

Needs and Adjustments Policy

Changing the way we deliver our services to meet customer needs.

The basics

If a customer needs us to change the way we deliver our services to meet their needs we will consider how we can help.

We know that the word 'Vulnerability' means different things to different people. We want to consider everyone's needs to Help People Make a Home and where we can, we will make adjustments to our services.

Our approach

We will ask and not assume what customers need. We will listen and we will review all requests taking into account:

- How effective the adjustment will be
- How practical the adjustment will be
- The impact of the adjustment
- The cost of the adjustment

If we can't make the adjustment we will be honest about that and the reasons why. Customers will also have the right of appeal.

We want our customers to have equal access to our services and will look at all requests on a case-by-case basis and respond within a reasonable timescale.

Key points for customers

We will record all requests on our housing management system.

We recognise customers needs may change. Please tell us!

We will share this information with our contractors so we are all working together.

You can get in touch at any time to ask for an adjustment.

Key points for colleagues

All staff are responsible for checking this information and keeping it up to date. We will record where a customer has a need but doesn't want us to make any adjustment at this time.

This policy sits alongside to Adaptations, Challenging Behaviour, Access arrangements and risk alerts, but these fall outside this policy and should be considered separately.

Key points for board/committee members and the regulator

This policy has been created in response to the Ombudsman's Spotlight Report 'Attitudes and Respects: Relationship of Equals January 2024' and ensures our compliance with The Equality Act 2010.

Policy updates

The Needs and Adjustments team is responsible for updating this policy.

Policy updated and approved 28 May 2025. Next review due 28 May 2027.