



Lancaster City Council

Housing and Property: Council Housing

Accessibility Statement

March | 2024

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| Prepared by: | Joanne Wilkinson |
| Effective from | March 2024 |
| Approved by | Joanne Wilkinson |
| Review date | March 2025 |
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1. Website/Online

- 1.1. Information in relation to accessibility for our website and information contained on there is covered through the overarching Accessibility Statement: Accessibility - Lancaster City Council
- 1.2. Key policies, strategies and performance information are available on our website: www.lancaster.gov.uk/housing/council-housing/policies-and-performance
- 1.3. Customers can access us via our email: chreception@lancaster.gov.uk
- 1.4. Customers can report repairs online: <https://www.lancaster.gov.uk/housing/councilhousing/repairs>
- 1.5. Information about Ideal Choice Homes can be found: www.lancaster.gov.uk/housing/council-housing/apply-for-a-home/ideal-choice-homes

2. Telephone

- 2.1. Lancaster City Council – Council Housing operates a One Number contact centre which can deal with enquiries about rent collection, rehousing, repairs, and tenancy management issues amongst other things. Our recent TSM survey data (2023) shows that 69% of residents finds the council easy to deal with.
- 2.2. An out of hours service is operated, providing access to a duty officer and emergency repairs service, out of office hours.

3. In-person

- 3.1. Lancaster City Council – Council Housing provides access to services at Morecambe Town Hall and Lancaster Town Halls (from April 2024 – this offer will be extended Monday-Friday 9am-4.30pm) as well as face-to-face offers at the at the Mainway Hub.
- 3.2. All Independent Living Schemes have an on-site Scheme Manager available to deal with queries. Drop-in surgeries for various topics are arranged on an ad hoc basis within Independent Living Schemes or out in communities – these are advertised as appropriate.

4. Literature

- 4.1. All new tenants are provided with a Customer Lettings Handbook which provides information about the services which are delivered and how they can be accessed.
- 4.2. The customer newsletter (now 6 times a year) and Annual Report to Customers provides information on services, including how to access services and how those services are performing.

- 4.3. From April 2024 onwards tenants will receive written information on their rights as tenants in line with new requirements from the Regulator of Social Housing.
- 4.4. Our recent TSM survey data (2023) shows that 62% of residents are satisfied with how we keep them informed about things that matter to them.

5. Text Messaging

- 5.1. Lancaster City Council provides a text messaging service keeping residents informed of key updates relating to our service.

6. Support for Vulnerable Tenants

- 6.1. Lancaster City Council – Council Housing employs a range of staff dedicated to support our most vulnerable residents with day-to-day tenancy matters, this also helps with access to services both internally and externally. For example, Energy Support Officer, Independent Living Officers, Household Intervention Officers etc.
- 6.2. For residents whose first language isn't English interpreters can be arranged through our teams. Equally our teams can also arrange British Sign Language interpreters where required. Our housing management system will also record other specific requests around provision of information which we will try and meet e.g., documents in large print / braille / coloured paper to try and meet specific needs.

7. Resident Voice

- 7.1. Lancaster City Council housing team proactively encourages residents to get involved and have a say in how their services are run. A range of options is available which is supported through our Tenant Engagement Strategy. More information about getting involved can be found on our website.

8. Review

- 8.1. This statement will be reviewed annually, or sooner to address any legislative or regulatory changes. Or in response to any operational issues.