



# Data Consumer: User/region specific view of data

## Roles

- Local authority
- Devolved administration (Northern Ireland etc)
- Banks/mortgage providers

## Goals

- Identify trends in own region based on EPB data
- Enforce government policies specific to own region
- Prepare quarterly statistics down to Local Authority level


## Needs

- Access to data at address level
- Ability to define and generate region/user specific reports
- Accurate and up-to-date EPB data
- View EPB data specific to own region
- Ability to link EPB data sets with other data sets using UPRN
- Ability to query register data to find specific EPB data records within their region
- Reconcile EPB data with own records

## Expectations

- Specific user groups will have more access to data than general members of public
- Access to data and EPB services will be defined based on specific use cases (i.e. Banks can only see property details they have been authorised to see)

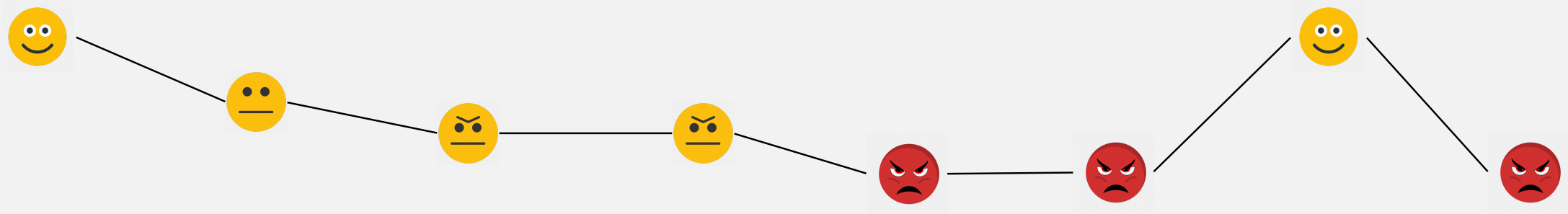
### Task

Tasked with the goal to understand trends in data for their interests [region specific data]	Receive quarterly scheduled reports of data for their region	Analyse data within quarterly report - additional data needed to effectively identify trends	Request additional data about data set from the register	 Wait for report	Report with additional data is received	PRS exemption register enforcement reports for Local Authorities received	Link EPB data set to other relevant data sets and perform analysis
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### Persona



### Emotion



### Touch points

Face-to-face	EPC register service	EPC register service
Phone call		
Email		

### Pain points

Reports are often just a summary of the data in the region - not always useful for analysing trends	Currently no direct access to own, region specific data so have to either request additional data or manually download specific certificates from the register	Currently no functionality is available to generate own reports from region specific data - currently have to wait a while to get new reports back (can be up to 3 months for devolved administration representatives)	The lack of UPRN and consistent address format means that it is difficult to link EPB data to other data sets for legitimate reasons
Due to legislation, Northern Ireland can only see the data from their region	Northern Ireland data is not represented on Open Data communities so this data set is can't be used by them		