



**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**

**REASONABLE ADJUSTMENTS POLICY**

<b>Approved by:</b>	<b><i>Housing Management &amp; Almshouses Sub-Committee</i></b>
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## **Introduction**

1. This policy outlines the approach to implementing reasonable adjustments to accommodate the needs of housing residents and service users living in homes managed by the City of London Corporation, or accessing services provided by us, in compliance with relevant legislation, including the Equality Act 2010.

## **Scope**

2. This policy is specifically applicable to services provided by the Housing Division of the City of London's Department for Community and Children's Services. It covers adjustments for residents or service users with disabilities or specific needs.
3. The policy applies to the management of homes on the housing estates forming part of the Housing Revenue Account (HRA). It also applies to the management of the City of London Almshouses and Gresham Almshouses, which is undertaken by the Housing Division on behalf of the respective charitable trusts.

## **Legal Framework**

4. Local authorities must adhere to the Equality Act 2010, which prohibits discrimination on the grounds of disability. Housing providers are obliged to make reasonable adjustments to ensure that disabled residents or service users are not disadvantaged in comparison to non-disabled people.

## **Definition of Reasonable Adjustments**

5. Reasonable adjustments refer to modifications, accommodations, or changes to policies, practices, or physical environments to ensure equal access and opportunities for disabled people. Adjustments may include alterations to premises, provision of auxiliary aids, changes to policies, or adjustments to services.

## **Request Process**

6. Residents or service users accessing our services are encouraged to formally request reasonable adjustments by submitting a request to us.
7. Requests should include details of the specific adjustments required and any supporting documentation, such as medical certificates or assessments.

8. Staff will also identify any reasonable adjustments they believe may be appropriate when in contact with residents or service users, or when responding to a service request from them. These will be discussed with the individual to ensure that they are appropriate.

### **Assessment and Approval**

9. We will assess the reasonableness and feasibility of any requested adjustments. Adjustments will be approved unless it is shown that they are not reasonable or practicable within the resources available to us.
10. For minor adjustments identified or requested during routine service delivery, a decision might be made immediately. For more complex requests, we will aim to decide as quickly as possible and will reply within our standard customer service timescales. This time scale may be extended if we require further information from the resident or service user.

### **Record Keeping**

11. We will maintain a written record of any requests made to us, and decisions made in respect of them. We will also record details of any adjustments we elect to put in place at our own initiative.

### **Communication**

12. We will maintain open communication with residents and service users throughout the adjustment process. Timely responses will be provided to acknowledge, assess, and implement reasonable adjustments.

### **Confidentiality**

13. Information related to an individual's disability and reasonable adjustments will be treated confidentially and shared only with relevant staff on a need-to-know basis.

### **Training**

14. Staff members involved in the implementation of reasonable adjustments will receive appropriate training to ensure a clear understanding of their responsibilities.
15. Training will include awareness of the Equality Act 2010 and the importance of providing equal opportunities to residents and other service users.

## **Review and Monitoring**

16. This policy will be regularly reviewed to ensure compliance with legislative changes and best practice.
17. We will monitor the effectiveness of implemented adjustments and make improvements, as necessary.

## **Accessibility Information**

18. We will make information regarding the availability of reasonable adjustments easily accessible to residents and service users through various channels, such as websites, newsletters, or information leaflets.

## **Review Process**

19. Residents and service users who are dissatisfied with the outcome of a reasonable adjustment request may ask that the matter is reviewed by a more senior decision-maker or use our complaints process if they believe there has been a service failure.

## **Policy Exceptions**

20. In exceptional circumstances, we may consider making a variation to this policy. Our reasoning can be provided to the affected parties on request.

## **Equality and Diversity**

21. This Policy has been subject to an equalities impact assessment and will be implemented in accordance with our responsibilities and duties under relevant legislation, including the Equalities Act 2010.
22. We will ensure that tenants' needs are considered when implementing this Policy to ensure that they are treated fairly. We will make appropriate arrangements to ensure that customers with distinct communication needs are not unreasonably and disproportionately affected. This could involve providing communications in alternative languages or formats or providing interpretation or transcription as appropriate.

## **Data Protection and Information Exchange**

23. We will comply with our obligations under relevant data protection legislation and regulations. We will process and store personal information securely.

24. There are some circumstances in which we are required by law to disclose information given to us.

## **Policy Review**


25. We will review this policy at least every three years, or following relevant changes to legislation, regulation, or policy.

## **Legislation**

- Equality Act 2010

## **Related documents**

- Reasonable Adjustments Procedure

<b>Department of Community &amp; Children's Services</b>  <b>Housing Service</b>		
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