

Support to access our services

Reasonable adjustments - how our services can meet your needs

What this guide is about

This guide explains what adjustments we can arrange to help support you to access our services.

Who is this guide for

For people who live in an RWP home.

Bitesize summary

We want to make sure you receive services from us in a way that works best for you. We can arrange reasonable adjustments whenever you:

- come and meet us in an office
- contact us
- receive letters and documents
- invite us into your home.

This might mean:

- sending you letters or providing information in a different format or language
- adapting the way that we support you in person or on the phone
- giving you additional support with managing your tenancy.

Reasonable adjustments

Reasonable adjustments are small changes that can help people with a disability be treated equally.

We want to make sure that you can use our services like everyone else.

The law says that reasonable adjustments should be put in place. You have the right to ask for reasonable adjustments when you use our services.

We will always listen if you tell us you need a reasonable adjustment.

We will always try to make reasonable adjustments.

There may be some changes that we will have to think about before we can say yes.

This is because:

- we might not be able to do it
- it might cost too much money
- it may be unfair to other people.

You can ask us for a reasonable adjustment by speaking to your housing officer or contacting us.

You can also ask someone else to tell us on your behalf.



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Contacting us

You can contact us in lots of different ways:

- Telephone **0333 320 2675**
- Email **RWPenquiries@progressgroup.org.uk**
- Live chat on our website **www.residewithprogress.org.uk**
- Completing a form on our website
- In person – this may be at our offices, a community centre or whilst visiting you at home
- In writing:
RWP
Sumner House
21 King Street
Leyland
Lancashire
PR25 2LW
- If you want to ask someone to speak to us on your behalf, like a support worker, friend or advocate, let us know.

We also offer:

- Language Line interpreter services
- British Sign Language Signlive services
- Relay UK (speech or hearing impairment)

If there is another way of contacting us that would make things easier for you, please let us know.

Home visits

If you have an appointment with us, here are some ways we can make it easier:

- We can arrange longer appointment times for you
- We will take the time to explain things and make sure you understand
- We can make appointments at a time that is convenient to you, such as early morning or later in the afternoon
- We can provide you with information in the best way for you to understand and make decisions in your own time
- We will consider medical needs or special circumstances you make us aware of when making each appointment
- Where possible, we will always give reasonable notice of appointments instead of turning up unannounced
- Each time we make an appointment with you, you can ask us to knock louder or wait longer if you need more time to answer the door; just let us know in advance of the visit
- We can arrange for an interpreter at your appointment, just ask. This could be British Sign Language, lipspeaking or Deafblind Manual interpreting. Please give us as



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much notice as you can. If you prefer to bring a professional interpreter, we will support you with your costs

- We can arrange for a language interpreter at your appointment, just ask. Please give us as much notice as you can. If you prefer to bring a professional interpreter, we will support you with your costs
- You can ask your support worker or someone else to attend your appointment with you. We can also help put you in touch with free advocacy services.

Advocates can:

- help you speak up for yourself
- speak on your behalf at meetings or appointments
- talk to you about what choices and options you have
- support you to make choices so that you have more control over your life
- help you access services.

Communication needs

Accessible information and letters

Most of our information is available in plain language and easy to read style on our website, or we can provide a printed copy on request.

We can provide information and some of our letters in:

- large print (Arial font size 20 pt)
- clear print (simple layout without images that is easier to read and print)
- Easy Read (these use pictures and simple words to help you)
- braille (Unified English Braille)
- audio (read out aloud)
- other languages.

If you need something in a different format or receive something in a style that does not work for you, please let us know. We will do our best to provide it in a different way.

Blind or partially sighted

We can help make things easier if you are blind or partially sighted.

You can request braille or audio (read out aloud) formats of information and letters.

If you want to change the text size on our web pages, visit our website's accessibility page, www.residewithprogress.org.uk/accessibility/.

Our website also works with screen readers.



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Deaf or have deafness, hearing loss or impairment

We can help make accessing services easier if you are deaf or have deafness, hearing loss or impairment.

British Sign Language SignLive

You can talk to us live through a British Sign Language interpreter online if you are a British Sign Language user. Our free British Sign Language SignLive service gives you a video chat link to talk to one of our advisers. To use this service, you will need to register on the SignLive website and either download an app or access it via the internet.

Once registered, please search for Progress Housing Group in the online community directory. By clicking on the phone number you would like to call, you will be connected to an interpreter who will support you throughout the call using British Sign Language via a live video link.

Relay UK

If you have a hearing or speech impairment, you can use Relay UK. Find out more on the Relay UK website.

Other languages

If English is not your first or preferred language, you can use Language Line.

Language Line is free to use.

To use Language Line:

Phone **0333 320 4555** and ask for Language Line.

The colleague who answers will request language support, and will arrange for an interpreter to join the call.

Once connected to an interpreter, you will have a 3-way conversation with us in your language.

Attending an event or visiting our offices

We want our office reception and meeting areas to be accessible to everyone.

If you are coming into our offices, check our website first. This tells you what facilities and services we have at each office.

We welcome hearing, guide, Pets As Therapy or assistance dogs in all our offices and community centres.

All of our Leyland offices have accessible toilets and meeting rooms.



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If we are holding an event for tenants or the community, we will always try and think of how we meet everyone's needs.

If you have concerns, please tell us.

You may also be interested in the following leaflets:

- Aids and adaptations - this leaflet tells you what you need to do if you need a change to your property, such as a grab rail or stair lift, to help you to continue to live safely and comfortably in your home
- Get involved



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Get in touch

The quickest way to get in touch is online at www.residewithprogress.org.uk by:

- Live chat – available Monday to Friday, 8am to 5pm.
- Emailing us, RWPenquiries@progressgroup.org.uk

You can also:

- Call us on 0333 320 2675
- Visit or write to us - RWP, Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.



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Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints, Feedback and Redress Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.