

**HOMES & COMMUNITIES COMMITTEE**  
**24 JANUARY 2022**

**REASONABLE ADJUSTMENT POLICY FOR CUSTOMERS REPORT**

**1.0 Purpose of Report**

1.1 To seek Committee approval of the Reasonable Adjustment for Customers Policy, subject to final approval by the Policy & Finance Committee.

**2.0 Background Information**

2.1 One of the recommendations of the Housing Ombudsman self-assessment is for Councils to have a Reasonable Adjustments Policy.

2.2 Although the Council has always strived to meet the needs of its customers this was not documented in a formal policy.

**3.0 Proposals**

3.1 The Policy in Appendix One details what is a reasonable adjustment. This includes how the Council communicates with customers and what we can do to support.

3.3 Each request will be considered on its own merits and the Council will do all it can to support the request within the parameters set out in the policy.

**4.0 Digital Implications**

4.1 There are no specific digital implications to the policy. However a customer may request that we communicate with them digitally.

**5.0 Equalities Implications**

5.1 The policy is designed to be equal to all residents. The Council's lead officer for equalities has been involved in producing the policy.

**6.0 Financial Implications FIN 21-22/6254**

6.1 There are no direct financial implications arising from this report.

**7.0 Community Plan – Alignment to Objectives**

7.1 The associated customer Feedback Policy aligns with the following objectives:

- Increasing participation with the Council
- Increase residents satisfaction with the Council

## **8.0 Comments of Directors**

8.1 The Housing Advisory Group felt this approach was necessary but a last resort where resources were being directed away from other residents and supported a right of appeal to ensure the Council were being objective in their application of the policy.

## **9.0 RECOMMENDATION**

- a. That members of the committee support the Reasonable Adjustment for Customers Policy, and recommend it to the Policy and Finance Committee for final approval.**

### **Reason for Recommendation(s)**

To ensure the Council consider the needs of its customers and to meet the recommendation of the Housing Ombudsman Self – Assessment Code.

For further information please contact Jill Baker – Business Manager Customer Services on ext. 5810 or Julie Davidson – Business Manager, Housing and Estates on ext. 5542

Suzanne Shead  
Director – Housing, Health and Wellbeing

And

Deborah Johnson  
Director Customer Services and Organisational Development