

Reasonable Adjustment Policy

1. Our policy is...

- 1.1. We are committed to delivering services that treat all customers with dignity, kindness, respect and fairness and allows them to access our services equitably. This policy sets out our approach to making reasonable adjustments for individuals with disabilities or vulnerabilities, in line with the Equality Act 2010, our Equality, Diversity and Inclusion Policy and the Regulator of Social Housing's Transparency, Influence and Accountability Standard. The policy also considers the Housing Ombudsman's spotlight report on attitudes, respect and rights – relationship of equals and the requirements of Housing Ombudsman's Complaint Handling Code.
- 1.2. Our aim is to remove barriers that may prevent customers from accessing or benefiting from our homes and our services, ensuring fairness, respect and inclusion.
- 1.3. We recognise that vulnerability is not a fixed state and may arise from a range of circumstances including disability, mental health, bereavement or financial hardship. Our aim is to respond without stigma or marginalisation, fostering a relationship of equals between customers and us.

2. We'll...

- 2.1. In applying this policy we'll apply the 3Rs Framework of Recognise, Respond and Record and follow the approaches set out in our Reasonable Adjustment Procedure:
 - We'll recognise vulnerabilities through proactive engagement and data collection.
 - We'll respond with appropriate, timely and tailored adjustments.
 - We'll record decisions and actions transparently to ensure accountability and learning.

Provide accessible and inclusive services

- 2.2. To ensure the provision of accessible and inclusive services, we'll make reasonable adjustments to policies, procedures and physical environments, where these place individuals at a substantial disadvantage.
- 2.3. We'll ensure all communications are available in a reasonable range of accessible formats and ensure digital inclusion by offering non-digital alternatives where needed. To make sure customers are aware of reasonable adjustments, we'll publicise their availability across all our service channels.

- 2.4. We'll provide clear routes for customers to request reasonable adjustments and respond promptly and fairly to all requests, assessing each on a case-by-case basis.
- 2.5. We'll also consider physical alterations to homes or communal areas, where possible and appropriate, in line with our Adaptations Policy.

Define and assess vulnerability

- 2.6. We'll implement a clear definition of vulnerability, reviewed regularly. To do this, we'll ensure assessments are fair, consistent and involve the customer and make sure that we avoid assumptions and that customers do not have to repeatedly prove their needs.
- 2.7. We'll proactively identify and plan for the needs of customers and use data and feedback to understand diverse needs and improve service accessibility.

Culture

- 2.8. To allow this policy to be applied consistently, we'll make sure we have an inclusive culture, based on our values of being Caring, Confident, United and Ambitious. We'll provide the necessary training to colleagues to support them in delivering the goals of this policy, which will promote a culture of empathy, kindness, respect and people centred service delivery. This will encourage colleagues to challenge stigma and advocate for inclusive practices.

3. Our assurance...

- 3.1. We'll ensure this policy is effective through:
 - performance reporting through our performance management framework, including at quarterly business reviews;
 - consideration of risks as part of our Risk Management Framework;
 - use of our internal audit programme to assess the effectiveness of our approaches, reporting the outcomes to the Audit, Risk and Assurance Committee;
 - reporting on our performance as part of our annual EDI Report; and
 - acting on learning from complaints to drive improvements to our approaches.
- 3.2. We'll use information from satisfaction surveys, learning from complaints and through other customer insight to drive service improvement.
- 3.3. We'll review our performance and service delivery in comparison with other organisations to achieve the highest standards of service delivery.

Legislation and regulations

- 3.4. We'll ensure this policy complies with all relevant legislation and regulation, specifically:
 - Equality Act 2010;
 - Human Rights Act 1998;
 - Care Act 2014; and
 - Transparency, Influence and Accountability Standard.

Review

- 3.5 We'll review this policy at least three years or when changes in legislation, regulations or best practice prompt an early review.

Version Control			
Version number	Reason	Approved by	Approved date
2026.1	New policy	Executive Director of Customer and Communities	25 February 2026