

[This policy explains how Amplius identifies and supports customers who may need extra help due to their personal circumstances or barriers they face when accessing our services.]

Accessibility and Adjustments Policy

Document management

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Part 2

Policy introduction

Scope

Amplius is committed to making sure every customer can access our services easily, safely and fairly. We know that at different times, people may need extra help because of their personal circumstances, health or barriers in the way services are delivered.

This policy explains:

- how we identify and support customers who may need extra help (“additional support needs”)
- how we make changes (“reasonable adjustments”) so customers can access our services without disadvantage

Both parts of this policy are designed to make sure we listen, act promptly, and treat all customers with respect, empathy and fairness.

The term Amplius incorporates all member companies and subsidiaries which includes The Teetotal Homes.

This policy applies to:

- All current and prospective Amplius customers.
- Individuals acting on behalf of a customer, where appropriate permission has been provided.
- All Amplius colleagues, contractors, and partner organisations involved in the delivery of services on behalf of Amplius.

Amplius will make reasonable adjustments, where appropriate, to ensure customers can access our services fairly and without disadvantage. For homeowners, any reasonable adjustments provided under this policy do not alter the legal rights and responsibilities set out in the terms of their lease, transfer, shared ownership lease, or other relevant ownership agreement.

This policy covers:

- **Additional Support Needs** – when a customer may need extra help due to their circumstances.
- **Reasonable Adjustments** – changes we can make to help customers access our services.

This policy does not cover changes to properties (such as ramps, grab rails). These are handled through the Disabled Adaptations, Equipment and Assistance Policy.

The policy does not form part of any colleague’s contract of employment, and the policy may be amended at any time.

Part 3

Policy details

What We Mean by Additional Support Needs

A customer may have additional support needs if their circumstances mean they need extra help to manage their home or communicate with us. Needs can be:

- **Temporary** — such as bereavement or illness.
- **Long-term** — such as a health condition, disability or neurodivergence.
- **Situational** — such as domestic abuse, financial difficulty or crisis.
- **Fluctuating** — needs that change over time.

Examples include:

- mental or physical health conditions.
- sensory impairment.
- learning differences (such as Dyslexia).
- English not being the first language.
- financial hardship.
- caring responsibilities.
- addiction or recovery.
- trauma, bereavement or sudden life changes.

We use this terminology instead of “vulnerability” because customers told us the term can feel stigmatising. However, colleagues are still trained to recognise when someone may be at risk and offer support appropriately.

Situational Support Needs (What this means)

Situational support needs arise when temporary or life changing events make it harder for someone to cope, communicate, or manage their housing needs, even if they would not normally need extra help.

Situational support needs:

- can affect anyone.
- may happen suddenly.
- may not be obvious or visible.
- can change over time.
- still require appropriate support and reasonable adjustments.

Situations that may lead to situational support needs include:

- sudden illness or recovery from surgery.
- safeguarding concerns.
- serious housing issues such as damp, mould, or loss of essential services.
- bereavement or loss.

- domestic abuse.
- trauma or distressing life events.

We understand that these situations can reduce a person's ability to attend appointments, understand information, make decisions, or advocate for themselves. Support will always be based on what the customer needs at that time.

Examples of Situational Support Needs and How We Can Help

Example 1: Health-related situation

A customer is:

- experiencing severe damp and mould, and
- caring for a child with breathing problems, or
- recovering from surgery or managing a sudden illness

Even without a long-term condition, this situation can increase stress, risk and reduce capacity.

Reasonable adjustments may include:

- prioritised repairs or inspections.
- fewer repeat visits with clearer appointment certainty.
- proactive communication rather than requiring the customer to chase.
- a named contact (Single Point of Contact) to coordinate actions.

Example 2: Crisis or sudden life event

A customer has recently experienced:

- bereavement.
- domestic abuse.
- a house fire.
- sudden loss of essential services (heating, water, electricity).

These situations can make standard processes difficult to manage.

Reasonable adjustments may include:

- flexibility with appointments or response times.
- alternative communication methods (phone or text instead of letters).
- simplified explanations and confirmation of next steps.
- coordinated handling to avoid repeated retelling of distressing situations.

Our Commitment

We will:

- recognise situational support needs when they arise.
- respond with empathy, flexibility and respect.

- tailor support to the customer's current circumstances.
- review and adjust support as the situation changes.

Situational support needs do not define our customers they describe a moment when extra understanding and support are needed.

What We Mean by Reasonable Adjustments

A **reasonable adjustment** is a change we make to the way we communicate or deliver services so customers can access them fairly.

Examples include:

- providing information in large print, audio or coloured paper.
- offering a named contact.
- allowing extra time to respond.
- communicating in the customer's preferred way.
- providing an interpreter or advocate – an advocate is someone who supports you and can act on your behalf, such as helping you communicate or understand information.
- offering flexible appointment times.

We make reasonable adjustments even if a customer does not meet the legal definition of disability, if it helps them access our services fairly.

What “Reasonable” Means

We follow Equality Act guidance (EHRC) and consider:

- **Effectiveness** — will the change remove the barrier?
- **Practicality** — is it realistic and safe to deliver?
- **Resources** — cost and proportionality.
- **Impact** — disruption, risk or safety factors.
- **The customer's individual circumstances** — including temporary or fluctuating needs.

If we cannot make a specific adjustment, we will explain why and explore alternatives.

Identifying Support Needs

We identify support needs through:

- conversations at the start of a tenancy.
- day-to-day interactions with customers.
- customer feedback, concerns or complaints.
- observations by colleagues or contractors.
- information from trusted partner agencies – these are organisations we work closely with, such as the local council, support services, health professionals, contractors, or voluntary groups who help us understand a customers need.

- customer requests.

Customers can choose:

- what information they want us to record.
- how they want to be contacted.
- whether they want support.
- to change or remove recorded needs at any time.

Requesting Support or a Reasonable Adjustment

Customers can request support through:

- phone.
- Email.
- online form on our website.
- in person.
- an advocate, support worker or family member.
- partner agency.

Any colleague who receives a request must record it and ensure it reaches the right team.

We will always ask:

“Is there anything we can do to make this easier for you?”

Our Response

When a customer asks for help, we will:

- listen and understand their needs.
- offer support based on their situation.
- explain options clearly.
- act reasonably and avoid unnecessary delays.
- provide information in the customer’s preferred way.
- work with partner agencies when helpful (with consent).

Examples of Support and Adjustments

Additional Support Needs

- signposting to external services – connecting you to other organisations that can help, such as money advice, mental health support, social care or community groups.
- flexible payment arrangements (where appropriate).
- wellbeing or safety check-ins.
- multi-agency support planning – working together with other services (for example health, social care or support workers) to make sure everyone is coordinating help in the best way.
- prioritising certain contacts or actions.

Reasonable Adjustments

- plain-English communication.
- translated materials.
- large print, audio or coloured paper.
- extra time to respond.
- named contact.
- remote appointments or home visits.
- advocate or interpreter involvement.

Communication

We will:

- ask how customers prefer to communicate.
- record these preferences.
- provide plain-English information.
- offer alternative formats or languages.
- allow extra time for responses where possible.
- avoid asking customers to repeat information unnecessarily.

Recording and Reviewing Support Needs

We will:

- record information accurately in our systems.
- make support needs visible to relevant teams.
- update records when customers tell us circumstances have changed.
- review long-term support needs at least annually.

Training

All colleagues and contractors will be trained to:

- recognise signs of additional support needs.
- offer reasonable adjustments.
- record and update needs accurately.
- communicate clearly and sensitively.
- know when to escalate concerns.

Equality, Diversity and Inclusion

Amplius develops all policies in line with our Equality, Diversity and Inclusion commitments. We are committed to ensuring that no individual or group is treated unfairly, directly or indirectly, because of who they are or the circumstances they face. Support and reasonable adjustments will always be considered on an individual basis, ensuring that every customer can access our services fairly, confidently and without disadvantage.

Part 4

Compliance and administration

Legal and Regulatory Compliance

This policy fully complies with Amplius' legal and regulatory obligations.

- Equality Act 2010
- Housing Ombudsman Complaint Handling Code (2024)
- RSH Consumer Standards (2024)
- Human Rights Act 1998.

This list is not exhaustive, and policy authors will undertake thorough research and/or seek professional advice to ensure that Amplius meets its obligations and complies with the current and relevant legislation and regulations.

Evaluation, Review and Performance Monitoring

This policy will be reviewed on a Triennial basis to ensure that it remains fit for purpose. A policy review may also be required earlier, in response to internal or external changes for example changes in legislation. Prompt and effective action will be taken where improvements are identified.

We will monitor:

- number and type of support or adjustment requests.
 - customer satisfaction.
 - data quality and completeness.
 - complaint themes linked to accessibility.
 - multi-agency involvement where relevant.
 - training completion rates.
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Related Policies

- Complaints Policy
- Disabled Adaptations, Equipment and Assistance Policy
- Equality, Diversity & Inclusion Policy

Part 5

Appendices

A. Associated Documents – Internal procedural document, colleague use only

- NA.

Part 6

Changelog

Amended date	Summary of changes	Version No