



Reasonable Adjustments Policy

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Author	Head of Housing
Equality Impact Assessment	Yes
Relevant Policies, Procedures and Reference Documents	Equal Opportunities Policy Equality Act 2010
Distribution	All



Reasonable Adjustments Policy

Purpose and Scope

This policy has been written in conjunction to our commitments under the Equality Act 2010.

The Regulator of Social Housing's Tenant Involvement and Empowerment Standard, requires Registered Providers to:

- Provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards
- Have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

Fairness and accessibility is a key aim of this policy. It is designed to ensure we meet our obligations under the Equality Act. All requests for reasonable adjustments from tenants with a disability will be actioned and responded to, with a tailored solution put into place as necessary.

The Equality Act 2010

The Equality Act 2010 (the Act) provides a legislative framework to protect the rights of individuals and to advance equality of opportunity for all. As a public body who provides services to the public we are legally required to comply with the provisions of the Equality Act. Under the Act the legal duty to make reasonable adjustments arises in three circumstances:

- Where there is a provision, criterion or practice which puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled
- Where a physical feature puts a disabled person at a substantial disadvantage in comparison with persons who are not disabled
- Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in comparison with persons who are not disabled.

Substantial disadvantage is defined in the Equality Act 2010 s.212 (1) as 'more than minor or trivial'

What is a reasonable adjustment?

To make an adjustment means to make a physical change to premises or to change work practices to avoid or correct the disadvantage to a person with a disability.

Requesting a reasonable adjustment

Tenants can ask for reasonable adjustments to be provided by:

- Email – info@myspacehousing.org
- Call – 01204694154
- Website – <https://myspacehousing.org/contact/>



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- Letter – My Space Housing Solutions, Derwent Suite, Paragon Business Park, Chorley New Road, Horwich, BL6 6HG
- Face to face via a My Space Housing Solutions member of staff.

If a tenant wishes and where this is reasonable, they can nominate a representative to deal with their request on their behalf. We may need to request authority to discuss the tenant's request with the representative. An example representative could be a family member, friend, social worker or support worker.

Types of reasonable adjustments

There is no set list as each reasonable adjustment is suited to an individual's needs. For each request, we will speak to the person concerned to reach an agreement on what may be reasonable in their circumstances. We will never make assumptions about whether someone needs an adjustment or what that adjustment may be.

Examples of reasonable adjustments could be:

- Sending letters or emails in larger print.
- Changing a meeting venue to allow for disabled access.
- Alternative formats.

Our response to reasonable adjustments in most cases we will be able to agree on delivering the reasonable adjustments with minimum delay. However, there may be some cases when the request needs further details. In these cases, we may seek advice from expert disability organisations or signpost the person to other forms of support.

How do we decide what is reasonable?

We commit to consider all reasonable adjustments requests from tenants. Although the Equality Act 2010 does not specifically define what 'reasonable' means, the guidance suggests the relevant factors are:

- The effectiveness of the adjustment to prevent or reduce a person who feels disadvantaged due to their disability.
- The practicality of us making the adjustment.
- The availability of our resources.
- Any disruption to services that are as a result of the adjustment.

Effectiveness

We will need to consider the effectiveness of the adjustment and ensure it fully addresses the disadvantage it is meant to overcome.

Practicality



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We will need to consider if we are practically able to provide the reasonable adjustment. For example, if a tenant requests additional time to read documents but there is a legislative deadline out of our control that means we cannot provide this time.

Resources

Even if an adjustment is effective, we may not be able to provide it because of our resources. This may not always be because of cost but could also involve the resources and skill of My Space Housing Colleagues. The reasonableness of an adjustment will be evaluated against the resources we have available.

Potential disruption to services

Like resources, we need to understand whether the adjustment will impact the effectiveness of our services. For example, it is not practical for one My Space Housing Solutions colleague to be working solely on one tenant's concerns as others who also need our help and support may suffer. While it may solve the issue for that one tenant in a shorter timeframe, the resources it would take could be detrimental to the effectiveness of the services that we deliver to all tenants. In this circumstance we could offer the tenant extra time to have the issue or concern dealt with.

Reasonable adjustments in tenant engagement

When engaging with tenants we will take steps to ensure that no-one is excluded from tenant engagement opportunities. We recognise that this is increasingly important as we move to more digital and flexible ways of engaging with our tenant base. We will take the necessary steps to support all tenants to be able to participate in digital engagement opportunities and ensure that no one is excluded due to lack of access or understanding around digital technology.

Proactive and reasonable steps will be taken when this situation arises to allow the individual to take part and remain included in all engagement activities. This may include, but is not limited to, the provision of digital training, digital guidance and practical solutions. We will also make provision for tenants to provide their input and feedback in an alternative way, such as over the telephone or via email if they prefer.

Dissatisfaction with a Reasonable Adjustment

We aim to deal with all tenants in a fair way and free from discrimination. If a tenant is unhappy with an agreed reasonable adjustment, they can make a formal complaint. Details of how to raise a formal complaint are in our Complaints Policy.

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Equality Impact Assessment for this Policy

Is it likely that the policy could have a positive or negative impact on minority ethnic groups? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain This policy details our commitment to protecting the information we hold about staff and tenant, and informing them of their rights to access that information.
Is it likely that the policy could have a positive or negative impact due to gender (including pregnancy and maternity)? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact due to disability? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact on people due to sexual orientation? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact on people due to their age? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact on people due to their religious belief (or none)? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact on people with dependants/caring responsibilities? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain

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Is it likely that the policy could have a positive or negative impact on people due to them being transgender or transsexual? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Is it likely that the policy could have a positive or negative impact on people due to their marital or civil partnership status? My Spacet evidence (either presumed or otherwise) do you have for this?	No	Please explain
Can any adverse impact be justified on the grounds of promoting equality of opportunity for a particular group? (For example, the policy may be deliberately designed to promote equality for disabled people but may run the risk of this being at the expense of non-disabled people which is permissible under law).	N/A	Please explain
Has this policy been amended or developed in the last review in order to promote equality of opportunity for any particular group? (please note any changes made)	No	

Amendments made in accordance with changes in legislation.

Has the policy been amended or developed to take account of changes in legislation, statutory guidance or accepted good practice?	No	Changes or amendments will be made if legislation or statutory guidance changes.
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