Meeting diverse needs to improve access and customer care.

Diversity Working Group
29th October 2010
Accessible. Inclusive. Fair.

In recent weeks we’ve made a number of practical improvements as a result of feedback from residents and staff.
More clearly signposted counters

Wheelchair users in particular have complained that our signage is too high...

...so we’ve installed clearer counter and low-level signs at our Area Housing Offices.
To assist disabled people, pregnant women or those less able to walk around larger reception areas, we’ve marked priority seats in waiting areas.

Chairs with arms help those who may have difficulty standing.
Portable induction loops

New highly visible induction loops in our Area Housing Office receptions ensures that both residents and staff are aware of their availability to assist those who are hard of hearing.

Portability allows them to be used in interview rooms when required.
Assistance dogs welcome!

For health and safety reasons, pet dogs are not allowed into our offices...

...but we have now made it clearer that assistance dogs are welcome.
Communication cards

Designed to facilitate basic communication with residents where literacy, learning or other barriers may exist.
Large print

Don’t read the small print!

To assist those with visual impairments, we are improving how we advertise and provide publications in large print.
Magnifiers

Sheet magnifiers are now available on all of our receptions (including at the Resident Resource Centre), to help enlarge print for those with visual impairments.
Customer care kits

Located on reception counters, include easy grip pens designed for use by individuals with arthritis, repetitive strain injury, or grasping disabilities.

Signature and writing guides are also included to aid the completion of forms, as well as a range of magnifiers to aid the visually impaired.
Privacy notices

Some residents are not comfortable discussing issues in a public reception...

...so we are more clearly advertising the availability of private interview rooms, so that residents know that they can discuss issues confidentially when they prefer.
Language pointer on reception

Language identification posters are now located on all of our receptions to ensure that residents can more easily request telephone translation when required.
Language pointer cards

These portable pointer cards have been developed for all front line staff to carry, allowing telephone translation to be ordered if necessary when carrying out home or estate visits.
Breastfeeding welcome

Supporting the recent change in law, we have had all three Area Housing Offices accredited as “breastfeeding welcome” for mothers.
What next?
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