

Reasonable Adjustments and Vulnerable Needs Policy

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Executive Lead (Owner):	Executive Director of Customer Service					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Resident Strategy					
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IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	☐	Yes	☒	
☒		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	☒	No	☐	
2) If yes, please confirm resident consultation has taken place		☒	Briefly detail changes arising from resident feedback: We received 3 responses in total, and all respondents said the policy was clear and easy to understand. Following a recommendation, we made a change to the policy to include reference to making a single point of contact at times when this is needed.			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	☒	☐	☐	☐	☐	☐
Date approved:	23rd July 2025	21 st October 2025				
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent			Value for Money	
	☐	☐			☐	
	Consumer					
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability		
	☐	☐	☐	☒		
Associated legislation	Social Housing (Regulation) Act, Equalities Act 2010					

Associated procedures	To be developed following policy approval
Does this policy contain delegated authority?	No

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Introduction

Our purpose is to give residents a firm foundation on which to build their lives. Our vision is a safe, comfortable, and affordable home for every household. Sometimes residents will experience difficulties or challenges that mean they require additional support. We recognise the important role we play in providing support where we can.

Vulnerability can happen to anyone, at any time. It can result in someone needing extra support during a period in their life. Vulnerability depends on a person's unique situation, can be temporary, and varies from person to person. This is why we aim to understand the diverse needs of our residents, including those who are vulnerable, to ensure everyone has equal access to our services and support, regardless of their situation.

Purpose

This policy:

- Seeks to ensure that all residents have fair and equal access to our services; and
- Outlines our aims to ensure that reasonable adjustments are available for residents who need them, and that vulnerable residents can receive additional support through Settle or other agencies when needed.
- Supports the following:
 - i) Regulator of Social Housing's Transparency, Influence & Accountability Consumer Standard;
 - ii) Social Housing (Regulation) Act, which includes specific expectations for landlords to consider how they can adapt their services and communications to meet individual residents' needs; and
 - iii) Equalities Act 2010, that all residents have the legal right to reasonable adjustments.

Scope

This Policy outlines our approach to supporting residents and making reasonable adjustments, the circumstances under which we make these adjustments, and the process for residents to request them. It also details our support for residents with vulnerable needs, including how we recognise, record and appropriately respond to vulnerability and/or a support need when necessary.

When we refer to residents, we mean residents and members of their households.

In situations where there is a risk of harm, abuse, or neglect to residents, or members of their household, we will follow our Safeguarding Policies and Procedures.

Our Aids and Adaptations Policy sets out how we provide adaptations to help residents and members of their household continue living independently in their homes.

Section 2 – Policy

2.1 Policy Principles

The Regulator of Social Housing sets regulatory standards which define the expectations and required outcomes that landlords must deliver. This policy demonstrates through the principles and outcomes our commitment to the Transparency, Influence and Accountability Standard to:

- Treat residents and prospective residents with courtesy, fairness and respect.
- Understand the diverse needs of residents, including those arising from protected characteristics, language barriers and additional support needs.
- Aims to ensure all residents can access our services without barriers or discrimination.
- Consider how we can adapt services and communications to meet the individual needs of residents.
- Proactively work with support agencies and partners, sharing knowledge where appropriate to offer the most appropriate support and reasonable adjustments.
- 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.
- Be proactive in communicating what sorts of reasonable adjustments we can make for residents.
- Show commitment to handling personal information fairly, lawfully and securely in line with current data protection laws.

What is a Reasonable Adjustment?

All residents have the legal right to reasonable adjustments through the Equalities Act 2010. We make reasonable adjustments on a case-by-case basis, considering residents' individual circumstances.

Reasonable adjustments are changes we can make to help someone access our services more easily. These changes might involve, changing how we do things, or offering extra support or services. For example, we might:

- Provide specialist equipment or additional support, like translating letters and using a language translator for a meeting or phone call.
- Visit someone at their home instead of speaking to them in our office, in writing, or over the phone.
- Allow more time than usual or provide additional support for someone to provide information or carry out an action that is needed.
- Provide a single point of contact where this may be needed for a specific period of time, such as a tenancy support partner who can provide support to residents accessing services including those from partner agencies.

2.2 Policy Detail and Outcome

- Residents feel confident and comfortable accessing our services in a way that works for them and do not feel the need to repeat information each time they interact with us.

- We understand the importance of recognising, recording and responding to a need for support and/or reasonable adjustment.
- During any interaction we may enquire about a resident's needs, and residents are encouraged to state their needs whenever possible.
- We ask that residents let us know of any changes in their needs and requirements.
- Colleagues and contractors acting on our behalf should adjust their communication to meet residents' needs, including using preferred methods of contact, allowing more time, and providing information in alternative formats.
- We'll support our colleagues by encouraging them to be flexible and allow more time when responding to residents with vulnerabilities and/or additional needs.
- We'll inform residents of any support available to them to meet their needs.
- We'll seek feedback from residents on stigma connected to vulnerability to help inform how we continue to improve our approach.
- We'll improve our measures to evidence the number of residents supported, the reason for support and the value made through these interventions.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

- This policy is intended for all residents and colleagues.
- Settle's Executive Director of Customer Service has strategic oversight of this policy as the policy owner.
- The Operations Committee, which operates under the jurisdiction of the Board, is responsible for approving and monitoring this policy.

Section 4 – Compliance and Enforcement

4.1 Compliance

We are committed to doing as much as is practically possible to enable residents to access and understand our services. We will measure compliance with this policy through an annual self-assessment against the specific expectations of the regulatory standards.

We will also monitor feedback from residents, including complaints ensuring that we are continuing to improve the services and support we offer to all residents.

An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies and Procedures

This policy supports and underpins all published [policies and procedures](#)

Key Documents

Regulator of Social Housing's Transparency, Influence & Accountability Consumer Standard.

Section 6 – Review, Approval, Publication

6.1 Review and Approval

This Policy will be reviewed every 3 years or sooner should there be a material change or if a more frequent review is required.

Section 7 – Document Control

Document Name	Reasonable Adjustments and Vulnerable Needs Policy
Approval Date	16 th July 2025
Approved By	Executive Team
Version Number	V1.0
Version History	July 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		☐		☒	N/A ☐
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached ☐		N/A ☐	
PUBLISHING REQUIREMENTS					
INTERNALLY	☒	WEBSITE	☒	SETTLE CONNECT	☐

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	☐
Keywords for search function	