



Report to: Portfolio Holder – Strategy, Performance and Finance
Decision Date: 30 July 2024
Portfolio Holder: Councillor Paul Peacock
Director Lead: Deborah Johnson, Director of Customer Services and Organisational Development
Lead Officers: Jill Baker, Customer Services Business Manager, Ext.5810

Report Summary	
Type of Report	Open, non-key decision
Report Title	Reasonable Adjustments Policy
Purpose of Report	To seek a Portfolio Holder decision on the revised Reasonable Adjustments Policy
Recommendations	That the revised policy is approved by the Portfolio Holder – Strategy, Performance and Finance
Alternative Options Considered	No alternative options available
Reason for Recommendation	To ensure the Policy remains up to date and meets the requirements of the Housing Ombudsman Complaint Handling Code
Decision Taken	As per recommendations

1.0 Background

- 1.1. The Council is committed to providing excellent customer service. One of the Council's values is to be "Caring and Compassionate". To achieve this, the Council strives to be sensitive to the different needs and circumstances of others and will make reasonable adjustments to ensure our services are accessible to all.
- 1.2. The current Reasonable Adjustments Policy was approved in February 2022 and is due to be reviewed.

2.0 Proposals

- 2.1 The 2022 policy has been reviewed alongside guidance from the Housing Ombudsman Service. The existing policy met their requirements. Minimal enhancements were made to the wording.
- 2.2 As no significant changes were made to the policy, it does not need to go through the committee process.

2.3 The policy will be published on our website for public viewing and on the internal Sharepoint site for staff. Training will be delivered to the Housing Directorate senior officers and Customer Team and all other staff will be made aware of the policy.

2.4 We appreciate that further work is required on Equality, Diversity and Inclusion. An internal working group has been created to support the Council in meeting its obligations around this for both our residents and staff.

3.0 Changes to the Policy

3.1 There are no fundamental changes to the Policy. The amended Policy has just been strengthened in a couple of areas - section 4, requesting a reasonable adjustment and section 5, the types of reasonable adjustments we can offer.

4.0 Engagement

4.1 The Local Influence Network chairs were asked for their comments on this Policy and where appropriate their comments have been incorporated into the Policy.

4.2 The Local Influence Network will be contributing to the completion of an Equalities Impact Assessment for this Policy.

5.0 Implications

5.1 The Council is required to have a Reasonable Adjustments Policy. Without an approved Policy, the Council will not be able to meet the requirements of the Housing Ombudsman Complaint Handling Code.

In writing this report and in putting forward recommendations officers have considered the following implications; Data Protection, Digital and Cyber Security, Equality and Diversity, Human Resources, Human Rights, Legal, Safeguarding and Sustainability, and where appropriate they have made reference to these implications and added suitable expert comment where appropriate.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

None