

# Reasonable Adjustments Policy

## Introduction

Reasonable adjustments are the way Bushbury Hill EMB makes changes to the services we offer to people with a disability to ensure that they have a fair and equal opportunity of access. This policy applies to everyone who wishes to use our services and our employees and Board members.

Under the Equality Act 2010 reasonable adjustments can mean alterations to buildings by providing lifts, wide doors, ramps and tactile signage, but may also include changes to policies, procedures and staff training to ensure that services work equally well for people with learning disabilities.

The term 'disability' covers learning disabilities, physical and mental impairments that have a substantial and long-term effect on the person's ability to carry out normal day-to-day activities. A long-term effect is one that has lasted, or is expected to last, for 12 months or more. The Equality Act 2010 ('the Act') gives rights to people who have, or have had, a disability, to prevent them from being placed at a substantial disadvantage.

Bushbury Hill EMB are committed to making adjustments to promote good practice and as part of that commitment there will also be occasions when we will consider adjustments for people who may not have a disability, but who may still face barriers when using our services. In addition to these conditions, the Act's definition of a disability is broad enough to cover people with a range of common impairments such as hearing, visual and speech impairments as well as other conditions such as dyslexia, arthritis, depression, diabetes, asthma and back problems. A disability may be visible or non-visible.

This policy sets out what a reasonable adjustment is, how to make a reasonable adjustment request to us, our duties and responsibilities and what considerations we will take into account when reviewing your request.

Please note this policy is a general overview for Reasonable Adjustments and will not outline every possible scenario in which Bushbury Hill EMB will allow reasonable adjustment.

## Defining a Reasonable Adjustment

A reasonable adjustment is an action to ensure fairness to any individual who is accessing our services. This means that we may depart from our standard practice of our services for any person who is at a disadvantage from our normal procedure. Examples of this include;

- Providing specialist equipment or facilities, e.g. equipment to help the hearing or visually impaired
- Making sure access is available for people with Physical impairments such as wheelchair users as well as accessible rooms for meetings to be held
- Providing additional support for Sign language users or Non-English speakers.

We will discuss with any persons for any reasonable adjustments to be made and no assumptions will be made during this initial discussion.

## Our Legal Duties in Relation to Disabled People

The Equality Act 2010 requires us to provide reasonable adjustments for disabled people, defined by 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.

This will, in some circumstances, mean that disabled people receive more favourable treatment than non-disabled people, which is lawful in the context of disability.

### Other Adjustments We Can Offer

We will consider all requests for a reasonable adjustment on an individual basis. These will need to be confirmed by any individual and agreed during our initial contact. Please note, that the items listed below are not covered under the Equality Act 2010 Examples of reasonable adjustments that we can make are;

- Communicate in a clear and simple format providing repeated explanations where required.
- Respond effectively and proactively to difficulties as they emerge.
- Information provided by us will be accessible, we will take steps to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand, with support if necessary.
- We will consider providing equipment or other aids which make it easier for disabled people to access our services. For example;
  - Information in an alternative format, such as large print for a person with a visual impairment, or easy read for a person with a learning disability, or coloured paper for a person who has dyslexia, or an electronic format for a person who is blind.
  - Providing an ergonomic chair for a person with a hip or back problem.
  - Providing a British Sign Language (BSL) interpreter and electronic note taker witness for a person who is deaf.
  - Allowing a person with a visual impairment to make a request for service or complaint over the telephone rather than in writing.
  - Allowing a person to make a paper-based rather than online application for registration, if their disability makes it difficult for them to use the online process.
  - Publishing easy read versions of key documents and surveys.
  - Information of our website is made available in a range of formats and language options.
- We expect our staff to be able to recognise the need for, and facilitate, reasonable adjustments for disabled people using our services. We reflect this in our policies and guidance (there is no set definition of what constitutes 'a reasonable adjustment', we will take a case-by-case approach to deciding what is reasonable when we consider requests).

To help us to make any adjustments in time to be able to help, we encourage disabled people to ask for any support as early as possible

### How You Can Request a Reasonable Adjustment

To request a reasonable adjustment to be made, please contact our office by telephone, in person, by email or via our website.

### Informing on Our Reasonable Adjustments Policy

To make sure that service users of Bushbury Hill EMB are aware of our Reasonable adjustments policy. We will;

- Promote reasonable adjustments on our communication mail outs for example our Annual Report to Tenants.
- Make the Reasonable adjustments policy available n our accessible website for anyone to view.

### 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 the most relevant factors are:

An adjustment should be designed to fully address the disadvantage it is meant to overcome

What are the resource implications of making the adjustment? How much will it cost and is this proportionate to the adjustment being requested. Any could be refused depending on the practicality of the request

If an adjustment would cause a dedication of time that would cause a disruption to other services or service users, this could be considered unreasonable.

### Monitoring & Review

Bushbury Hill EMB will record all requests for a reasonable adjustment whether they are accepted or refused. This will allow us to continue to monitor our policy and make changes as and when necessary.