



Blackpool Coastal  
Housing

# BCH Reasonable Adjustments Policy

2021

INSPIRING PEOPLE TO BUILD BETTER COMMUNITIES

## Document Information

<b>Issue Date</b>	31 March 2021	
<b>Version/Issue Number</b>	1	
<b>Document Status</b>	Final	
<b>Effective From Date</b>	1 <sup>st</sup> April 2021	
<b>Scope of Document</b>		
<b>Objective</b>	To provide an overview of how BCH will provide reasonable adjustments to support customers with to access services.	
<b>Who needs to know?</b>	All	
<b>Documentation</b>		
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## Amendment Record

Date	Issue No.	Section/Page	Details of Change	Authorised By:

### Amendment Notes

- Documents at draft status are to use letter designations to denote issue status: a, b, c etc.
- Documents at full issue status are to use number designations to denote issue status after full revision: 1.0, 2.0, 3.0, etc.
- For an amendment to a full issue document you are to use number designation to denote issue status: 1.1, 1.2, 2.1, etc.
- On full issue the draft amendment record should be deleted from the above table.
- Notification of the amendment must be sent to the person maintaining the Central Register.

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## Reasonable adjustments and meeting customers' individual needs

### Introduction

Blackpool Coastal Housing is committed to ensuring that people who have a disability are not in any way disadvantaged in accessing our services and we will therefore make reasonable adjustments to ensure our services are accessible for all.

This policy provides a general overview of our approach and outlines how we will respond to requests for reasonable adjustments from all our customers, as many of the arrangements we offer for people with a disability, can also be of benefit to all our residents. For example, provision of documents in larger font, convening a meeting at a venue suited to an individual's needs.

This policy applies to all Blackpool Coastal Housing customers.

### The Equality Act 2010

The Equality Act 2010 (the Act) is a legislative framework protecting the rights of individuals and ensuring the advancement of equality of opportunity for all. As a provider of services to the public and other public bodies Blackpool Coastal Housing commits to comply with the provisions for public bodies under the Act.

### What is a reasonable adjustment?

Under the Equality Act 2010 public sector organisations have to make changes in their approach or provision to ensure that services are accessible to disabled people as well as everybody else. Reasonable adjustments can mean alterations to buildings by providing lifts, wide doors, ramps and tactile signage, but may also mean changes to policies, procedures and staff training to ensure that services work equally well for people with learning disabilities.

The Equality Act 2010 sets out our legal duty to make reasonable adjustments in the following three ways:

- The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.
- The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.

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- The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid. Substantial disadvantage is defined in the Equality Act 2010 s.212(1) as 'more than minor or trivial'

### Requesting a reasonable adjustment

We will publicise how our customers can request a reasonable adjustment in the following ways:

- on our website
- in our correspondence with our customers i.e. complaint form.
- by asking whether a reasonable adjustment might be required when a customer contacts us
- by including a note on our published documents indicating that we can provide the document in an alternative format on request

### How do we decide what is reasonable?

The Equality Act does not define what is 'reasonable' but guidance from the Equality and Human Rights Commission suggests that various factors influence whether a particular adjustment is considered reasonable. The test of what is reasonable is ultimately an objective test.

When deciding whether an adjustment is reasonable we will consider:

- how effective the adjustment will be in avoiding the disadvantage an individual would otherwise experience
- the practicality of putting the adjustment in place and any disruption to service delivery the adjustment may cause
- the associated costs and availability of required resources
- if necessary we will seek advice from specific expert disability groups or legal advice.

However our overall aim will be, as far as possible, to remove or reduce any substantial disadvantage faced by our customers.

## Types of reasonable adjustment

We will not make assumptions about whether a disabled person requires any reasonable adjustments or about what those adjustments should be. The type of reasonable adjustment we can provide will be dependent on an individual's needs. We will discuss the requirements with the individual concerned and agree on what may be reasonable in the circumstances.

Some examples of the types of adjustments include:

- providing information in an alternative format (e.g. large print, audio version etc.)
- agreeing a preferred means of contact with the individual
- communicating through an approved representative i.e. support worker
- arranging meetings at a venue that suits the individuals' needs

## Monitoring

We will record and monitor the reasonable adjustments that have been requested and made, this will allow us to review the services we provide and help us identify whether there are any wider steps that we can take to improve our services.

## Dealing with complaints

We are committed to provide accessible services for all that are fair and free from discrimination. If someone is dissatisfied with the arrangements we have made for providing reasonable adjustments, we will respond in accordance with our complaints policy.