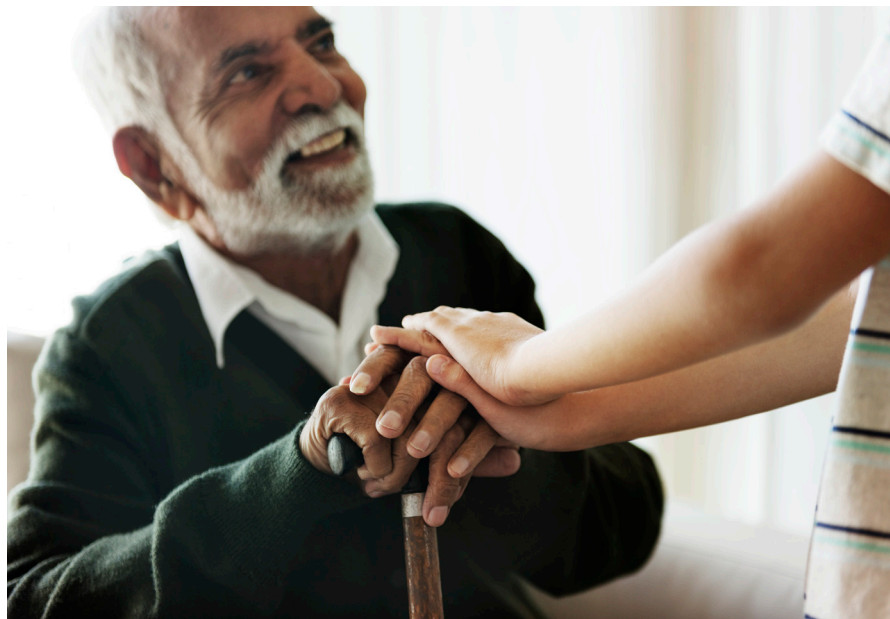


Onward



Vulnerabilities and Reasonable Adjustments Policy

This is about making sure that we meet customers' different needs. We will give everyone fair and equal access to our services.

What is an easy read?



An easy read has information you need to know. It uses words and pictures to explain.

Some words are in **bold**. These are thicker and darker because they are important.

Words in [blue](#) are links to websites and email addresses. You can click these on your computer, phone or tablet.

About this document.

Onward provide homes to 35,000 households. We want to make sure that we give equal and fair services to everyone.

We know customers have different needs, or **vulnerabilities**. We will sometimes need to change what we do to meet your needs.

This is called a **reasonable adjustment**. Reasonable adjustments are changes we make so that everyone can use our services fairly.

This is our **vulnerabilities and reasonable adjustment policy**. A **policy** sets out our general approach. This applies to all our customers.

Why do we need a policy?



The **Equality Act 2010** is a law that makes sure people are treated equally. It protects people from being treated differently because of protected characteristics. These are:

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

Customers may be **vulnerable** for different reasons. This can be long-term or happen at a point in time, like grief or money worries.

A **vulnerability** is when someone has characteristics which mean they need help in daily tasks. This could be extra help paying rent or with home visits.

Checking for vulnerabilities.



We will use what we know about customers to give equal access to services. We will use **equality impact assessments**. These help us to make sure we are fair and think about the needs of protected groups.

To do this we will look for vulnerabilities every time we speak to a customer. We will change what we do as we need to.

We will check that customers are using services equally and how we can help if they are not. For example, if our disabled customers telling us about repairs less than non-disabled customers. We will look at why this may be the case and what extra help customers might need.

What we will do.

- ✓ Keep our records up to date to make sure we understand your needs.
- ✓ Check for any **agencies and/or people** who can act on behalf of customers.
- ✓ Be clear when we speak to you and do this in a way that meets your needs. We will also make sure you know how to use our services.
- ✓ Ask customers how are doing so we can learn and get better.
- ✓ Train our staff to understand vulnerabilities and how to ask for adjustments.
- ✓ In line with the **Mental Capacity Act 2005**, we will speak to those with authority to act for customers who lack capacity.

When we will make a reasonable adjustment.

We will check for vulnerabilities and make **reasonable adjustments** where these are needed. These could be:



Visiting you at home instead of using the telephone.



Reading letters to you in person or on the telephone.



Giving you more time to get to the door when we visit.



Sending someone of the same sex to visit you at home, or visiting in mixed pairs.



Visiting on a day and time that is good for you.



Asking a support worker from another agency to help explain issues or offer support.



Sharing information in your first language, for example translating letters or using an interpreter.

If you have a vulnerability you can have a **representative or advocate** with you when you speak to us. This is someone who can help to listen and speak for you.

How you can tell us about vulnerabilities.



When you speak to us we will check if there is anything that has changed in your life.

We need to know if you or someone you live with becomes disabled and/or vulnerable.

If you think we need to do anything differently it's important to tell us. You can let us know by:



Calling us on **0300 555 0600** or messaging us on WhatsApp at **07418 344 603** between 8am – 6pm Monday to Friday, and 10am – 6pm on Wednesdays



For tenants, emailing us at customerservices@onward.co.uk

For leaseholders and shared owners, emailing us at homeownership@onward.co.uk

If you need any help understanding this document, please give us a call on **0300 555 0600**, send us a message on WhatsApp to **07418 344 603**, or send an email to **customerservices@onward.co.uk**.

Jeśli potrzebujesz pomocy w zrozumieniu tego dokumentu, zadzwoń do nas na numer 0300 555 0600, wyślij nam wiadomość na WhatsApp na numer 07418 344603 lub wyślij e-mail na adres customerservices@onward.co.uk.

إذا كنت بحاجة إلى أي مساعدة في فهم هذه الوثيقة، فيرجى الاتصال بنا على 0300 555 0600، أو أرسل رسالة إلينا على customerservices@onward.co.uk رقم الواتس 07418 344603 أو أرسل رسالة بريد إلكتروني إلى

এই নথিটি বুঝতে আপনার যদি কোনো সাহায্যের প্রয়োজন হয়, তাহলে অনুগ্রহ করে আমাদের 0300 555 0600 নম্বরে একটি কল করুন, আমাদের হোয়াটসঅ্যাপ -এ 07418 344603 নম্বরে একটি বার্তা পাঠান বা customerservices@onward.co.uk.

اگر برای درک این سند به کمک نیاز دارید، لطفاً با ما با شماره 03005550600 تماس بگیرید، از طریق واتساپ به customerservices@onward.co.uk شماره 07418 344603 برای ما پیام بفرستید یا یک ایمیل به

如果您在理解本文件时需要任何帮助，请致电 0300 555 0600，通过 WhatsApp 发送信息至 07418 344603，或发送电子邮件至 customerservices@onward.co.uk。

Haddii aad u baahan tahay in lagaa caawiyo fahamka dokumentigan, fadlan naga soo wac lambarkan 0300 555 0600, farriin noogu soo dir lambarkan WhatsApp-ta 07418 344603, ama email noogu soo dir customerservices@onward.co.uk.

اگر آپ کو اس دستاویز کو سمجھنے میں کسی مدد کی ضرورت ہے، تو براہ کرم ہمیں 0300 555 0600 پر کال کریں۔ customerservices@onward.co.uk ہمیں واٹس ایپ پر 07418 344603 پر پیغام بھیجیں، یا

Si vous avez besoin d'aide pour comprendre ce document, appelez-nous au 0300 555 0600, envoyez-nous un message sur WhatsApp au 07418 344603, ou envoyez un e-mail à customerservices@onward.co.uk.

ئەگەر پێویستت بە یارمەتی ھەبە بۆ تێگەیشتن لەم بەلگەنامەیە، تکایە پەیوەندیمان پێوە بکە بە ژمارە تەلەفۆنی 03005550600، لە واتسەپ پەیامێکمان بۆ بنێرە بە ژمارە تەلەفۆنی 07418 344603 یان ئیمەیلیکمان بۆ بنێرە بۆ customerservices@onward.co.uk.

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