



## **Making our services accessible to people with disabilities.**



This is an easier to read version of  
Reasonable Adjustments Policy.

13 November 2024

This document is also available on our website.



We want to make sure that the way we work supports people with disabilities when they use our service and make complaints.

This plan is for people who use our services and is about:

- What we have to do by law.
- How we think about reasonable adjustments if we are asked. A reasonable adjustment is a change we can make to help you use our service more easily.
- What we do to make reasonable adjustments.

## What we have to do by law

The Equality Act 2010 says we have to make reasonable adjustments for people with disabilities.

We have to make sure that someone with a disability who uses our service is not treated less fairly than someone who does not have a disability.

The law does not give a list of what to do, but it says we must think carefully about each person's needs.

The Equality and Human Rights Commission says it can depend on:

- How good the changes are in making a service accessible.
- How easy it is to make the change.
- How much the change costs.
- How much the change might effect how we work.

The law says the change depends on the different needs of the customer or the service.

The law says we cannot wait until a person with a disability wants to use our service.

We need to think ahead about people's different needs and how we can meet their needs.

We will do our best to try and make our service accessible to all our customers.

## Asking for a reasonable adjustment

When you get in touch with us you might need a change to make our service accessible.

We will make a note of this.

You can ask for a change at any time when we are looking into your complaint.

We may come up with some ideas to make our services accessible to you.

## How we look at asking for changes

Before saying yes to any changes we need to think about:

- What would happen if the change did not go ahead.
- Will the change work.
- How easy it is to make the change.
- Would the change have a bad effect on other things we do.
- The cost of making the change.
- Anything else.

We will try to make any changes as soon as we can.

Sometimes we may need longer to think about how we can make the changes.

We look at each case to make our services accessible on its own.

We try to agree any changes with you so we get it right.

When we do not agree to make any changes we will tell you why.

When we agree to make any changes we will tell you using the way you have asked us to keep in touch.

We will make a note of these changes so all staff will know.

## **Some changes we can make**

Depending on what changes you have asked for we can:

- Put our documents in large print or a different colour.
- Call you on the phone rather than letter.
- Put documents in Braille.
- Keep in touch through an advocate or someone you trust.
- Have one named member of staff dealing with you.
- Put documents in EasyRead.
- Use an interpreter if you use BSL.
- Give you more time when we ask for you to reply to documents.



## Other things we do

- If asked we can put documents into different formats.
- Our staff know about making reasonable adjustments.
- We often check our work to make sure we are following the rules in this policy.

## Complaints

We hope you are happy about the ways we make reasonable adjustments for people.

You can complain to us if you are not happy about the way we dealt with you asking for a reasonable adjustment or if you are not happy with the changes we made.

You can find out more at [www.housing-ombudsman.org.uk/contact-us/](http://www.housing-ombudsman.org.uk/contact-us/)

