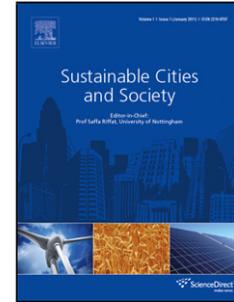


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## DATA QUALITY AND GOVERNANCE IN A UK SOCIAL HOUSING INITIATIVE: Implications for smart sustainable cities

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### Highlights

- Data interoperability and data quality are important dimensions to consider in smart sustainable cities (SSCs) projects
- Social Housing forms a large aspect of SSCs, this paper looks at one housing provider and their approach to data quality and data interoperability
- Results highlight issues around data, such as fragmented use of data systems, little to no project planning, reluctance to change by organisation
- Other organisations and cities can learn from these results when implementing data projects to avoid similar mistakes
- This paper highlights that data interoperability and data quality need to be considered in the SSC debate, as they play a large part in influencing quality of life

### Abstract

Smart Sustainable Cities (SSC) consist of multiple stakeholders, who must cooperate in order for SSCs to be successful. Housing is an important challenge and in many cities, therefore, a key stakeholder are social housing organisations. This paper introduces a qualitative case study of a social housing provider in the UK who implemented a business intelligence project (a method to assess data networks within an organisation) to increase data quality and data interoperability. Our analysis suggests that creating pathways for different information systems within an organisation to 'talk to' each other is the first step. Some of the issues during the project implementation include the lack of training and development, organisational reluctance to change, and the lack of a project plan. The challenges faced by the organisation during this project can be helpful for those implementing

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