



Homes for Haringey

A Dashboard Revolution

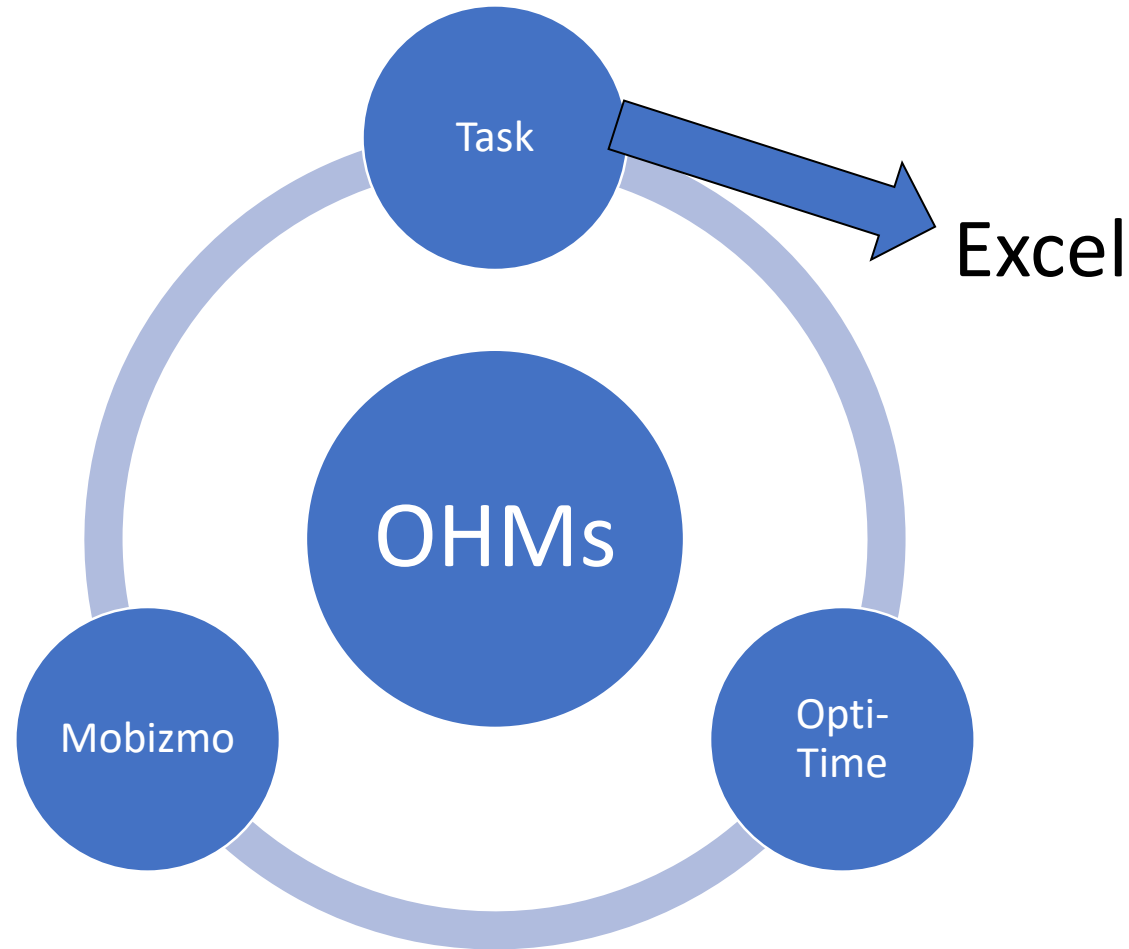
Pete Davey – Head of IT

Haringey Repairs service -2012/13

- 15,700 Tenanted , 4,890 Leasehold, 3,200 households in TA
 - 60,000 Jobs
 - 800 voids
- ◆ 178 Operatives
 - ◆ 77 Support staff
 - ◆ 60 Contractors
 - ◆ 50 Suppliers

IT Systems before the change

Just one part of the problem





Where we are now

Job Management

The screenshot shows a web browser window with the URL <https://gateway08.simplehostedservices.co.uk/shmobile/haringey/CombinedDashboard.aspx#/orderSummary/>. The page title is "Order Summary".

Filters at the top of the page are:

- Contract: -- All Contracts --
- Work Stream: -- All Work Streams --
- Team: -- All Teams --

The main data is presented in a table with the following columns:

Status	Orders Value	Invoice Value	No. Orders	Green	Amber	Red	Unreleased variation requests	With subcontract work	Out of target	With unchecked visits	No Access status	Follow On status	Awaiting Post Inspection	Recall
New	£245,342.38	£0.00	1833	0	0	0	0	1	244	0	0	0	0	0
Planned	£42,787.06	£0.00	124	0	0	0	0	73	12	0	0	0	0	0
Work in Progress	£1,004,227.05	£427,599.71	2381	0	0	0	49	673	747	234	37	298	1	0
Work completed	£318,980.59	£367,277.52	894	4	28	1	6	59	313	281	0	12	3	0
Financially completed	£149,390.94	£173,923.64	690	4	24	0	0	22	146	0	0	4	0	0
Internal sign off	£0.00	£0.00	0	0	0	0	0	0	0	0	0	0	0	0
Awaiting approval	£0.00	£0.00	0	0	0	0	0	0	0	0	0	0	0	0
Approved	£0.00	£0.00	0	0	0	0	0	0	0	0	0	0	0	0

The browser's taskbar at the bottom shows the date and time as 20:27 on 24/04/2017.

Planned work Summary

Dashboard

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serviceconnect service desk Dashboards · Dashboard

Planned Work Summary

Contract: -- All Contracts -- Work Stream: Void Work Team: -- All Teams --

Reset

Team	Sub Work Stream	Surveys outstanding	No work allocated	Not yet started	Work in progress	Work completed	Financially complete, not yet invoiced	With subcontract work	Unreleased variation requests	Post inspection failed	Passed ECD	ECD Next 2 days
T01 - Voids 1	MULTI-TRADE - VOIDS WORK	0	0	1	30	17	10	56	9	0	48	0
T04 - Voids 2	MULTI-TRADE - VOIDS WORK	0	4	2	51	12	22	33	5	0	65	0
T03 - Voids 3	MULTI-TRADE - VOIDS WORK	0	2	0	37	15	18	66	2	0	52	0
VDX - Team Unallocated	MULTI-TRADE - VOIDS WORK	2	13	17	23	0	0	5	2	0	40	0

Cancel

20:28 24/04/2017

Integrated diary

The screenshot displays a web-based integrated diary for Trade Plumbers on Monday 24 April 2017. The interface is titled "serviceconnect service desk" and includes a navigation menu with options like "KPIs", "Order Management", "Visit Management", "Planning Board", and "Diary". The main content area shows a grid of activities for 17 staff members, with columns for each staff member and rows for time slots from 07:00 to 16:00. The staff members listed are Abdullah Abdullah, Alan Defraitas, Clyde Monrose, Dave Sheppard, Dean White, Dionne Dunn, Kyriacous Isodorus, Joe Ferrari, Lee Harrison, Mark Canavan, Matthew Warry, Michael Douthwaite, Natasha McDonald, Nick Byrne, Pierre Brigati, Russell Everett, Tracey Thomas, and Habte Wolderbrunk. Activities include travel, annual leave, and various jobs like "153A FLAT", "133 PARK", and "19 JACK BARNETT". The application also features a "Refresh" button, "Select Date" dropdown, and "Today" button.

Time	Abdullah Abdullah	Alan Defraitas	Clyde Monrose	Dave Sheppard	Dean White	Dionne Dunn	Kyriacous Isodorus	Joe Ferrari	Lee Harrison	Mark Canavan	Matthew Warry	Michael Douthwaite	Natasha McDonald	Nick Byrne	Pierre Brigati	Russell Everett	Tracey Thomas	Habte Wolderbrunk
07:00				07:05 - 08:10 DEFAULT-TRAVEL						07:32 - 08:08 TRAVEL								
08:00	08:00 - 08:21 SIA:G6THRR(R)HIRI	07:58 - 08:32 08:42 - 09:13	08:21 - 08:38 08:28 - 09:05 09:19 - 10:07 DEFAULT-TRAVEL	08:10 - 09:15 153A FLAT	08:00 - 15:12 Annual Leave	08:00 - 15:12 Annual Leave	08:00 - 15:12 Annual Leave	08:00 - 08:21 08:26 - 08:43 08:49 - 09:05	08:58 - 10:00 133 PARK	08:13 - 08:48 08:38 - 08:58 08:58 - 10:00 133 PARK	08:46 - 09:05 09:23 - 10:21 09:23 - 10:21	08:27 - 09:27 DEFAULT-TRAVEL	08:00 By 25/4 6, 4 BIGBI VALET CLOSURE	09:20 - 09:44 09:44 - 10:00	08:00 - 08:16 08:16 - 08:32 08:32 - 08:48 08:48 - 09:04 09:04 - 09:20 09:20 - 09:44	07:57 - 08:00 4 VALET CLOSURE	08:00 - 08:16 08:16 - 08:32 08:32 - 08:48 08:48 - 09:04 09:04 - 09:20 09:20 - 09:44	
09:00		09:24 - 09:51 09:51 - 10:44	09:19 - 10:07 DEFAULT-TRAVEL	08:28 - 09:28 08:51 - 10:09 10:09 - 11:00 80				09:10 - 09:54 09:54 - 10:00 10:17 - 10:53	10:01 - 10:24 10:52 - 11:00	09:47 - 10:21 10:21 - 11:00	09:23 - 10:21 11:05 - 11:26 11:26 - 11:52 63 ALTAIR CLOSE, .	09:27 - 11:3 16 GREAT CAMBRIDGE ROAD, .		09:20 - 09:44 09:44 - 10:00			09:57 - 11:5 56 TANGMERE WILLIAM	10:13 - 10:37 10:37 - 10:53 10:53 - 11:00
10:00		10:42 - 11:14 11:14 - 12:08	11:08 - 12:01 No Work for	11:11 - 11:26 11:30 - 12:01 19 JACK BARNETT				11:30 - 11:54 11:54 - 12:30 12:30 - 12:52 12:52 - 13:30	11:26 - 12:30 12:30 - 13:10	10:21 - 11:00 11:05 - 11:26 11:26 - 11:52 63 ALTAIR CLOSE, .	11:05 - 11:26 11:26 - 11:52 11:52 - 12:30 12:30 - 13:10	11:30 - 12:58 BREAK					12:06 - 12:30 13:01 - 13:51 Lunch	11:32 - 12:14 12:14 - 12:30 12:30 - 12:49 12:49 - 13:06 13:06 - 15:23 DEFAULT-TRAVEL
11:00		12:05 - 13:16 DEFAULT-TRAVEL	12:22 - 12:59 TRAVEL	11:58 - 13:16 19 JACK BARNETT				12:30 - 12:52 12:52 - 13:30	12:30 - 13:10 13:30 - 14:24 210 THE SANDLING	12:09 - 12:51 12:38 - 13:10 13:27 - 13:30 13:27 - 13:30	13:26 - 13:54 13:54 - 14:24	12:58 - 13:31					13:01 - 13:51 Lunch	12:26 - 12:49 12:49 - 13:06 13:06 - 15:23 DEFAULT-TRAVEL
12:00		13:25 - 14:23 Lunch	13:52 - 14:22 TRAVEL	13:12 - 14:01 Lunch				13:32 - 14:24 DEFAULT-TRAVEL	13:30 - 14:24 210 THE SANDLING	13:27 - 13:30 13:27 - 13:30	13:26 - 13:54 13:54 - 14:24						13:53 - 14:30 Lunch	13:06 - 15:23 DEFAULT-TRAVEL
13:00		14:23 - 14:55	14:36 - 15:24 DEFAULT-TRAVEL	14:10 - 15:00 16				14:24 - 15:35 TANGMERE	15:01 - 15:31 15:14 - 16:23 ROCHFORD	14:19 - 15:14 15:14 - 16:23 ROCHFORD	14:24 - 15:35 8 MYDDLETON HOUSE	14:06 - 15:03 DEFAULT-TRAVEL					14:30 - 14:47 14:47 - 15:00	15:23 - 15:30
14:00		14:55 - 15:47		15:03 - 15:25 16:26 - 16:30														
15:00																		
16:00																		

Purchase invoice summary

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serviceconnect service desk | Materials Management > Purchase Invoice Dashboard

Purchase Invoice Summary

Supplier:

Supplier	New	In Query	Part Matched	Fully Matched
AKW MEDICARE LTD	1	0	0	3
AMES GLASS LTD	0	0	0	2
BUNZL UK LTD t/a GREENHAM	1	1	0	5
CROWN PAINTS LIMITED	0	0	0	1
FOURWAYS PLANT LTD	1	0	0	22
HOWARTH TIMBER & BUILDING SUPPLIES LTD	2	0	0	15
LAKER BUILDING MANAGEMENT	0	0	0	2
ME DUFFELL LIMITED	0	0	0	2

Subcontractor management

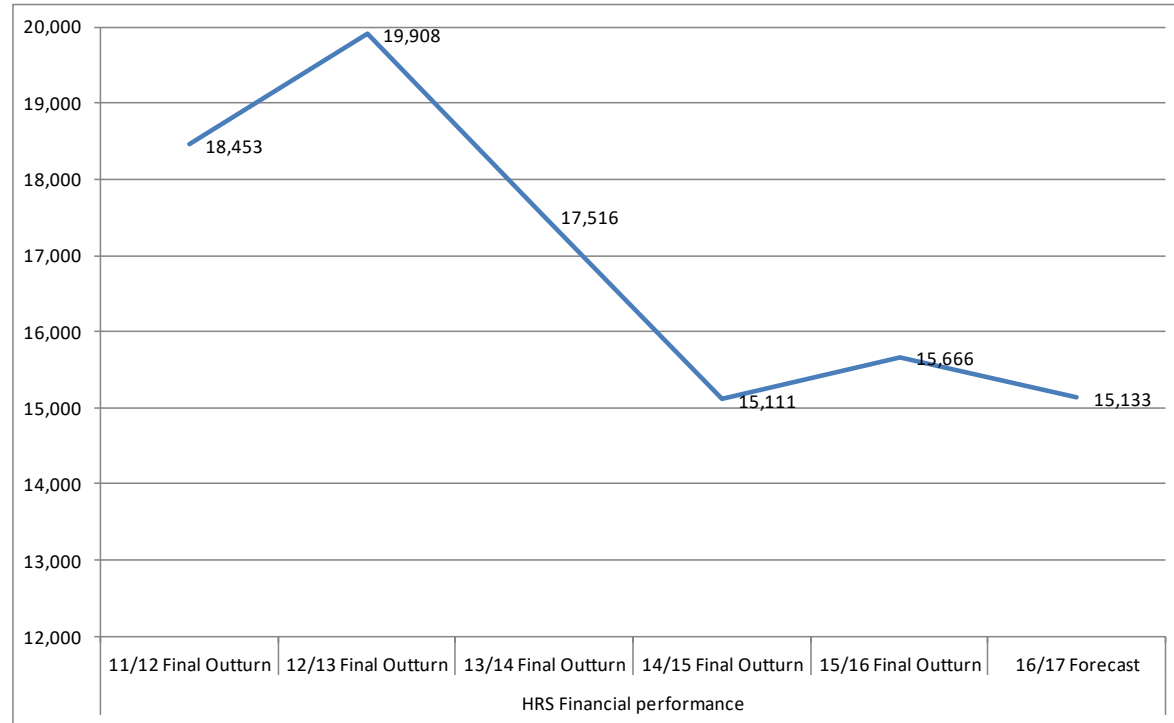
The screenshot shows a web browser window displaying the 'Subcontractor Portal' interface. The page title is 'Supplier Summary'. There are three dropdown menus for 'Contract', 'Work Stream', and 'Team', all currently set to '-- All --'. Below these is a table with 14 columns representing different stages of subcontractor work and 5 rows of supplier data.

Supplier	Not Acknowledged	Acknowledged	Work In Progress	Pending Variation Requests	Approved Variation Requests	Work Complete	Post Insp. Required	Post Insp. Failed	Post Insp. Required Prev. Failed	Post Insp. Signed Off	Ready To Invoice	Awaiting Approval	Financially Approved
AK DECORATION & BUILDING	4	0	0	0	0	0	0	0	0	0	0	1	0
FOURWAYS PLANT LTD	51	0	0	5	0	0	0	0	0	0	0	5	16
LAKER BUILDING MANAGEMENT	1	0	125	19	18	1	0	0	0	0	0	28	41
ORBIS PROTECT LIMITED	0	0	10	19	1	0	0	0	0	0	0	46	51
P & R INSTALLATION COMPAN	2	0	63	2	14	1	0	0	0	0	0	19	14

Three and half years in

- New IT System implemented
- 95% of transformation projects completed
- Productivity Increased
- Key Performance indicators improved
- Forward looking performance culture
- Significant financial savings

Financial performance



- Delivering more
- Further savings
- Spend to save

What sort of IT do we want?

- Customer focused
- Intuitive
- Responsive
- Fun
- Agile



And ... what do we get?

- Over engineered and unnecessarily complicated
- Non-intuitive ... management
- Complexity of ... the public
- Change Req ... for stuff that should be th





So – the dashboards

A better way of
presenting
management
reports



A fundamentally
new way of
managing the
business



Key tenets

- Every manager, team leader and supervisor has their own, personal dashboard
- Highlights anything they are responsible for and that needs action
- Thresholds are individually set
- Red means not doing job
- Cascading hierarchy right up to MD

Result

- Everything is dealt with immediately
- Nothing ever falls off the radar
- Everyone kept on their toes
- Drives continuous improvement
- Job costs and PIs are accurate and always up to date
- Has led to dramatic improvements in performance

Live demonstration

