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| **HOUSING ASSOCIATION LTD - CENTRAL REGISTER DOCUMENT** | |
| Title | Reasonable Adjustment – Resident Services |
| Section | General |
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1. **Introduction**

Rockdale is committed to providing excellent customer service and delivering high standards of care in Rockdale House and in our supported accommodation.

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

We must take reasonable steps in the way that we work to ensure we are compliant with Equality & Diversity legislation and regulations.

This policy does not seek to explain how we will approach every situation, but

* confirms our commitment to improving accessibility for everybody that we deal with;
* sets out some of the basic principles of our legal duty to provide reasonable adjustments; and
* sets out the factors that we will take into account in dealing with requests for reasonable adjustments.

1. **What is a reasonable adjustment?**

A reasonable adjustment involves making a change to the way that we usually do things to ensure that we are fair to all of our clients. This may involve:

* departing from our usual practice in the way we do things, if we find that the current position places that person at a substantial disadvantage, for instance by allowing more time than we usually would for someone to respond or provide information; or
* making sure our buildings do not present obstacles for disabled people, for instance by providing a lift or ground level meeting rooms.
* providing specialist equipment or additional support
* We will not make assumptions about whether a disabled person requires any adjustments or about what those adjustments should be. We will discuss the requirements with the individual concerned and seek to reach agreement on what may be reasonable in the circumstances.

1. **Our legal duties**

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.

1. **Our duty to make reasonable adjustments**

Under the Equality Act 2010 Rockdale is required 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 means in some circumstances, that disabled people receive more favourable treatment than non-disabled people, which is lawful in the context of disability.

1. **Requesting reasonable adjustments**

To request a reasonable adjustment, please contact either the Head of Housing or the Care Home Manager responsible, details of who this is can be found in the on our website [WWW.Rockdale.org.uk](http://WWW.Rockdale.org.uk) or by calling the Lodge office on 01732 458762.

We will let residents know that we can provide reasonable adjustments, for example in the following ways:

* By including a paragraph in written communications (e.g. welcome packs);
* By asking whether an adjustment might be required over the telephone;
* by including a note on our published documents indicating that we can provide the document in an alternative format on request;
* by publishing this policy on our website; and
* by working with key representative groups and others to raise awareness of this policy.
  1. **The type of reasonable adjustment we may offer**

Whilst we will consider each request for reasonable adjustments based on individual circumstances, there are some common adjustments which we can offer as a matter of course and some other adjustments that we can make particular arrangements to provide.

The adjustments will always be agreed with the individual concerned to avoid making incorrect assumptions about a person's needs.

Some examples of the simple reasonable adjustments that staff can make are:

* Offer additional support to residents with temporary or enhanced needs, these can include those with visual or speech impairment and varying degrees of memory problems.
* Provide support in different formats, face to face, digitally and scheme visits.
* Provide information in a format that is convenient
* Provide a variety of communication channels
* Signpost for additional support services
* Identify and carry out adaptations – make physical changes
* Able to support with accessing disabled aids and equipment
* Support with financial matters, including Welfare Benefits

A small number of requests may require more detailed consideration and our approach to these requests is discussed in the section below.

**7.How we respond to reasonable adjustment requests**

In most cases we will be able to agree and deliver the required reasonable adjustments with a minimum of delay. In some cases, we may need to consider in more detail how best to overcome the difficulty a disabled person may be experiencing. For example, where the adjustment requested may be difficult to provide or where it may interfere with our statutory or regulatory obligations.

**8.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:

Will the adjustment help in overcoming the difficulty that the disabled person may have? The adjustment should be designed to fully address the disadvantage it is meant to overcome, for example providing a meeting room which is accessible by wheelchair may not properly overcome the barriers faced by the wheelchair user if there are no disabled toilet facilities also available.

How practical is it to provide the adjustment? What are the resource implications of making the adjustment? How much will it cost and is this proportionate to the adjustment being requested.

**9 Monitoring**

Rockdale 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.

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