

# PLACES FOR PEOPLE

## Equality and Diversity Choice Based Lettings Pennine Lancashire

### Stage Three

### Telling the Story

What were the issues?

Putting the applicant at the centre of the decision making process.

Transparent decision making process

Reducing the advantage to those who know the system best



#### Actions identified

Proposed 0800 number to be introduced Area and Customer Liaison Panels and other key local mechanisms will provide information

Piloting kiosks and ranking system to measure impact on customers

Remove barriers that existed in the paper based system

Create easy use IT systems

Texting facility available

#### Outcomes for customers



Easier access for all

Specific Actions for certain disadvantaged groups such as texting facility

Improve choice for applicants

Improve Community cohesion neighbourhoods

Improved perceptions of safety

#### Conclusion



A system which makes a real difference for all our customers & allows them access to a choice based system for all.

**For further information please contact:**  
**[mary.mather@placesforpeople.co.uk](mailto:mary.mather@placesforpeople.co.uk)**