

# Reasonable adjustments policy

<b>Who's this for?</b>	All colleagues and customers
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# 1. Policy statement

Our purpose is to help people who are struggling to find a place to live and to help our residents live in their homes comfortably. We are committed to ensuring that all residents are able to access our services in a way that works for them. We will make any reasonable adjustments in line with the requirements of the Equality Act 2010. This policy applies to all our residents and any of their representatives.

## What is a reasonable adjustment?

Reasonable adjustments are changes that settle can put in place to make it easier for someone to access our services. The changes might be to a physical place or to how we do things, or they could include offering extra support or services. For example, we might:

- Provide specialist equipment or additional support such as hiring a language translator for a meeting and/or phone call
- Visit someone at their home instead of our office, in writing or over the phone
- Allow more time than usual for someone to provide information that is needed.

When residents require physical changes to their homes, such as a walk-in shower or grab rail, these will be carried out through our [disability and mobility adaptations process](#) in partnership with the Homes Improvement Agency (HIA).

# 2. Key principles

We:

- aim to ensure all residents can access our services without barriers or discrimination
- proactively ask residents if we can do things differently to help them access our services more easily
- make reasonable adjustments on a case by case basis, considering a resident or household's individual circumstances
- are welcoming of requests for reasonable adjustments and do everything in our power to put them in place
- are proactive in communicating what sorts of reasonable adjustments we can make for residents.

# 3. Objectives

- To carry out assessments (known as Equality Impact Assessments) of our policies and processes to help us identify where our services or practices have the potential to unfairly disadvantage certain groups, enabling us to take steps to address this
- To share key information about a residents' needs/requirements between relevant colleagues effectively so residents don't feel the need to repeat themselves multiple times

- To raise colleague and resident awareness of what a fair and reasonable adjustment is and the sorts of adjustments we can offer
- To gather data on the reasonable adjustments we make and learn from them to improve the accessibility of our services in general.

## 4. Policy actions

- Ensure training for all colleagues on diversity and inclusion includes information about reasonable adjustments
- Get an independent expert in equality and diversity to review our approach to reasonable adjustments
- Create a reasonable adjustments toolkit for colleagues with tips on how to understand when adjustments are needed and a list of adjustments available. Review this list every 2 years along with the policy.
- Improve the customer-focussed Equality, Diversity and Inclusion (EDI) section on our website, including by adding a section on the sorts of adjustments we can offer and how residents can access or ask for these
- Carry out Equality Impact Assessment refresher training and send out regular communications to remind colleagues how and when to undertake them

## 5. Desired outcomes

- We understand and respond effectively to the diversity and different needs of our residents
- Residents feel confident and comfortable accessing our services in a way that works for them
- Residents who have informed us of their disabilities or vulnerabilities don't feel the need to repeat this information each time they interact with settle
- Colleagues understand the importance of recognising and making reasonable adjustments
- Colleagues understand when and how to make reasonable adjustments.

## 6. Performance indicators

- Compliance with the Equality Act and Housing Ombudsman Code
- 100% of reasonable adjustments made
- 100% of reasonable adjustments logged

## 7. Key legislation

- Equality Act 2010
- The GDPR Act 2018
- Housing Ombudsman Complaint Handling Code 2022

## 8. Review

This policy will be reviewed every two years or earlier where there is a business need.