



ROCHDALE
BOROUGH COUNCIL

CASE STUDY

ROCHDALE BOROUGH COUNCIL GAINS BUSINESS INTELLIGENCE THANKS TO SAP BUSINESSOBJECTS

Established in 1974, Rochdale Borough Council is the local authority of the Metropolitan Borough of Rochdale, Greater Manchester. Responsible for providing local services and facilities, their vision is to be; 'A council which builds success and prosperity with our citizens and partners, whilst protecting our vulnerable people'.

DIGITAL TRANSFORMATION

To succeed in today's competitive market, businesses must transform themselves into a digital enterprise. What may have worked for a business in the past, may not work for them in the future, but by continually adapting and embracing advances in new technology, businesses have the scope to reimagine the way in which they operate and function.

SAP BUSINESSOBJECTS CAPABILITIES

Using SAP BusinessObjects XIR2, Rochdale Borough Council already had great visibility and insight into their data, which allowed them to make agile business decisions. However, what they were missing was an interactive, self-service model which ensured their data was presented in an engaging and user-friendly way. With the hassle of logging into their current solution and downloading data and reports, Rochdale Borough Council were looking for a resolution to help enhance their existing tools and, therefore looked to Edenhouse to provide them with an answer.

Highly experienced in SAP BusinessObjects, Edenhouse looked to migrate Rochdale Borough Council from SAP BusinessObjects XIR2 to SAP BusinessObjects 4.1, developing a suite of interactive dashboards for Child Services.

PROJECT MANAGEMENT

A key part of the project involved installing, configuring, testing and migrating, Rochdale Borough Council's existing content to a fresh, new environment. As a result, Edenhouse developed a suite of six dashboards for the Children's Social Services Department which included; Looked after Children, Children in Need, Child protection, Care Leavers, Aggregated KPI and a portal dashboard linking all five



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Edenhouse
THE FIRST NAME FOR SAP

DATA DASHBOARDS

Since the migration, the dashboards have given a fresh perspective to Rochdale Borough Council's data, displaying key information in colourful pie charts and graphs which are interactive and user-friendly, allowing users to analyse key information with no technical knowledge or training. Deployed on-premise, the ease of the dashboards also allowed the user to drill down to the lowest level of detail, allowing senior management access to business intelligence at any given time.

Performance Improvement Manager,
Jackie Woodall commented;

“ Within Children's Social Care we see Performance Management as being structured around the following areas:

ACTIVITY LEVELS

- what are our volumes of work

QUALITY & TIMELINESS

- to show how quickly and how well we undertake work

MANAGEMENT OF RESOURCES

- how well are we using our resources, e.g. staff

CUSTOMER CARE

- how we respond to customers and service users

OUTCOMES FOR CHILDREN & YOUNG PEOPLE

- what difference do we make

The introduction of the data dashboards has gone some way to providing staff with the ability to access information in this way. It has also enabled them to access more real-time data, alerting them to the emergence of changes within the systems. It also provides them with a tool to access, timely and comprehensive data to understand what is happening within the service to be able to process data and be able to respond to events with confidence. As the data is presented in a very visual way, it provides an easy way to view key service data in a engaging way, whilst still giving the ability to drill down into the information behind the overall figures. It provides managers with a tool to be able to understand what is happening within their areas of work, but also across the whole of the service following a child's journey.



In order to support the child's journey in Rochdale Borough Council, we have developed dashboards across the following areas of our services in order to support managers and give them the right oversight:

- **CONTACTS**
- **FIRST RESPONSE TEAMS/CHILDREN IN NEED**
- **CHILD PROTECTION**
- **LOOKED AFTER CHILDREN**
- **CARE LEAVERS**
- **FOSTERING AND ADOPTION**
- **YOUTH OFFENDING**

Having the dashboards available to staff means it has freed up resource time producing monthly data profiles across the services from the performance team and provides more capacity to focus on areas of practice that require further investigation, which in turn leads to service improvements. The dashboards also support our approach to performance management and quality assurance, this provides confidence to managers and staff when faced with scrutiny, whether this is internal or external e.g. by Ofsted, that we have the ability to demonstrate oversight and an understanding of what is happening within our services, which should contribute towards an improved Ofsted judgement at our next inspection.

Our future plans are to continue to work with staff and managers to ensure we continue to develop and provide them with the right information at the right time, in order to meet changing needs from both internal and external influencers.”