

Accord creates performance dashboards to report against critical KPIs

“Gives us an immediate impression of how we are doing as an organisation, we can drill down into detail and it gives me a chance to have a glance at what we are doing well and what we can do better”

Chris Handy,
Chief Executive,
Accord Group

Accord Housing Association is a family of organisations which share similar values and objectives. The Accord Group’s vision is one in which people have more choice about their homes, the services they receive, and where people can be involved in developing their communities. It is a future where quality is being continuously improved.



THE HIGHLIGHTS

Accord needed to be able to report performance in relation to target and benchmarking information as well as a way of helping them to identify where and how they need to improve where performance is weak. The dashboard project has been a huge success and the following endorsements reflect this:

“Gives us an immediate impression of how we are doing as an organisation, we can drill down into detail and it gives me a chance to have a glance at what we are doing well and what we can do better.”

Chris Handy, Chief Executive, Accord Group

“Nice to have the information at my finger tips.”

Mark Pearce, Assistant Director of Care & Support Accord Housing Association

“Fantastic way to get sense of the organisation’s performance on a variety of KPIs.”

Lakhbir Jaspal, Chief Executive Accord Housing Association & Deputy Chief Executive
Accord Group

“Great snapshot view of performance across the group, easy to understand and great for tenants.”

Sara Woodall, Corporate Services Director

“Consistent way to record & provide information across the group.”

Celia Davis, Head of Service Performance and Quality

“Easy and quick to use and clearly shows trends in performance.”

Helen Bennett, Service Improvement Advisor

“We’re now able to benchmark group wide performance very easily, what seemed like a daunting project became quite interesting and manageable with the on-going support from DSCallards.”

Kam Salhan, Senior Performance and Quality Officer, Accord Group

“It’s great because we’ve not had anything like this before. The display in visual terms encapsulates whether we’re excelling or need to do more to improve.”

Amanda Nicholls, Assistant Chief Executive, Ashram Housing Association

“Fantastic way to get sense of the organisation’s performance on a variety of KPIs”

Lakhbir Jaspir
Chief Executive Accord
Housing Association &
Deputy Chief Executive
Accord Group

THE CHALLENGE

Headed up by Celia Davis, the Performance and Quality Team works across the Accord Group to build and develop a series of performance dashboards used to display key performance information to help manage performance.

According to Sarah Knott, Team Leader, *“One of our aims is to ensure that our customers are central to the Group’s approach and that services are efficient, effective and provide value for money. Part of our team’s role involves providing training, guidance and best practice on producing and presenting performance information in a range of dashboards including the Resident Dashboard and the Housing Corporation dashboard.”*

Sarah went onto say, *“We have worked closely with managers, staff and residents to streamline the performance information which is produced. We then developed a set of ‘key business drivers’ to ensure that this information was made easily accessible to everyone - from Directors to staff to residents - on a regular basis, and in a format that could be easily understood.”*

THE IMPLEMENTATION

Having selected and implemented SAP Business Objects SAP Crystal Dashboard Design, initial training was carried out by DSCallards, which enabled Accord Housing to understand the basic functionality. Accord has since called on technical support from DSCallards on a number of occasions to help overcome stumbling blocks in the development of their dashboards.

Sarah commented *“Although we still have work which we would like to do to continue to develop the dashboards, we would not have reached the point we are at now without the technical support which we have received from DSCallards. Once the initial dashboard had been set up, the process of uploading the information has been relatively simple. Following the recent upgrade, we took the decision to sign up for the technical support package with DSCallards, in order to continue to develop our range of dashboards.”*

“Nice to have information at my fingertips”

Mark Pearce,
Assistant Director of
Care & Support



THE RESULTS

By splitting the dashboard in half, Accord are able to show ‘snap-shot’ performance information for a number of KPIs through the use of gauges, vertical sliders and value boxes at the bottom of the canvas, whilst at the top of the dashboard they show more detailed information about individual KPIs through the use of combination charts selected by the user from a ‘Combo box’ menu.

This more detailed view of each KPI allows Accord to show month by month performance trends mapped against targets and benchmarking information where available as well as ‘At a glance’ information from last year, last quarter, last month and current performance.

“In addition we use the dashboard to ‘project’ how we need to perform over the next three months in order to meet our targets and better our performance. Our residents also chose the combination chart option to display performance information to them on the intranet as they felt that these charts were clear and easy to understand”, said Sarah.

Finally, Accord use dynamic visibility to allow the user to select to view ‘Performance’ or ‘Areas for Concern’. In their areas for concern screen they show detail of any KPIs which are not performing satisfactorily, along with actions that are being taken to rectify performance. This allows them to relate the quantitative information displayed on the dashboard to qualitative performance management to ensure the best possible outcomes.



Example of an Accord Group dashboard

SAP Crystal Dashboard Design was used by Accord as a tool to help them to report on performance in relation to target and benchmarking information

“Allows the provision of easily accessible, understandable performance information for a variety of audiences.”

Sarah Knott,
Team Leader,
Performance and Quality Team
Accord Group

SAP Crystal Dashboard Design allows 'one version of the truth' and a 'one-stop-shop' for key performance information

XCELSIUS STRENGTHS

Accord submit that the strengths of the SAP Crystal Dashboard Design implementation are as follows:

- Allows the provision of easily accessible, understandable performance information for a variety of audiences.
- Dashboards look more interesting and appealing than previous methods of presenting performance information.
- SAP Crystal Dashboard Design allows 'one version of the truth' and provides a 'one-stop-shop' for key performance information so everyone accesses key information from the same place.
- SAP Crystal Dashboard Design can be used to present performance information at Board meetings to individual Team meetings without the need for everyone to produce their own.
- Clearly shows performance against target to enable the identification of areas for concern.
- Is very flexible in design; can be as simple or as complicated as needed.
- Will allow Accord to incorporate different dashboard designs for different audiences and different needs across a very diverse group.
- Has the ability to grow and develop as performance management needs change.
- Allows Accord to focus on key performance information and identify areas for concern at an early stage.

WHY DSCALLARDS?

As a recent winner of the prestigious SAP Business Objects EMEA Reseller of the Year Award, DSCallards has been harnessing the power of Crystal Reports for fifteen years, helping thousands of organisations through support, training and consulting services to deliver business innovation.

WHY SAP BUSINESS OBJECTS?

SAP Business Objects has been a pioneer in Business intelligence (BI) since the dawn of the category. Today, as the world's leading BI software company, SAP Business Objects transforms the way the world works through intelligent information.

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