



Customer Support & Accessibility Policy:

Help when you need it.

POLICY TITLE:	Customer Support & Accessibility Policy
LEAD OFFICER:	Head of Housing Management
DATE APPROVED:	11 June 2026
APPROVED BY:	SLHD Board
IMPLEMENTATION DATE:	11 June 2026
DATE FOR NEXT REVIEW:	11 June 2029
ADDITIONAL GUIDANCE:	
ASSOCIATED CUSTOMER PUBLICATIONS:	Equality, Diversity and Inclusion Strategy Secure Tenancy Agreement Corporate Plan 2024-2028 Equality and Diversity Strategy CDC Allocations Policy Customer Access Strategy CDC Tenancy Strategy 2025 ASB Policy Safeguarding Policy Housing and Neighbourhood Management Policy Compliments, Comments and Complaints Policy Repairs and Maintenance Policy Rechargeable Works Policy Ad-Hoc Fencing Policy Damp and Mould Policy Communications Strategy Fire Management Policy Data Smart Strategy ICT Strategy Domestic Abuse Policy
TEAMS AFFECTED:	All Employees, Contractors, Board Members and St Leger Homes Customers

THIS POLICY REPLACES WITH IMMEDIATE EFFECT:	N/A
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DOCUMENT CONTROL

For guidance on completing this section please refer to the document version control guidance notes

Revision History

Date of this revision:	New Policy – entirely replaces the previous Vulnerable Persons Policy
Date of next review:	June 2029
Responsible Officer:	Head of Housing Management

Version Number	Version Date	Author/Group commenting	Summary of Changes
01	February 2026	Head of Housing Management	New Policy - Replaces the Vulnerable Persons Policy and now incorporates Reasonable Adjustments

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Policy Creation and Review Checklist

ACTION	RESPONSIBLE OFFICER	DATE COMPLETED
Best practice researched (HouseMark, HQN, NFA, RSH, general websites)	Head of Housing Management	February 2026
Review current practices from similar organisations (NFA)	Head of Housing Management	February 2026
Review customer satisfaction / complaints data from the area the policy relates to	Head of Housing Management	January 2026
Undertake customer consultation if applicable	Head of Housing Management	April 2026
Staff consultation through Trade Unions if applicable	Head of Housing Management	N/A
Other stakeholder consultation if applicable	Head of Housing Management	N/A
Equality analysis carried out through the intranet for all new policies or fundamental changes	Head of Housing Management/EDI Manager	February 2026

NB. The above table must be completed on all occasions. The policy will not be accepted or approved by EMT without this information completed.

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Customer Support and Accessibility Policy:

Help when you Need it.

Customer Support and accessibility

At St Leger Homes of Doncaster (SLHD), we are committed to ensuring every customer can access our services easily, safely and with confidence. Creating successful, thriving and sustainable tenancies begins with providing the right support at the right time and removing barriers that may prevent customers from fully engaging with us.

We believe that Customer Support and Accessibility is everyone's responsibility. By working closely with our tenants, colleagues, and partners, we create inclusive neighbourhoods where people feel welcomed, respected and able to thrive. Our approach is proactive and customer-centred, focusing on understanding individual needs, addressing issues early, and adapting our services so that every tenant is able to participate fully.

Our aim is to ensure that all customers regardless of background, circumstance, disability or support needs receive a fair, positive and equitable experience in their home.

Introduction

This policy sets out St Leger Homes' approach to supporting both vulnerable and disabled customers and ensuring reasonable adjustments are provided so that tenants can access our services fairly, safely and without disadvantage. It explains how we identify vulnerability, how we respond, and the standards we apply when adapting our services to meet individual needs.

The policy aims to:

- Clearly define how SLHD identifies and supports vulnerable customers
- Set out our responsibilities for providing reasonable adjustments in line with the Equality Act 2010
- Ensure consistent, fair and transparent decision-making across all housing services
- Promote dignity, independence and inclusion for all tenants
- Strengthen compliance with regulatory standards, including the Housing Ombudsman's Complaint Handling Code and the Regulator of Social Housing's consumer standards

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The policy is structured into two core sections that set out our responsibilities and standards of practice.

1. **Vulnerable Persons** – *detailing how we identify, assess and respond to vulnerability, and the support mechanisms and safeguarding pathways we put in place to ensure customers receive safe, fair and appropriate access to our services.*
2. **Reasonable Adjustments** – *outlining how we adapt and tailor our services, processes and physical environments to meet individual needs, remove barriers to access, and ensure customers are not placed at a disadvantage.*

SECTION 1: VULNERABLE CUSTOMERS

- 1.1 This part of the policy outlines our commitment to supporting vulnerable customers to access our services and supports the priorities contained in St Leger Homes' Corporate Plan 2024-2029.
- 1.2 We recognise that customers can become vulnerable at various points in their life and at such times, we may need to consider reasonable adjustments to how we usually deliver our services, ensuring equitable and appropriate access.
- 1.3 This might also include providing direct support to customers or referring them to specialist agencies to ensure the best help is received when they need it. We will ensure consistency to our customers by equipping staff with training and information, so they effectively identify and respond to customers' needs.
- 1.4 This policy focuses on customers who may be vulnerable but have the mental capacity to make their own decisions. Where this is not the case, we will collaborate with their appointed representative or statutory agencies.

2 Purpose and Scope

- 2.1 This policy applies to all Employees, Contractors, Board Members and St Leger Homes Customers.

2.2 Definition of Customer

For the purposes of this Policy, the term Customer is used in the broadest sense and includes tenants, leaseholders, housing applicants, members of the public who engage with us regarding land or property-related matters (such as boundaries, unadopted roads, septic tanks, or land purchases), and anyone accessing our services through homeless provision or properties managed by St Leger Lettings. This definition ensures that all individuals who interact with St Leger Homes are recognised within the scope of this Policy.

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3. Defining Vulnerability and the Legal Framework

- 3.1 We are committed to meeting our obligations and duties under the Equality Act 2010 including the Public Sector Equality Duty and to promoting equal opportunities in the provision of our services, as well as protecting people with 'protected characteristics' from unlawful discrimination, harassment and victimisation.

We ensure that these duties are understood throughout the organisation and that we take account of individual needs and make reasonable adjustments where appropriate in the services we provide.

Our approach to carrying out these responsibilities are fully set out in St Leger Homes' Equality Diversity and Inclusion Policy.

- 3.2 Protected characteristics under the Equality Act across our customer base are:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

As an Arm's Length Management Organisation (ALMO) of City of Doncaster Council (CDC), we support the additional protected characteristics of care leavers and carers, and we have adopted these leavers as a defined group with protected characteristics.

- 3.3 It is important to note that we do not define customers as vulnerable solely by virtue of their protected characteristics. However, we will give due regard to these characteristics for example, when developing strategies, policies, procedures or services, to avoid inadvertent discrimination.
- 3.4 This definition is separate from the assessment of priority need within the Homelessness Assessment, which is defined in homeless legislation.
- 3.5 We also recognise that some customers may be vulnerable for reasons outside the scope of these. This policy defines vulnerability and outlines our response in such circumstances.
- 3.6 The Social Housing Regulator's Tenant Involvement & Empowerment standard mandates us to treat all tenants with fairness and respect, demonstrating an understanding of tenants' diverse needs, including those with additional support requirements.

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3.7 Defining Vulnerable Customers

We define 'vulnerable' as customers who possess protected characteristics which may make them vulnerable or those who are experiencing exceptional life events, making it difficult to manage their day-to-day affairs without additional help. This can be a permanent or temporary state.

As mentioned previously, a protected characteristic, does not automatically assume a person is vulnerable.

Exceptional life events or other circumstances that may render people vulnerable, whether for a short period or longer-term, includes:

- those experiencing and survivors of domestic abuse.
- people who have substance misuse issues.
- people experiencing poor physical or mental health.
- those who are or have recently been homeless or living in temporary accommodation.
- people experiencing severe financial hardship or financial abuse.
- people neglecting their health and wellbeing.
- care leavers.
- ex-service personnel.
- being a victim of crime.
- recent hospital discharge following long-term stay.
- People experiencing bereavement
- refugees or asylum seekers,

4. Key objectives

4.1 Our primary objective is to ensure that vulnerable customers can access and receive our services without hindrance. To achieve this, we will:

- Record customer contact information regarding identified vulnerabilities and use interactions with customers to check and verify these where necessary.
- Use customer and tenant insight data including vulnerabilities in our strategic and operational decision-making.
- Assist vulnerable customers in accessing our services and direct them to additional support when needed.

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- Ensure our staff are trained and knowledgeable in how to identify and take account of vulnerabilities when delivering all our services.
- Refer cases requiring short-term support or assessment to our Tenancy Sustainability teams for Tenancy or Mental Health support.
- Refer to statutory services or other specialist support as required.
- Make safeguarding referrals or raise concerns as appropriate. All safeguarding concerns must be raised in line with the organisation's Safeguarding Policy, which sets out roles, responsibilities and reporting arrangements in detail.

We will follow a clear referral and escalation process when concerns about a customer's vulnerability, safety or ability to manage their tenancy are identified. Referrals to Tenancy Sustainability, Mental Health Support or Safeguarding teams will be made where specific thresholds are met, including indicators of serious risk, welfare concerns, self-neglect, domestic abuse, escalating vulnerability, or when a customer repeatedly struggles to engage with services. Any referral that relates to safeguarding, risk of harm or immediate welfare concerns is mandatory and must be made without delay. All decisions, actions and reasons for referrals must be recorded on the customer's housing record, including the timescales for action and any follow-up required, ensuring clear accountability and continuity of support.

4.2 We will give consideration to known vulnerabilities in terms of how we deliver services to individuals for all of our services, but particularly in relation to the following:

4.2.1 Repairs, maintenance and home improvements

We will take account of any known vulnerabilities when arranging repairs or home improvements with regards access, appointments and repair priorities. We will also use customer and tenant insight data with regards known vulnerabilities to inform improvement programmes.

When assessing repairs that fall within the scope of Awaab's Law, we will take full account of any known tenant vulnerabilities to ensure an appropriate and proportionate response. Vulnerability factors will be considered alongside our established risk-assessment matrices, which are designed for each hazard type, to ensure that works are prioritised based on both the potential severity of harm and the tenant's individual circumstances. This approach ensures that those at greater risk receive timely interventions that protect their health, safety, and wellbeing.

4.2.2 Income management and rent payments.

We will use insight data to improve financial resilience for vulnerable customers and will adhere to a pre-action protocol in managing non-payment of rent, so that legal enforcement is used only as a last resort when other efforts have failed.

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We will carry out a proportionality assessment when considering legal enforcement options for rent arrears, giving due regard to an individual's protected characteristics and any known vulnerabilities to consider if the tenants behaviour is related to their disability or vulnerability and if alternative sanctions or solution can be used. Tenants will be offered tenancy support prior to any legal enforcement being considered.

4.2.3 Tenancy management and enforcement

We will carry out a proportionality assessment when considering legal enforcement options, giving due regard to an individual's protected characteristics and any known vulnerabilities.

4.3 We commit to using customer data and customer interactions across the organisation, as an opportunity to:

4.3.1 Identifying Vulnerability - St Leger Homes staff are trained to recognise a range of behaviours and circumstances that may indicate a tenant is vulnerable or at risk of becoming vulnerable. These include anti-social behaviour linked to mental health issues, repeated failure to respond to correspondence, hoarding, multiple repairs arising from damage, property or self-neglect, and difficulties in meeting tenancy conditions such as rent payments. The organisation also recognises that repeated or persistent contact from a tenant can be an important indicator of underlying vulnerability. While this is addressed within a separate policy, such patterns of contact may reflect distress, confusion, or unmet support needs, and should therefore prompt a structured and empathetic response at an early stage rather than immediate escalation to persistent contact procedures. This approach ensures that early signs of vulnerability are identified consistently and that appropriate support is offered at the earliest opportunity.

4.3.2 Recording Vulnerability – as well as the customer's equality and diversity information, we will document any known vulnerabilities, communication needs/preferences and access requirements, along with the contact details of any authorised representatives, on our housing management system.

Safeguarding concerns will be addressed in line with our Safeguarding procedures, ensuring relevant statutory agencies are notified.

5. Tenants Lacking Capacity

5.1 In accordance with the Mental Capacity Act 2005, we will liaise with legally authorised representatives, including those holding lasting power of attorney, deputyship orders, appointees from the Department of Work and Pensions, as well as statutory and independent mental capacity advocates.

Our approach to supporting vulnerable customers is rooted in dignity, fairness and proactive intervention. We recognise that vulnerability can be temporary, fluctuating or long-term, and we are committed to responding with empathy, consistency and professionalism. By equipping our staff with the right tools,

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maintaining accurate insight data, and working closely with partners and support services, we will ensure that every customer receives the help they need at the right time.

Our commitment is to remove barriers, promote independence, and provide a service that enables all customers to feel safe, respected and able to sustain their home.

SECTION 2 REASONABLE ADJUSTMENTS

2 Reasonable Adjustments

- 2.1 St Leger Homes is committed to ensuring customers, particularly those with disabilities or long-term health conditions, can access our services fairly and without disadvantage. We make reasonable adjustments in line with the Equality Act 2010 to promote dignity, independence and inclusion.
- 2.2 We recognise that barriers can be physical, procedural or related to communication, and we will work with customers to remove or reduce these wherever reasonably possible. While SLHD has always provided adjustments on a case-by-case basis, this policy sets out a more consistent and transparent approach.

Our aims are to:

- Ensure reasonable adjustments are identified and applied consistently
 - Make our services accessible, fair and respectful
 - Support staff to respond to individual needs promptly and appropriately
 - Provide clear guidance on how customers can request adjustments
 - Strengthen our commitment to inclusion, safeguarding and tenancy sustainability
- 2.3 This section applies to anyone using our services, tenants, applicants, household members, visitors, staff and contractors and supports our wider framework, including Tenancy Sustainability initiatives.

We will consider reasonable adjustments to our services to meet the needs and circumstances of vulnerable individuals to ensure the best experience of our services and help them to sustain their tenancy.

Reasonable adjustments are changes that remove barriers for disabled people accessing housing services. This policy includes both service-specific adjustments that change how we deliver our services, and property-based adjustments that involve physical or environmental changes to a home.

Examples may include:

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Service Specific adjustments

- Tenancy support team to offer short-term intensive support with tenancy related or low-level mental health issues, alongside robust safeguarding referral processes.
- Allowing more time for a customer to answer the door when visiting.
- Arranging joint visits with support workers or representatives.
- Considering how a request for a repair will impact on a vulnerable person when prioritising repairs.
- Flexibility in tenancy terms or rent payment methods
- Escalating remedial processes for damp and mould reports involving vulnerable tenants.
- Providing in-person or telephone explanations of letters
- Offering support to perpetrators of anti-social behaviour before enforcement.
- Where appropriate, seeking civil remedies or injunctions rather than eviction, for vulnerable individuals.
- Providing welfare benefits and money advice for vulnerable tenants in rent arrears.
- Providing practical or financial support for tasks customers cannot manage themselves, such as moving furniture for repairs, arranging day-room access during disruption, or supporting removals for transfers or downsizing
- Use of British Sign Language (BSL) interpreters or translation services
- Adjustments to appointment times or locations
- Alternative formats for communication (e.g. Braille, Easy Read, audio)

This list is not exhaustive.

Property based reasonable adjustments

- Physical changes to the home, such as ramps, handrails, widened doorways or level-access entries.
- Installing grab rails, stair rails or additional bannisters to support mobility.
- Fitting stairlifts, step-lifts or through-floor lifts where appropriate.
- Adapting bathrooms (e.g., walk-in showers, wet rooms, raised toilets).

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- Lowering kitchen worktops or widening kitchen layouts for wheelchair accessibility.
- Improving lighting, switches or sockets for better visibility and reach.
- Installing visual or vibrating alert systems for customers with hearing impairments.
- Providing door entry adaptations such as intercoms, video doorbells or accessible door handles.

This list is not exhaustive.

2.4 When considering any request for a reasonable adjustment, St Leger Homes will also assess wider risk factors, including any relevant health and safety requirements, safeguarding concerns, and compliance obligations such as Fire Safety regulations, Damp and Mould guidance, and learning from severe maladministration findings. These risk indicators will be reviewed alongside practicality, cost and impact to ensure that adjustments remain safe, lawful and proportionate. Where risks are identified, appropriate mitigations or alternative adjustments will be explored to protect both the customer and the organisation. Once a disability is known, St Leger Homes has a responsibility to proactively consider and put in place reasonable adjustments, where appropriate, without requiring a request from the individual.

2.5 Aids and Adaptations Provision

Aids and adaptations are not provided by St Leger Homes. All adaptations are delivered by City of Doncaster Council (CDC) following an appropriate referral and assessment process. St Leger Homes' role is to identify potential needs, make referrals where required, and support tenants through the assessment process, but responsibility for funding, approving, and completing adaptations rests with CDC.

3.0 Legal, Regulatory and strategic Framework

Legal requirements

This section of the policy is grounded in the legal obligations set out in the Equality Act 2010, which requires service providers to make reasonable adjustments to ensure that disabled individuals are not placed at a disadvantage compared to non-disabled individuals.

Our approach to carrying out these responsibilities are fully set out in St Leger Homes' Equality Diversity and Inclusion Policy.

3.1.1 The Equality Act 2010 does not define what is 'reasonable', but guidance from the Equality and Human Rights Commission suggests considering:

- The effectiveness of the adjustment.
- The practicality of implementation.

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- The cost and available resources.
- The impact on service delivery.

3.2 This policy is also underpinned by:

- Human Rights Act 1998
- Care Act 2014
- St Leger Homes' Equality, Diversity & Inclusion Strategy
- Doncaster Council's Housing Strategy

Regulatory Requirements

3.3 The policy aligns with several regulatory frameworks:

- Consumer Standards set by the Regulator of Social Housing, which require fair and accessible service delivery
- Housing Ombudsman's Complaint Handling Code, which encourages proactive and inclusive service responses and learning from complaints involving accessibility.
- The Social Housing Regulator's Tenant Involvement & Empowerment standard mandates us to treat all tenants with fairness and respect, demonstrating an understanding of tenants' diverse needs, including those with additional support requirements.

Strategic Framework

3.4 This Policy supports the strategic priorities outlined in the St Leger Homes Corporate Plan 2024–2029, particularly around inclusion, dignity, and independence. It complements related policies such as:

- The Vulnerable Persons Policy, which outlines support for customers experiencing vulnerability and the need for tailored service delivery.
- The Customer Access Strategy, which promotes equitable access to services for all customers.
- The Equality, Diversity and Inclusion Strategy, which reinforces the organisation's commitment to eliminating discrimination and promoting equal opportunities.

4.Requesting a reasonable adjustment

4.1 Customers can request adjustments in the following ways:

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- In person, by phone, email, or via the website
- Through a support worker, advocate, or family member

Requests should include:

- A description of the barrier or difficulty
- The type of adjustment being sought
- Supporting evidence (e.g. medical or occupational health reports), if available

4.2. Assessment and Decision-Making

When considering a reasonable adjustment, it must be relevant to the service being provided and proportionate to the tenant's needs. Adjustments should address barriers linked to a disability or health condition that impact access to housing services.

4.3 Each request will be considered individually, based on:

- The nature of the disability or condition
- The effectiveness of the proposed adjustment
- Cost and practicality
- Impact on other tenants or services
- St Leger Homes will aim to respond within 15 working days. If an adjustment cannot be made, we will explain why and explore alternative solutions.

4.4 Refusing a Request for a Reasonable Adjustment

There may be limited circumstances where St Leger Homes cannot agree to a requested reasonable adjustment. In such cases, we will apply a consistent, transparent decision-making process to ensure fairness and compliance with the Equality Act 2010 and Housing Ombudsman guidance.

4.5 Refusal of a Reasonable Adjustment

St Leger Homes will usually only refuse a request for a reasonable adjustment where one or more of the following criteria apply:

- The adjustment is not effective in addressing the barrier identified.
- The adjustment is not practically deliverable, for example due to building constraints or health and safety risks.
- The cost is disproportionate to the level of need, taking into account available resources and the impact on services.

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- The request is unrelated to the customer's disability or condition and therefore does not meet the legal test for a reasonable adjustment.
- The adjustment would adversely impact other customers, services, or statutory responsibilities.

Where a request is refused, St Leger Homes will:

- Record the decision and the reasons for refusal clearly on the customer's housing record.
- Provide the customer with a written explanation, outlining the rationale and evidence used.
- Offer alternative adjustments or solutions, where possible, to ensure the customer can still access services without disadvantage.
- Inform the customer of their right to appeal, and how to do so, including who will review the appeal and the relevant timescales as detailed in section 7 of this policy, Appeals and Complaints.

5. Implementation

5.1 Once the reasonable adjustment has been agreed:

- Adjustments will be implemented promptly
- Tenants will be kept informed throughout the process
- Contractors and staff will be briefed on any relevant requirements

6. Appeals and Complaints

6.1 If a customer disagrees with a decision:

- They may appeal within 28 days
- Complaints will be handled under the St Leger Homes Complaints Policy
- Independent advocacy support will be offered where appropriate

Appeals will be reviewed by a senior officer who was not involved in the original decision, and a written outcome will be provided within 10 working days to ensure independence, fairness and transparency.

7. How We Use and Share Customer Information

7.1 St Leger Homes will ensure that customer consent for sharing vulnerability-related information is obtained, recorded and stored appropriately, unless a safeguarding or legal obligation requires information to

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be shared without consent. Consent will be gained explicitly and documented on the customer's housing record, including what information can be shared and with whom. Where concerns relate to safety, exploitation, abuse or serious risk, information may be shared with statutory agencies without consent, in line with safeguarding legislation and applicable GDPR exemptions. Any information shared will be limited to what is necessary, relevant and proportionate for the stated purpose. In all cases, customers will be informed about how their data is used, the legal basis for sharing, and their rights under data protection laws.

8. Ownership and Responsibilities

- 8.1 The ownership and responsibility of managing the implementation and relevance of this policy will remain with the Head of Housing Management. However, the application of the policy will apply to all Service areas as feature of our service offer.

9. Procedures

- 9.1 Procedures developed to support this Policy will consider recommendations contained in two Ombudsman's Spotlight Reports 'On the record: Spotlight on Knowledge and Information management' and 'Attitudes, rights and respect' to:

- Ensure the customer insight data we hold is accurate, appropriate, regularly reviewed and used in operational service delivery and strategic decision-making.
- Ensure relevant staff are appropriately trained to recognise and respond positively to the needs of vulnerable customers.
- Ensure each policy review captures how it can accommodate vulnerability needs.
- Explore the potential for using insight data. For example, in extreme weather conditions or as part of our business continuity planning process.
- Promote a culture of empathy, dignity and respect in all interactions with tenants and customers recognising that vulnerability is not always visible and may be temporary, fluctuating or permanent.
- Ensure timely and compassionate responses to requests for reasonable adjustments, with clear communication and accountability throughout the process.
- Embed inclusive practices that reflect the diverse needs of tenants, including those with disabilities, long-term health conditions, or those experiencing exceptional life events.
- Strengthen record-keeping and decision-making transparency, ensuring that all requests and outcomes are documented and reviewed regularly.

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10. Monitoring, Compliance and Effective Implementation of the Policy

- 10.1 We will review this Policy regularly to ensure that it is fair, consistent, and effective and will use feedback from customer consultation, compliments and complaints to help inform any revisions.
- 10.2 We will publish this Policy on our website as part of the implementation and make it available to anyone who requests it.
- 10.3 We will comply with the UK General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018 (DPA 2018) with regards how we collect and store personal data.
- 10.4 All staff will receive training on disability awareness and reasonable adjustments. Managers will ensure frontline teams understand how to identify and respond to adjustment needs.
- 10.5 We will continue to build a strong organisational culture in line with our CORE values of accountability and good data practice by ensuring all staff are trained in accurate record-keeping, clear decision-making, complaint learning and KIM responsibilities.

11. Performance

- 11.1 To ensure strong governance and consistent service quality, we will introduce clear measurable standards for the Customer Support and Accessibility process. This will include defined KPIs, regular monitoring of response and fulfilment times, and routine quality checks on decision-making and record-keeping. Performance against these standards will be reviewed through existing oversight arrangements, enabling us to identify learning, improve consistency and ensure that reasonable adjustments are delivered fairly, promptly and transparent
- 11.2 We will also monitor this policy in the following ways.
 - Annual EDI report to Board
 - Annual reasonable adjustments report to Board
 - Analysis of complaints
 - Analysis of Tenant Satisfaction Measures
 - Analysis of Tenant Satisfaction Transactional Surveys
 - Analysis of other customer feedback

12. Background Document/Research:

The Housing Ombudsman provides a spotlight report “On the record: Spotlight on Knowledge and Information management, May 2023. This report summarises the Housing Ombudsman’s spotlight findings on weaknesses in knowledge and information management across the sector and sets out the improvements organisations should make. Recommended improvements include better recording of customer information, clearer and more accessible case records, stronger data-sharing and storage systems, consistent logging of vulnerabilities, improved staff training on record-keeping, and stronger

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governance to ensure accurate, timely and reliable information across services.

The Housing Ombudsman provides a Spotlight report 23 January 2024, on Attitudes, Respect and Rights which examines what "vulnerability" means in social housing and how landlords can better serve vulnerable residents, which is closely linked to the requirement for reasonable adjustments under the Equality Act 2010. While there isn't a separate, dedicated Spotlight report on the broader concept of "reasonable adjustments" specifically, the Ombudsman's overall learning from wider order reports and publications does emphasise the need for landlords to make reasonable adjustments for residents with disabilities, as detailed in their Complaint Handling Code.

Equality Act 2010: guidance - GOV.UK (www.gov.uk)

Tenant Involvement and Empowerment Standard - GOV.UK (www.gov.uk)

This policy should be read in conjunction with:

- Equality, Diversity and Inclusion Strategy
- Secure Tenancy Agreement
- Corporate Plan 2024-2028
- Equality and Diversity Strategy
- CDC Allocations Policy
- Customer Access Strategy
- CDC Tenancy Strategy
- Housing and Neighbourhood Management Policy
- ASB Policy
- Safeguarding Policy
- Compliments, Comments and Complaints Policy
- Repairs and Maintenance Policy
- Rechargeable Works Policy
- Fencing Policy
- Damp and Mould Policy
- Communications Strategy
- Fire Management Policy
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