

SLH Group

A collective term for South Liverpool Homes, SLH Regeneration and SLH Projects. A forward thinking and agile organisation with a leading edge approach to business, managing over 3700 homes in South Liverpool.



Business Requirement

SLH Group pride themselves on being ahead of the curve when it comes to governance structure and IT. When the GDPR conversation first arose back in November 2015, Ian Cresswell, Director of Innovation, Technology and Risk at SLHG, knew he needed to get working on it immediately with a partner that he could have full confidence in ensuring that they were compliant before the deadline date of May 2018.

SLH Group went out to market to search for a GDPR specialist that had a good understanding of the Housing Sector and could manage the volume of work that would be involved in an efficient and streamlined manner. He knew immediately that Data Protection People were the right choice after the first meeting with Director, David Hendry. The discussions concerning the action plan surrounding the Gap Analysis and subsequent implementation of the governance framework **“were well structured and inspired confidence”**.

The Plan

Data Protection People returned with their action plan to ensure that SLH Group would be completely GDPR compliant. The first step was a Gap Analysis on site at SLH Group offices which took around a day interviewing key staff members concerning their day to day data processing activities. DPP prides itself on high customer service in all areas of the business, as Ian says: **“The consultants were friendly, approachable and incredibly knowledgeable. They really went the extra mile for us and we know we can pick up the phone to them at any time if we have any queries - they tick every box!”**. We ensured that SLH Group were kept up to date

at all times with both the analysis and ongoing plan. We had received all processes and policies that SLH Group already had in place and these were reviewed as part of the Gap Analysis process. The next step was to report back to SLH Group with the Gap Analysis results including a RAG rated action plan to demonstrate what work was needed to be done for the business to become GDPR compliant. This method allowed SLH Group to amend their process and procedures in line with the GDPR, with guidance from DPP. As one of our managed service clients, SLH Group were supplied a copy of our Information Governance Framework. This Framework is a suite of policies, procedures and templates designed to assist an organisation with their GDPR compliance programme. “The policies provided by DPP really emphasised what a stress free process this all was - we had to have a brand new Data Protection Policy and Data Subject Rights Policy, the fact that they also created the outline framework meant that it saved us so much time”.

Business Match

Ian Cresswell had been trusted by the Board to take on all responsibilities for the organisation’s GDPR compliance programme. This was an enormous project and vital that it was done with robust structures, frameworks and processes in place. Working in conjunction with Data Protection People gave him the confidence and assurance that not only would the project be rolled out on time, but it would also be done in an efficient and professional manner that would have minimum disruption to the business and therefore, follows their own ethos of being “ahead of the curve, and an organisation with a can-do attitude”. “We would not hesitate to use DPP in other areas of our business should the need arise, and we look forward to talking to them regarding our ISO27001 accreditation.”