



Reasonable Adjustments Policy & Procedure – Frequently asked questions.

What is a reasonable adjustment?

A reasonable adjustment is a change to a service which seeks as far as possible to remove any disadvantage faced by those with a protected characteristic or a vulnerability.

Many of the adjustments we offer to our services are also available to residents without disabilities and we recognise that the word vulnerability is an imperfect term.

Who does this apply to and why do we offer reasonable adjustments?

This policy applies to all Broadland residents and prospective residents.

This policy does not aim to explain how we will approach every circumstance where a resident requires a service to be adjusted. It is a general statement of our commitment to ensure residents are not at a disadvantage when accessing our services.

This policy has been written in accordance with the Housing Ombudsman's Service, Complaint Handling Code, our commitments in the Equality Act 2010 and the Regulator of Social Housing's Tenant Involvement & Empowerment Standard.

What are examples of reasonable adjustments?

- Information in appropriate alternative formats (e.g. large print, Braille, coloured paper, translated into another language etc.)
- Use of email or telephone in preference to hard copy letters.
- Use of plain English or Easy Read service.
- Communication through an advocate.
- Speaking clearly to our customers with the offer of additional time to cover the issues they need to discuss.
- Providing an interpreter (including sign language) when appropriate
- Arranging home visits for those who have particular mobility difficulties.
- Providing services or appointment times to take account of medical needs or special circumstances such as caring responsibilities.
- Adaptations to a customer's home such as grab rails, ramps or fitting a stair lift. Please note that these adaptations are subject to residents applying via the Aids & Adaptations process.
- Providing assistance with travel to a stage 2 complaint meeting and or holding the meeting nearer the residents home.

How can residents request a reasonable adjustment?

- By telephone (0303 303 0003)
- In writing to Broadland Housing Association, NCFC, Carrow Road, Norwich, NR1 1HU, explaining what the adjustment is and why it is needed.
- E mail, via the website or using Tenants Online [Contact us - Broadland Housing Association \(broadlandgroup.org\)](http://broadlandgroup.org)
- By referral from a local authority or other relevant agency
- By a family member when we have been given permission for them to do so.
- A member of staff may suggest for one to be made, when they are aware it will support the customer's needs.

How do Broadland decide if they can make a Reasonable Adjustment?

The reasonableness of an adjustment will be evaluated against the resource available to our services. In practice many reasonable adjustments involve little or no cost or additional resourcing requirements and are relatively easy to implement.

In the unlikely event that a reasonable adjustment is not able to be made, we will work with the customer to find the most appropriate alternative solution. This will be different for every resident and may not be something Broadland can do and we may need to refer the tenant to another organisation.

Where do I go to find out more about Reasonable Adjustments?

If you are online, please go to our website where you can find the full policy and procedure. [Home | Broadland Housing Group \(broadlandgroup.org\)](http://broadlandgroup.org)

Alternatively, please contact us and we will go through any queries you may have.

What happens if I am unhappy with the outcome of my request for a reasonable adjustment?

If you are unhappy with a decision about a reasonable adjustment, you can appeal it through our complaints process. Details of our complaints process can be found on the website, by calling us or asking any member of staff.