

# 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 a Progress Housing Group 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.

## Supporting you to access our services

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

Let us know which options suit you best, and we will do our very best to make sure you get the support you need.

## Reasonable adjustments and the law

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 when you contact us. Or speak with your housing officer.

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

## Contacting us

You can contact us in lots of different ways:

- Telephone **0333 320 4555**
- Email **enquiries@progressgroup.org.uk**
- Live chat on our website **www.progressgroup.org.uk**
- Sending a message through your online tenant account

- Completing a form on our website
- In person – at our offices, at our community centres or talking with your housing officer or independent living coordinator
- In writing:  
Sumner House  
21 King Street  
Leyland  
Lancashire  
PR25 2LW
- Through an advocate.

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.

## Accessible information and letters

Most of our tenancy information is available in plain language and accessible formats on our website, or we can provide a printed copy on request.

We can provide tenancy 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
- other languages.
- You can take paperwork away to understand and decide in your own time. You can then come back to complete what you want to do
- We will consider medical needs or special circumstances you make us aware of when making each appointment

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

## **Appointments**

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
- If you visit our offices, you can have your appointment in a private and quiet meeting room
- You can have some appointments via a video call or phone call
- We can make appointments at a time that is convenient to you, such as early morning or later in the afternoon
- 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 when you book. This could be British Sign Language (BSL), Lip Speaking or Deafblind manual interpreting. Please give us as much notice as you can. We will then confirm the appointment. If you prefer to bring a professional interpreter, we can support with the costs
- We can arrange for a language interpreter at your appointment, just ask when you book. 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.

## **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 accessibility services we have at each office.

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

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

If you have concerns, please tell us.

## **Blind or partially sighted**

We can help make things easier if you are blind or partially sighted. You can request braille or audio formats of information and letters. If you want to change the text size on our web pages, visit our website's accessibility page, [www.progressgroup.org.uk/accessibility/](http://www.progressgroup.org.uk/accessibility/).

Our website also works with screen readers.

## **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 (BSL) interpreter online if you are a BSL user. Our free BSL 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 or Progress Lifeline 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 BSL 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.

## **Have a learning disability, are autistic or neurodiverse**

We can help make accessing services easier if you have a learning disability, are autistic, or are neurodiverse.

This could include:

- communicating with us in a different way, like sign language
- Easy Read information or information in large print, pictures or that you can listen to

- arranging appointments around your needs, such as changing the time, making the appointment longer or making sure you have someone with you.

## **Support with mental health**

Many of us may need support with our mental health at some point in our lives.

This can make managing money or your home more challenging. At these times, we can offer some extra help.

Any information you give us about your mental health is confidential. The only time we may have to disclose this is if there is a safeguarding risk and you or someone else is at risk, and we will only ever use it to help you. It will not affect any of our services to you.

We will listen and work with you to see how we can make it easier to access our services and manage your tenancy. You can also contact Mental Health UK, which can provide information and help.

We have partnered with Life & Progress, an independent mental health and wellbeing provider, to launch a free, confidential and independent mental health and wellbeing service.

You can access practical information, resources, and counselling to help you balance

your work, family and personal life.

There is no limit to the number of issues you can receive support for, and there is no cost to use the service.

We can also support you if you need adjustments to access our services, such as longer appointment times, quiet spaces or home visits.

### **Access free support**

Access free support by visiting the Life & Progress website,

**[www.tenantcare.co.uk/](http://www.tenantcare.co.uk/)**

To login, use **progressgroup** for the username and **tenant** for the password.

### **Support with a serious illness, chronic condition or physical disability**

Our specialist Tenancy Sustainability Team can offer guidance on reducing the impact of your illness or condition on your tenancy, such as:

- help and guidance to lessen the financial impact of a serious illness
- making referrals to other services and partner organisations
- telling you about help other charities provide that can offer specific support for your illness.

Our specialist team will discuss your situation with you and assess what support is best.

### **Supporting someone else to manage their tenancy**

We want to make it as easy as possible for you to care for and support someone close to you.

Someone you support may want to give you access to manage their tenancy on their behalf.

For example, they may have a serious health condition or a learning disability.

Contact us to learn more about appointing someone or becoming a representative.

As an advocate, you are also welcome to accompany the person that you support at any appointments.

### **Support to live in your home**

We can offer support to live safely and comfortably in your home. This could include:

- support with aids and adaptations to your home
- help with wellbeing and financial support through our tenancy sustainability service
- help to explore more suitable property options such as Extra Care, independent living, or supported living

- referrals to partner organisations
- information on our Progress Lifeline service, which supports independent living through emergency pendant alarms and remote sensors.

## Support for something else

We want to make accessing our services as convenient as possible for you.

This **could** include:

- appointments with someone who identifies in the same ways as you do, where possible. For example, you may prefer to have your appointment with a male, female or LGBTQ+ colleague present
- support or reasonable adjustments if you are a care leaver or carer or have religious practices or beliefs
- access to a prayer, faith or contemplation room
- access to private breastfeeding facilities
- access to female, male or gender-neutral toilets
- support if you are experiencing domestic abuse or facing homelessness.

If there is anything else you would like to tell us that could help you and it is not on the list, please tell us, either in person or over the

phone. We will let you know if we can arrange it for you.

## Online services for managing your tenancy

We want to make our services easy to access wherever you are. We have useful services and information that can help you manage your tenant account if you are at home or on the go.

### Managing your tenant account online

By logging into your online tenancy account on our website, [www.progressgroup.org.uk](http://www.progressgroup.org.uk) and clicking on the yellow tenant account button, you can manage your tenant account in a way that works for you. It has features like:

- reporting a non-emergency repair 24/7
- booking a repair appointment
- tracking the status of your repair
- checking your rent balance
- viewing your rent statement
- finding out when your gas service is due
- reporting an issue in your neighbourhood.

Our Progress Futures Team offers support with digital skills and using the internet.

### You may also be interested in

- Aids and adaptations
- Get involved

## Get in touch

The quickest way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

- Logging into your online tenant account
- Emailing us
- Live chat – available Monday to Friday, 8am to 5pm.

You can also:

- Call us on 0333 320 4555
- Visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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[@progress\\_hg](https://instagram.com/progress_hg)

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Adjustments/April 2025

## 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.