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SOCIAL HOUSING COMPLIANCE KPI SOLUTION

Supporting a Social Housing provider with dashboard development to enable data driven decision making and regulatory compliance.

OUTCOMES

CHALLENGE

01
Original dashboards were non-compliant with latest regulations.
(specifically 'Building Safety Act' and 'Transparency, Influence & Accountability Standards Act')

02
Major issues with data quality led to limited confidence among the executive team to make 'data-led' decisions.

03
Limited in-house capability around BI tools usage.
(including PowerBI & Azure Data Factory)

OUTCOME

Creation of new dashboard suite centric to latest regulations.
(covering metrics such as tenancy experience and building safety)

Clear, defined processes around data management, and KPIs, have significantly improved data quality.

Upskilled the performance team to manage dashboards and supported the onboarding of new Performance Analysts.

GOALS

01.

IDENTIFY KEY PERFORMANCE METRICS

KPIs were initially not aligned with business objectives and regulatory requirement.
It was vital to identify the key KPIs to monitor and boost team's confidence in the data.

02.

BUILD SUITE OF DASHBOARDS

Due to non-compliant dashboards, it was vital for a new suite of dashboards to be implemented which are accessible, engaging, and real-time.

03.

BUILD IN-HOUSE CAPABILITY

As the project involved implementing new BI tools, it was important to build in-house capability to reduce reliance on external suppliers.

DELIVERY

4 month project

Interviewed Operational Managers to identify goals and relevant KPIs.

Engaged with key stakeholders to document reporting requirements for dashboards, including data sources, reporting frequency, data granularity.

Built PowerBI dashboards in line with business requirements.

Use this information alongside industry expertise to define departmental KPIs.

Built ETL layer and investigated data quality issues, identified route causes and provided solutions to ensure data integrity.

Reviewed the team's internal capabilities and provided tailored training sessions, including rolling out process guides for all dashboards.

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