

## LEEDS HOUSING CONCERN TESTIMONIAL



Founded in the 1970's, Leeds Housing Concern (LHC) is a registered charity and company limited by guarantee. Originally established to provide housing and support for single homeless people, LHC has grown to become a highly successful, tightly managed organisation with the passion and dynamism to continue developing new, often pioneering services.

LHC currently accommodates over 250 service users in 120 group homes, small hostels and self-contained units, as well as providing day centre facilities and floating community support.

Services are provided for people struggling to cope with a broad range of issues including mental health, learning difficulties, drug/substance misuse, domestic violence and offending. The requirements of our service users are always changing and as times change we call upon the knowledge and help of scheme workers, advisers and researchers at the top of their field of expertise.

**Gillian Clough, Central Services Manager**, *"As our previous supplier's compliancy charges were high, we made the decision to look at alternative systems that could provide us with the services that we required, importantly an integrated system. We talked to several neighbouring housing providers about the systems they were using and it was during one such visit we saw the Pyramid system by OmniLedger Ltd. We were very impressed with the system and it became apparent that the Pyramid system was definitely the system for LHC.*

*References were sought from various OmniLedger customers' and once the decision was made a realistic timetabled deadline was set for the implementation by their Management Team. The target date set was October 1998 and successfully achieved. Once all data had been transferred, we ran parallel with our old manual system for 3 months. The training received from the trainers was very informative and effective. It gave LHC staff the confidence to use the system to its full potential.*

*The noticeable benefit with the system is its efficiency as an integrated system. The reporting tool provides us with the flexibility to be able to provide much more enhanced management reports. We have found the Pyramid system to be a flexible system that is very easy to use.*

*We have found the after-sales support team to be impeccable. They have provided LHC with confidence to be able to use the system efficiently and provide a better service for our service users."*

Year Installed: 1998 / Units: 120 / Previous System Used: Manual