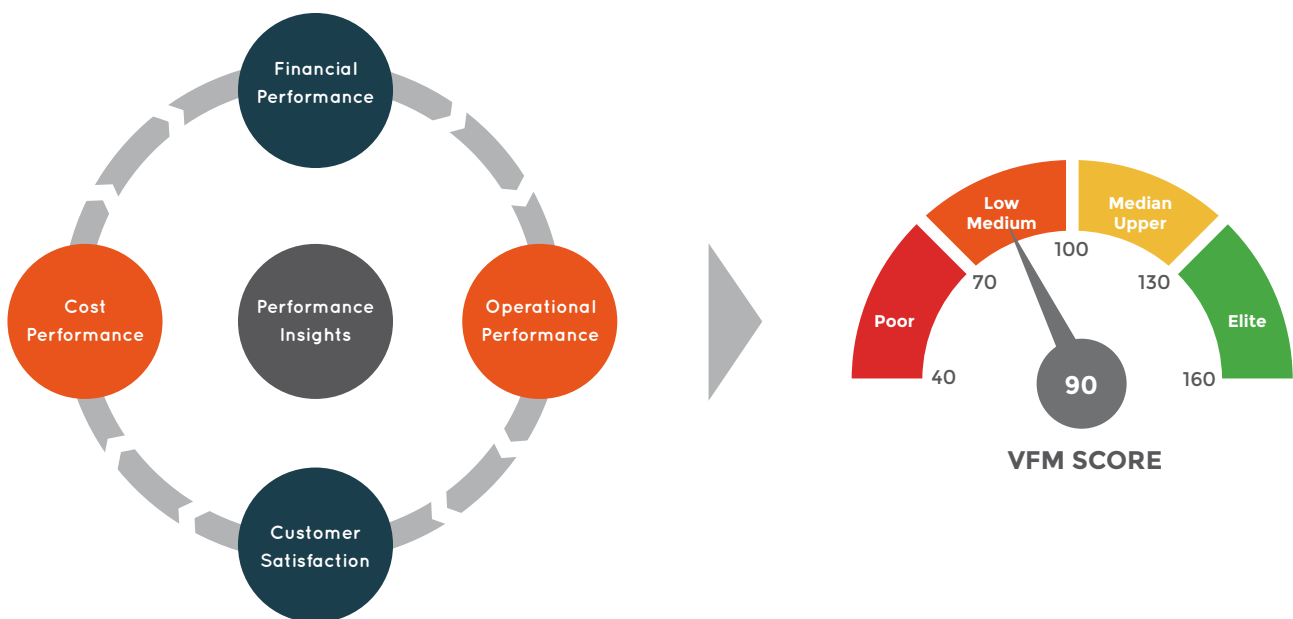


Bespoke
Insights



Satisfaction
Data

Analytics Platform Ver 1.0 – Our Approach



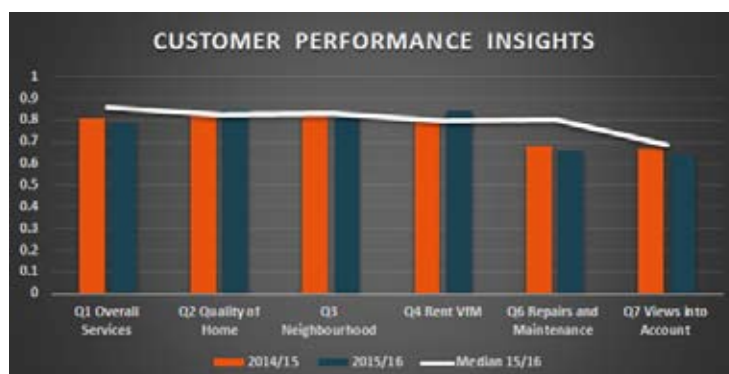
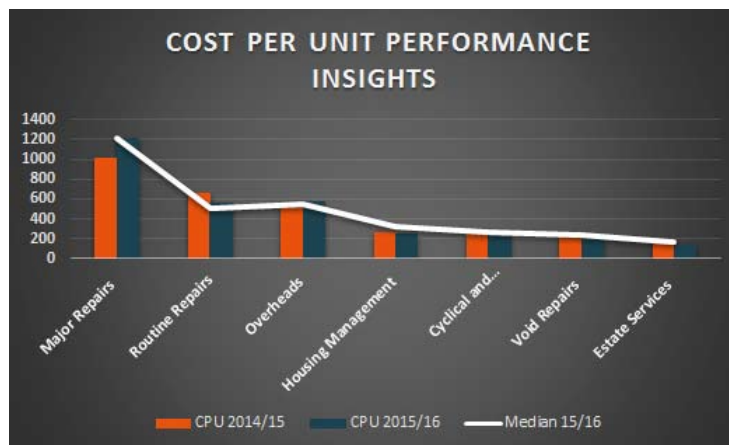
We take a holistic view of your organisation and use four key performance elements to determine your overall performance. This enables us to provide you with a unique VFM score using our Ver 1.0 Analytics platform.

Below are some examples of the insights we can provide against, each of the performance elements this enables us to provide you with your overall unique VFM score, as shown in the dial above and table below.

VfM Measure	Results 2014/15	Results 2015/16	Median 15/16	Quartile 15/16	Score 15/16
Total Cost Per Unit	£3,208	£3,206	£3,353	●	40
Total Operational Performance Score	320	290	280	●	20
Total Customer Satisfaction Score	100	100	120	●	20
Total Financial Score	120	170	220	●	10
Total VfM Score	90	110	100	●	90

Our calibration of your performance is matched against your peer group, our national members and where possible against commercial providers.

Performance Insights Examples



i4H Version 2.0

A New Dimension

We are not standing still, 'Version 2.0' will truly incorporate next generation data analytics for the housing sector, including:



Cost Per
Tenancy



Wider Statistical
Analysis –
Propensity
Score Matching



Digital
Analysis

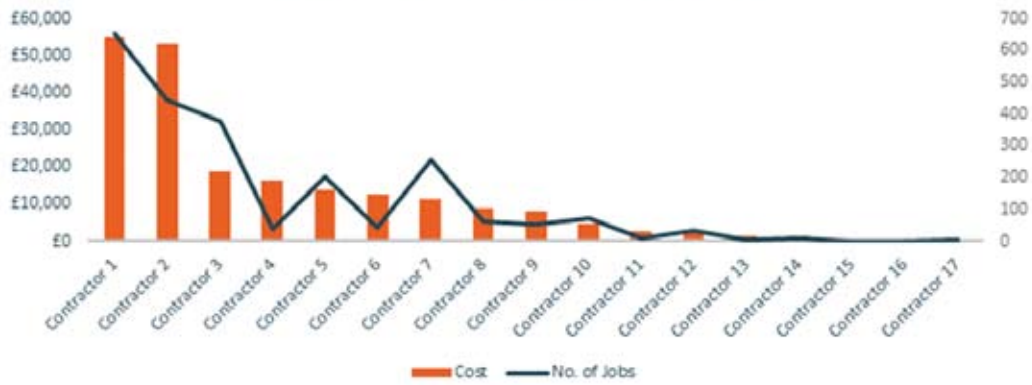


Social Value

HIGH COST TENANTS



CONTRACTOR COST AND JOBS



Repair Savings (relative to full housing benefit)

● No Benefit ● Partial Benefit



(source HACT 2016)

Credible Partners

We have formed an expert partnership to deliver the i4H system which will transform benchmarking and analytics in the social housing sector



As a Top 5 provider of audit services to the sector, Beever and Struthers is totally committed to meeting the rapidly evolving needs of Registered Providers (RPs). Our wide-ranging experience enables us to provide tailored advice to RPs managing from under 1,000 units to over 20,000 units and covers both simple and complex group structures. So whatever your requirements, we can provide the auditing and consultancy services you need.



HACT is a housing sector solutions agency and believe that UK housing providers urgently need to embrace new ideas and radical innovation to continue to build great homes that people need in what is an ever tougher operating environment. HACT are uniquely placed to work closely with the housing sector to develop and share innovative approaches to meeting changing needs.



The Northern Housing Consortium represents the views of housing organisations in the North of England. They are a membership organisation made up of local authorities, ALMOs and associations that provide social housing for tenants.



QAHC is a social housing consultancy specialising in Value for Money (VfM) and efficiency services. Their aim is to improve efficiency in the Social Housing sector. They have substantial experience of benchmarking, business processes, service improvement and performance management.

Our Guaranteed Benefits For You



Significant resource saving



Fresh speedier insights*



More effective executive decision making



Analysis Reconciled to Financial Accounts*

50%

Version 1.0 is 50% of your current benchmarking subscription.

*We will:

- Provide analysis of an association's data and bespoke insights in **May-July** - based on mgt. accounts and forecast **Budget data**. This can then be used for VFM self-assessments.
- Update the analysis in **Aug - Sept**, once statutory accounts are released, to identify any material changes, in particular to the cost/unit analysis.
- Ensure that mgt. accounts cost data will be verified against prior year's mapped data having been reconciled back to statutory & global cost/unit figures.

We believe this is currently a unique data validation service for the sector.

**For your free trial of i4H
version 1.0 please contact a
member of our team today**

info@intel4housing.com

Performance Insights

Data

Analytics

Report

i4H Platforms 1.0 & 2.0

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