

# Hammersmith & Fulham Case Study

London Borough of Hammersmith and Fulham is one of London's leading councils. Their vision is to do things differently, challenge old-fashioned thinking and radically reform the council to modernise the way services are run, putting money back in residents' pockets. Their philosophy is to enhance civic life by empowering residents to change their own neighbourhoods for the better. With over 17,000 homes they take pride in their borough and strive to build shared prosperity.



## Results

**100%**  
of data checked

within compliance documents

**40K**

documents checked

40K compliance documents checked

**1%**

non-compliance

Gas non-compliance documents decreased from 20% to 1%

## Challenges

The challenges we faced were to ensure that London Borough of Hammersmith and Fulham have fully compliant LGSRs, that meet all regulatory obligations, and is unbiased.

We wanted to take away the human errors that can occur by manually checking documents. As we have over 40,000 documents even a small percentage of errors can equate to a number we were not happy with, we wanted to ensure that we were doing all that we can to improve efficiency and accuracy.

With a goal to achieve 100% compliance.

# Solutions



## historical documents

We started with historical documents so that we could benchmark and have a point of reference from which we could move forward.

## ingest & analyse

We decided to upload documents from 2013 until the present day and we couldn't believe how quickly they were ingested and analysed.

## 1000 reports in 1 hour

For example, if 1,000 gas certificates are loaded onto the system at one time, it can read and accurately report on every single one of the certificates, within the hour.

You really have to see the software in action to believe the speed and comprehend the benefits you can gain.

## The Benefits

There are a numerous benefits we have gained using the software, the main ones that stand out for us are:

Tailored reports. As the reports are automated daily it enables us to filter issues we may have, and non-compliance is flagged straight to our inbox. Because non-compliant issues are highlighted immediately, they can be investigated and resolved promptly, saving resource and therefore money.

The landlord's dashboard is readily available at any time to show at a glance what percentage of our assets are compliant and non-compliant. We can then drill down into the information as and when required.

Our gas non-compliant documents dropped from 20% to 1%, which surpassed our expectations. We have also seen a large reduction in the use of manual gas certificates.

An additional benefit we have found extremely useful has been the insight into engineer inconsistencies enabling us to educate where needed and really tailor the toolbox talks around the incompetencies we know are relevant. This has enabled us to up-skill our engineers and solve issues rather than them being hidden within the data.

“ You really have to see it to believe it. ”

**John Wilson**

Gas Services Officer London Borough of Hammersmith and Fulham