

Data Management Services

For UK Social Housing Organisations

Data Strategy, Architecture & Platform Implementation

FoundationLink™ Data Platform Accelerator

Cloud & Platform Agnostic

LASHAN Digital

Digital & Data Transformation Consultancy and Delivery Partner

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The Data Challenge in Social Housing

UK housing associations face an unprecedented convergence of regulatory pressure, operational complexity, and data fragmentation. The Regulator of Social Housing now requires transparent performance reporting through TSM metrics. Awaab's Law demands proactive identification of damp and mould risks. The Building Safety Act requires comprehensive asset data. Yet most organisations struggle to answer even basic questions about their stock and tenants.

Common Challenges

Data silos: Housing management, repairs, assets, finance, and CRM systems hold fragmented views of the same properties and tenants. Each system was procured to solve a specific problem, but the resulting landscape makes cross-functional analysis difficult.

Manual reporting: TSM submissions require weeks of spreadsheet wrangling and reconciliation. Finance teams spend days extracting arrears data. Asset teams maintain parallel spreadsheets because they don't trust the core system data.

No single source of truth: Different departments report different numbers for the same metrics. Board reports contain caveats about data quality. Regulatory submissions require manual validation that delays filing.

Reactive operations: Unable to identify at-risk tenancies before arrears escalate, predict component failures before they cause harm, or optimise contractor performance based on actual outcomes.

Technology investment without data strategy: Many organisations have invested in new HMS platforms, repairs systems, or analytics tools—but without a coherent data strategy, these investments fail to deliver expected value. Data quality issues persist, integrations remain incomplete, and business users lose confidence.

The Cost of Inaction

Organisations without integrated data capabilities face regulatory risk from unreliable TSM submissions, operational inefficiency from manual reporting processes, strategic blindness from inability to model investment scenarios, and reputational exposure from failure to identify damp, mould, and safety risks proactively. The gap between what regulators expect and what most organisations can deliver continues to widen.

Our Approach

LASHAN Digital provides end-to-end Data Management Services designed specifically for UK social housing organisations. Our approach spans the complete data lifecycle—from strategic planning and governance through to operational implementation and ongoing optimisation.

Unlike traditional consultancies that deliver strategy documents without implementation capability, or technology vendors focused solely on platform deployment, LASHAN Digital bridges the gap between data strategy and data operations. We provide vendor-agnostic advice and help organisations build sustainable data capabilities that drive measurable business outcomes.

Central to our implementation approach is FoundationLink™—a purpose-built accelerator solution for building modern data platforms specifically designed for UK social housing. FoundationLink™ can be deployed to your choice of cloud platform, giving you flexibility and avoiding vendor lock-in.

Investment Summary

Engagement Structure

Phase	Investment	Timing
Discovery (Provided under GCloud 15 Lot3)	£25,000 - £35,000	4-6 weeks
MVP Platform Build (Provided under GCloud 15 Lot3)	Quoted after Discovery	Based on scope
FoundationLink™ IP Licence (Provided under GCloud 15 Lot2b)	£20,000/year	Annual
Managed Services (Provided under GCloud 15 Lot2b)	£18,000 - £45,000/year	Annual (by tier)

The other Data Management Services as detailed within our Service Definition Document (Data Strategy, Data Governance, Data Architecture, Data Operations, Data Quality, Data Risk, People & Skills, Continuous Improvement) are priced according to our GCloud15 Lot3 rate card (see Appendix).

Managed Services Tiers

Tier	Annual	Defect Response	Health Checks	Enhancement Days
Essentials	£18,000	24hr critical / 5 day major	Quarterly	8 days/year
Professional	£30,000	8hr critical / 2 day major	Monthly	16 days/year
Enterprise	£45,000	4hr critical / 1 day major	Weekly	24 days/year

(Provided under GCloud 15 Lot2b)

Annual Ongoing Costs (Post-Implementation)

Component	Annual	Notes
FoundationLink™ IP Licence	£20,000	Required
Essentials Managed Services	£18,000	Minimum
Professional Managed Services	£30,000	Most common
Enterprise Managed Services	£45,000	Large/complex
Typical Annual Range (IP + Managed Services)	£38,000 - £65,000	

(The Annual Services above are provided under GCloud 15 Lot2b)

Professional Services Pricing: All professional services including Discovery and MVP Platform Build are priced according to our GCloud15 Lot3 rate card. Please refer to Appendix.

Additional Data Services

Beyond platform implementation, LASHAN Digital provides a range of data services that can be engaged as part of your data management programme or on a standalone basis:

Service	Description
Data Engineering	Pipeline development, ETL/ELT processes, data integration, API development, performance optimisation, and ongoing pipeline maintenance.
Reporting & Analytics	Dashboard development, report creation, KPI frameworks, TSM reporting, board packs, self-service analytics enablement, and Power BI/Tableau implementation.

Data Analysis	Ad-hoc analysis, trend identification, performance benchmarking, root cause analysis, and insight generation to support decision-making.
Data Quality Services	Data profiling, quality assessment, cleansing and remediation, duplicate management, and ongoing quality monitoring.
Data Migration	Migration planning, data mapping, extraction and transformation, validation, cutover support, and legacy system decommissioning.
Training & Enablement	End-user training, technical skills development, data literacy programmes, and knowledge transfer to build internal capability.

Service Delivery: These services are priced according to our GCloud15 Lot3 rate card (see Appendix) and can be engaged on a time & materials basis, as a fixed-scope project, or as part of an ongoing retainer arrangement.

Commercial Terms

Payment Terms

IP Licence and Managed Services: Invoiced annually in advance.

Discovery: 100% invoiced on engagement commencement.

Platform Build: 50% on commencement, 30% at MVP delivery, 20% at go-live.

T&M Services: Monthly in arrears based on actual days delivered.

Contract Duration

Minimum initial term is 12 months for IP Licence and Managed Services. Annual renewal thereafter unless 90 days' written notice is provided prior to renewal date.

Multi-Year Discounts

Commitment	Discount
2-year commitment	5% on IP Licence + Managed Services
3-year commitment	10% on IP Licence + Managed Services

Platform infrastructure costs are paid directly to your cloud provider and are separate from LASHAN Digital fees. All prices are exclusive of VAT.

About LASHAN Digital

LASHAN Digital is a UK-based digital and data transformation consultancy specialising in the social housing sector. With over 20 years of experience, we combine domain knowledge with technical capability to deliver outcomes—from strategy through to operational delivery.

Why LASHAN Digital? Social Housing Specialists • Vendor & Cloud Agnostic • HACT Aligned •

Get Started

Contact us to discuss how LASHAN Digital can support your data management journey.

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<https://lashan.digital>

LASHAN Digital | Cloud & Platform Agnostic | HACT Data Standards Aligned

Appendix. G-Cloud 15 Lot 3 Rate Card - Extract

Day rates are based on Government Digital and Data Profession Capability Framework role descriptions. Our rates are positioned competitively, reflecting specialist sector expertise.

Rate Card Availability: The LASHAN G-Cloud 15 rate card is reproduced below. In the event of any inconsistency, G-Cloud 15 published rates take precedence.

Role	UK Rate (£)	Offshore (£)	Job Family
Data Analyst	585	410	Data
Senior Data Analyst	975	683	Data
Principal Data Analyst	1,150	—	Data
Data Engineer	585	410	Data
Senior Data Engineer	740	518	Data
Lead Data Engineer	975	683	Data
Head of Data Engineering	1,400	—	Data
Data Architect	770	539	Architecture
Senior Data Architect	995	697	Architecture
Chief Data Architect	1,495	—	Architecture
Data Governance Manager	975	683	Data
Lead Data Governance Manager	1,150	—	Data
Head of Data Governance	1,400	—	Data
Data Scientist	740	518	Data
Principal Data Scientist	975	683	Data
Lead Data Scientist	1,150	—	Data
Analytics Engineer	740	518	Data
Senior Analytics Engineer	975	683	Data
Lead Analytics Engineer	1,150	—	Data