



PEAKS & PLAINS
Housing Trust

The Trust

Reasonable Adjustments Policy

Version number:

Effective Date:

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1. INTRODUCTION

Peaks & Plains Housing Trust is committed to making sure our services can be easily accessed by all our customers, including those who have additional needs, vulnerabilities or disabilities. Our Reasonable Adjustments policy is in place to make sure customers can access our services easily and live comfortably and independently in our homes.

This policy has been written in accordance with the Housing Ombudsman Service's Complaints Handling Code and our commitments under the Equality Act 2010. Under the Equality Act 2010, we have a legal duty to make reasonable adjustments to our services to ensure customers are not disadvantaged if they have a disability or additional needs.

2. SCOPE

This policy is used by the Trust to meet the obligations placed upon the organisation to make reasonable adjustments for customers within our communities. This policy applies specifically where the Trust provides a service to its customers and any additional service users within its accepted remit (separate guidance is available for staff).

Typically, we may make reasonable adjustments to a customer's home (for example a physical adaptation) or to the way we provide services. The Trust has a separate policy on how customers can request adaptations to our homes, which is available on our website.

3. LEGAL AND REGULATORY REQUIREMENTS

The Trust must operate within the framework created by legislation. This policy and subsequent procedure have been written with regard to relevant legislation which includes the following (non-exhaustive) list:

- Social Housing (Regulation) Act 2023
- Equality Act 2010
- Human Rights Act 1998
- The Regulator for Social Housing – Consumer Standards
- The Housing Ombudsman's Complaint Handling Code

4. DEFINITIONS

What is a Reasonable Adjustment?

A reasonable adjustment involves making a change to the way we usually do things to take account of a customer's individual needs.

This may be a physical alteration in a customer's home, a change to the way in which we deliver our services, or a change to how we communicate with a customer. There is no set list of options as each reasonable adjustment is suited to meet an individual's needs.

For each request, we will work closely with the customer or their representative to discuss what is reasonable in the circumstances.

Some examples of the adjustments we can make include:

- Adaptations to a customer's home, such as grab bars, handrails, lever taps etc.
- When we meet with customers, we can provide auxiliary aids or a portable induction loop if a customer wears hearing aids, allow for rest or comfort breaks where helpful or communicate through a representative on a customer's behalf.
- When communicating with customers, we can provide information in alternative formats such as large print, or in a customer's preferred method of communication such as email, phone or letter.

5. OUR POLICY

Deciding what is reasonable

The Equality Act does not define what is 'reasonable', but guidance from the Equality and Human Rights Commission suggests the following considerations when deciding whether an adjustment is 'reasonable' or not:

- The effectiveness of the adjustment in preventing or reducing the disadvantage
- The practicality of Peaks & Plains making the adjustment(s)
- The availability of resources, including external assistance and finance
- Any disruption to services that making the adjustment(s) may cause

In most cases, the Trust will be able to agree the requested adjustment quickly. However, sometimes, it may be necessary for the Trust to carry out a more detailed assessment and seek advice from expert partner organisations to make sure we provide the best possible solution.

In the event where a reasonable adjustment is unable to be made, we will work with customers to find the most appropriate alternative solution.

How we will record customers' needs

At the start of a customer's tenancy the Trust will ask if customers have any additional support needs or communication preferences. The Trust will record what customers tell us on our internal systems and proactively ensure this information remains up-to-date, so the Trust can meet our customer's specific needs throughout the duration of their tenancy with us.

How can customers request a Reasonable Adjustment?

Customers can contact us by phone, email, post or in person, details below:

- Call us on 0800 012 1311
- Email us at trust@peaksplains.org
- Write to us at Peaks & Plains Housing Trust, Ropewalks, Newton Street, Macclesfield, SK11 6QJ explaining what the adjustment is and why it's needed, or visit us in person at the above address

Customers can nominate a representative to enquire about a reasonable adjustment on their behalf if you prefer. This could be a family member, friend, social worker or support worker if you have given us permission to deal with them.

Reasonable adjustments to our complaints process

If necessary, we will adjust our complaints service, to ensure customers are not disadvantaged should they wish to make a complaint. During the process, we will discuss any reasonable adjustment requirements with our customers and commit to using their preferred communication preference throughout.

Appealing a decision

We will deal with all customers in a fair and non-discriminatory way. If a customer is unhappy with a reasonable adjustment decision the Trust has made, they can appeal the decision by contacting the Trust and we will respond in line with our Complaints Policy.

7. RESPONSIBILITIES

All Staff: It is the responsibility of all customer facing staff to have read and understood this policy. When interacting with our customers staff must refer to their tenancy records to ensure that any recorded reasonable adjustments are understood and implemented.

Neighbourhoods & Homeownership Teams: The Trust's Neighbourhood & Homeownership teams will be responsible for capturing and recording customers reasonable preferences throughout the onboarding process for new tenants.

Customer Experience team: The Trust's Customer Experience team, will be responsible for updating and deleting reasonable preferences throughout the lifetime of the customer's tenancy with us.

Head of Customer Improvement & Experience: Will oversee the operational implementation of this policy, including decision making on appropriate reasonable adjustments and complaints and appeals.

Executive & Board : The Trust's Executive team will be responsible for the approval of this policy and will receive reports that demonstrate compliance with this policy.

8. MONITORING AND REPORTING

The Trust will measure the percentage of customers for whom it has recorded reasonable adjustments, to allow us to understand the breadth and scope of our customers who require adjustments. Anonymised key performance monitoring information will be shared with the Trust's senior Managers, Executive Leadership Team, involved tenants, and the Board.

9. CONSULTATION

This policy has been reviewed in consultation with the senior management team and our customer Challenge Group.

10. REVIEW

The Trust will review this policy every 3 years, or earlier if required by statutory, regulatory, legislative or best practice requirements or the need to update this policy following reviews of other Trust policies or improvements identified by service reviews, scrutiny or feedback from customers.

ASSOCIATED DOCUMENTS

- **Complaints and Compliments Policy**
- **Aids and Adaptations Policy**
- **Unacceptable Behaviour Policy**
- **Complaints Policy**
- **Equality, Diversity and Inclusion Policy**
- **Vulnerable Customers Strategy**

POLICY INFORMATION

Policy Statement Name:	Reasonable Adjustments Policy
Status:	
Approved by:	EMT
Drafted By:	Head of Customer Services
Date approved:	
Next Review Date:	