



# **REASONABLE ADJUSTMENTS POLICY**

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# 1. Introduction

- 1.1** At Eastlight Community Homes, we strive to ensure our services and premises are accessible to all Eastlight residents, including those who may face barriers due to disability or other protected characteristics.
- 1.2** This Reasonable Adjustments Policy sets out our approach to ensure that residents have fair and equal access to our housing services, regardless of any disabilities or other protected characteristics.
- 1.3** The Policy has also been designed to ensure that we meet our legal and statutory requirements under UK legislative and regulatory obligations.
- 1.4** Our aim is to make our services as accessible as possible, while recognising the limits of our resources and the size of our organisation.

# 2. Scope

- 2.1** This policy applies to all Eastlight residents, and services provided by Eastlight, and those working on our behalf such as contractors.

# 3. Statutory & Regulatory Requirements

- 3.1** This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements:
  - The Equality Act 2010
  - Regulator of Social Housing's Regulatory Standards
  - Social Housing Regulation Act 2023
  - Housing Ombudsman Code
  - Care Act 2014
  - Safeguarding legislation and policy
  - Data Protection Act 2018
  - GDPR.

## 4. Think Customer

- 4.1** At Eastlight, we exist to provide the best possible homes and services for residents.
- 4.2** Our ‘Think Customer’ approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 4.3** ‘Think Customer’ ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:
- The short and long-term effects of their actions
  - The residents’ individual needs and preferences
  - Whether their communication is clear, respectful and appropriate
  - If they can draw on any past insights or experiences to help them when making tough decisions
  - Whether they, themselves, would be happy with the service being provided.
- 4.4** The ‘Think Customer’ model is designed to complement and work alongside all Eastlight policies and procedures, including this Reasonable Adjustments Policy.

## 5. Aims & Outcomes

### **5.1 Aims**

- 5.1.1 We aim to ensure that all residents have fair and equal access to our housing services.
- 5.1.2 We aim to identify protected characteristics and help address or remove barriers that could hinder or prevent access or participation in our services.
- 5.1.3 Our policy seeks to adopt an inclusive environment where reasonable adjustments are recognised as a normal and integral part of service delivery.
- 5.1.4 We aim to comply fully with the Equality Act 2010 and follow best practice, including guidance from the Housing Ombudsman Service.

### **5.2 Outcomes**

- 5.2.1 Requests for reasonable adjustments will be handled consistently, fairly and sensitively.
- 5.2.2 Residents and customers may experience improved access to our services and communication methods that meet their individual needs.
- 5.2.3 We will see increased awareness among staff and partners about the importance of reasonable adjustments and how to respond to requests.

- 5.2.4 Monitoring adjustments will help identify trends or areas for further service improvement.
- 5.2.5 The overall satisfaction and trust of residents and customers will be enhanced through more responsive and accessible service delivery.

## 6. What is a Reasonable Adjustment?

- 6.1 A reasonable adjustment is a change or adaptation that helps an individual overcome a barrier or disadvantage when accessing housing services. This could relate to physical access, communication methods or service delivery.
- 6.2 Adjustments should be reasonable, practicable and not impose disproportionate cost or risk.

## 7. Our Approach

- 7.1 We encourage residents and customers to let us know if they feel they need an adjustment.
- 7.2 We will consider requested adjustments carefully, considering the individual's needs, the reasonableness of the request and any alternatives. We will also take into account the organisation's resources and capabilities.
- 7.3 We will apply a best endeavours approach.
- 7.4 We will record and monitor requests to identify patterns and improve future service accessibility.
- 7.5 We will involve relevant teams, partners or experts in the adjustment process as needed.

## 8. Examples of Possible Adjustments

- 8.1 This may include but is not limited to:
  - Providing information in alternative formats such as large print, Braille or audio
  - Advice and support with Aids and adaptations to support residents to access and enjoy the use of their home
  - Offering sign language interpreters or communication support
  - Adjusting appointment times or locations to suit individual needs

- Allowing extra time for service responses or visits
- Using accessible communication channels (e.g., text, email)
- Offering additional support during complaint handling, in line with Housing Ombudsman advice
- Offering home visits instead of requiring someone to attend an office
- Ensuring meetings are held in accessible venues
- Allowing a support worker, advocate or family member to accompany the resident to appointments with our colleagues or in our offices.

## 9. Requesting a Reasonable Adjustment

- 9.1** Residents and customers might request adjustments by contacting our Customer Services Team via phone, email or in person.
- 9.2** We will ask for relevant information to help understand the request and will respect privacy and confidentiality.

## 10. Decision & Review

- 10.1** The customer will be informed on whether or not we can make the adjustment requested.
- 10.2** We will use best endeavors to meet customers' requests, acknowledging the limitations of and impact on our resources and the scale and complexity of our organisation and systems.
- 10.3** Where we are unable to meet requests, we will explain why.
- 10.4** Customers and residents have the right to appeal the outcome which will be considered by an officer more senior and who was not involved in the original decision within one month of appeal.
- 10.5** Requests for adjustments will be noted with appropriate context on our systems to support colleagues in providing good quality services.

## 11. Monitoring & Review

- 11.1** We will monitor the effectiveness of this policy by reviewing requests, decisions and outcomes.
- 11.2** Resident feedback may be sought during reviews to ensure the policy meets evolving needs.

## 12. Equality Impact Assessment

- 12.1** An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

**Eastlight Community Homes**

Eastlight House, Charter Way  
Braintree  
Essex  
CM77 8FG

0330 128 0330  
[www.eastlighthomes.co.uk](http://www.eastlighthomes.co.uk)  
[customer.services@eastlighthomes.co.uk](mailto:customer.services@eastlighthomes.co.uk)

 [eastlighthomes](https://www.facebook.com/eastlighthomes)

 [eastlighthomes](https://www.instagram.com/eastlighthomes)

 [@eastlighthomes](https://twitter.com/eastlighthomes)

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