

POLICY & FINANCE COMMITTEE

27 JANUARY 2022

REASONABLE ADJUSTMENT POLICY FOR CUSTOMERS

1.0 Purpose of Report

1.1 To seek Committee approval of the Reasonable Adjustment for Customers Policy.

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 details what is classed as a reasonable adjustment. This includes how the Council communicates with customers and what we can do to support.

3.2 Each request will be considered on its own merits and the Council will do all it can to support the request within. A copy of the parameters set out in the proposed policy is attached as an **appendix** to the report.

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 Councils 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 / Housing Advisory Group

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 Homes & Communities Committee

9.1 This report is being considered by the Homes & Communities at their meeting to be held on 24 January 2022 and their comments will be reported to the Policy & Finance Committee.

10.0 RECOMMENDATION

That the Reasonable Adjustment for Customers Policy be approved.

Reason for Recommendation

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

Background Papers

Nil.

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

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