



Data Governance Policy

Summary Statement

Home Group is committed to managing and utilising data as a valuable asset, ensuring its effective and efficient handling to meet the expectations of our customers, stakeholders, regulatory bodies and the law. We recognise the critical role data plays in driving informed decision-making, fostering innovation, and maintaining operational excellence. This policy establishes the fundamental principles and practices for data governance, reflecting our organisational dedication to upholding high standards of data management.

Our policy outlines the principles and practices for managing data within Home Group. It applies to all types of data and all colleagues who access, handle, or manage data. It aligns with the Data Management Body of Knowledge (DAMA DMBOK) framework and the Data Protection Act 2018, and defines our approach to:

- **Data Management Maturity Assessment:** Home Group uses a self-assessment tool called the Data Management Maturity Assessment (DMMA) to measure and improve its data capabilities across 14 data management knowledge areas. The DMMA is based on industry standards and helps to benchmark Home Group against other organisations. The DMMA is completed periodically, at least every 18 months, and overseen by the Data Governance Group.
- **Data Governance Framework:** Home Group has established a data governance structure that defines the roles and responsibilities of various data stakeholders, such as the Data Governance Steering Group, the Data Quality Working Groups, the Executive Data Sponsors, the Data Owners, the Business Data Stewards, the Technical Data Stewards, and all colleagues. The data governance framework ensures clarity and accountability in data management efforts.
- **Data Quality Management:** Home Group has standardised processes for identifying, preventing, and remediating data that is not fit-for-purpose. These processes involve using the right tools, systems, and rules to monitor, measure, and report on data quality. Home Group evaluates the quality of its data against the six pillars of data quality: accuracy, completeness, consistency, validity, timeliness, and uniqueness. Data quality is managed at each stage of the data lifecycle.
- **Data Literacy:** Data Literacy is the understanding and ability to use data. Home Group provides mandatory learning for all colleagues through the Data Fundamentals course, which covers six important learning objectives. The course is delivered through the Learning Management System and aims to improve the

data skills and awareness of the staff. Other colleagues receive appropriate education and training applicable to their roles.

- **Enterprise Data Model:** The Enterprise Data Model (EDM) represents the data structure and contents of the real world and shows how data works at Home Group. It documents the data entities, attributes, relationships, and approved lists of values. The EDM is used as a business glossary, for data governance and quality, for systems integration and specification, for data warehouse/lake design, for supply chain integration, and for managing data model change impact. The EDM aligns with the HACT UK Housing Data Standards where possible.

A copy of the full Data Governance policy can be obtained from the Policy Team by telephoning 0345 141 4663 or by emailing policy@homegroup.org.uk.