

## REASONABLE ADJUSTMENT POLICY

### Responsible Officer

Director of Customer Services

### Aim of the Policy

Reasonable Adjustment is a legal term introduced under the Equality Act 2010.

The aim of this policy is to:

- Confirm Phoenix's commitment to delivering accessible services all of our residents, other customers and stakeholders
- Explain what a Reasonable Adjustment is
- Outline our duties and responsibilities
- Explain how a request for a reasonable adjustment can be made or offered.
- Set out factors we will take into account when considering requests for reasonable adjustments

We will achieve this by:

- Identifying and recording customers who have a disability
- Considering and making reasonable adjustments for disabled customers
- Carrying out regular Equality Impact Assessments (EIA's)
- Monitoring and recording the number of requests for reasonable adjustments and the number of reasonable adjustments made
- Carrying out periodic training for all staff

This policy does not provide the approach to take in every situation, as each case must be considered taking its particular circumstances into account. Examples of reasonable adjustments are provided in the Reasonable Adjustments and Exercising Discretion guidance document.

### Policy Scope

This policy sets out the principles and guidance to be followed when a request for reasonable adjustments is made, or in the absence of a direct request, where a disability is either suspected or known. It applies to all services that Phoenix provides and should be considered as part of all policies and procedures, including when we complete Equality Impact Assessments (EIA's).

### Policy Statement

Phoenix is committed to ensuring that anyone with a disability has full access to our services and are not disadvantaged. Where barriers exist or are identified that prevent or limit access to services, reasonable adjustments must be considered that will remove and / or minimise them.

## The Policy

### What is a Reasonable Adjustment?

A Reasonable Adjustment involves making a change to the way that we usually do things to remove or reduce the effect of a person's disability. It is important that we make reasonable adjustments to ensure that we are fair to everyone and that everyone has equal access to our services and enjoyment of their homes. We will not make assumptions about whether a disabled person requires an adjustment or what the adjustment should be.

This may involve departing from our usual practice; if we find this place the person at a substantial disadvantage.

### Our Duties and Responsibilities

The Equalities Act 2010 requires us to provide reasonable adjustments to disabled people. Disabled people are defined under the Act as *"those who have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day to day activities."*

As a service provider we have a duty to make reasonable adjustments, if any of our policies and procedures, or the way we deliver our service places the disabled person at a substantial disadvantage compared to someone who is not disabled.

### Requests for Reasonable Adjustments

A request for a reasonable adjustment, can be made in any format such as:

- Verbally
- In writing
- By email
- Face to face
- Through a representative
- By a member of staff with the customer's agreement

Where no request is received but a disadvantage has been noted, a discussion concerning whether a reasonable adjustment is required, and the nature of the adjustment must be held. Requests for reasonable adjustments and our response will be recorded on our databases.

### The Equalities Act does not define what is considered to be "Reasonable"

Relevant Factors are:

- Will the adjustment sought, help to overcome the disadvantage
- How practical is it to provide the adjustment

- What the resource implications are
- Whether the cost is proportionate to the adjustment being requested
- Will the adjustment cause disruption to others

## Monitoring and review

This policy will be reviewed every three years or sooner or whenever there are changes to legislation, good practice or other learning.

We will provide information on how a reasonable adjustment can be requested in various ways such as on our website, in publications, during New Tenant Inductions and when communicating with residents.

The policy will be monitored by:

- Discussing reasonable adjustments considered and made during complaints monitoring meetings held with Service Area Managers.
- The inclusion of reasonable adjustment data in annual reviews of Equality Diversity and Inclusion

## Legislation

- Equalities Act 2010
- Data Protection Act 2018
- Coronavirus Act 2020

## Reference to other documents and associated policies and procedures

- Complaints Policy
- Data Protection Policy
- Equality and Diversity Charter
- Housing Ombudsman Code for Complaints Handling
- Managing Unacceptable Behaviour Policy
- Phoenix Standards
- Reasonable Adjustments & Exercise of Discretion Guidance
- Self-assessment against the Complaints Code

## Definitions

Term/acronym	Description
Resident	Includes tenants, freeholders and leaseholders
Phoenix	Phoenix Community Housing
EIA	Equality Impact Assessments

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