



## Dovecotes Tenant Management Organisation

### Reasonable Adjustment Policy

#### **Introduction**

Reasonable adjustments are the way Dovecotes Tenant Management Organisation makes changes to the services we offer to disabled people to ensure that they have a fair and equal opportunity of access. This policy applies to everyone who wishes to use our services and our employees.

Under the Equality Act 2010 reasonable adjustments can mean alterations to buildings by providing lifts, wide doors, ramps and tactile signage, but may also include changes to policies, procedures and staff training to ensure that services work equally well for people with learning disabilities.

The term 'disability' covers learning disabilities, physical and mental impairments that have a substantial and long-term effect on the person's ability to carry out normal day-to-day activities. A long-term effect is one that has lasted, or is expected to last, for 12 months or more. The Equality Act 2010 ('the Act') gives rights to people who have, or have had, a disability, to prevent them from being placed at a substantial disadvantage.

Dovecotes Tenant Management Organisation are committed to making adjustments to promote good practice and as part of that commitment there will also be occasions when we will consider adjustments for people who may not have a disability, but who may still face barriers when using our services. In addition to these conditions, the Act's definition of a disability is broad enough to cover people with a range of common impairments such as hearing, visual and speech impairments as well as other conditions such as dyslexia, arthritis, depression, diabetes, asthma and back problems. A disability may be visible or non-visible.

#### **Our commitment**

We will always consider requests for adjustments to remove or reduce any disadvantages faced as far as possible. In our commitment to this we will;

- Communicate in a clear and simple format providing repeated explanations where required.
- Respond effectively and proactively to difficulties as they emerge.
- Information provided by us will be accessible, we will take steps to ensure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand, with support if necessary.
- We will consider providing equipment or other aids which make it easier for disabled people to access our services. For example;
  - An induction loop for a person who uses a hearing aid.
  - Information in an alternative format, such as large print for a person with a visual impairment, or easy read for a person with a learning disability, or coloured paper for a person who has dyslexia, or an electronic format for a person who is blind.
  - Providing an ergonomic chair for a person with a hip or back problem.
  - Providing a British Sign Language (BSL) interpreter and electronic note taker witness for a person who is deaf.
  - Allowing a person with a visual impairment to make a request for service or complaint over the telephone rather than in writing.
  - Allowing a person to make a paper-based rather than online application for registration, if their disability makes it difficult for them to use the online process.
  - Publishing easy read versions of key documents and surveys.
- We expect our staff to be able to recognise the need for, and facilitate reasonable adjustments for disabled people using our services. We reflect this in our policies and guidance (there is no set definition of what constitutes ‘a reasonable adjustment’, we will take a case-by-case approach to deciding what is reasonable when we consider requests).
- To help us to make any adjustments in time to be able to help, we encourage disabled people to ask for any support as early as possible.

### **Continuous Improvement and Equality Impact Assessments**

In its delivery of public services, Dovecotes Tenant Management Organisation must evidence an understanding of the diverse communities it serves and take account of their diverse needs. When making policy, financial and strategic decisions an Equality Impact Assessment will be undertaken to ensure that a decision does not unlawfully discriminate against any protected characteristic.

Dovecotes Tenant Management will work closely with the City of Wolverhampton’s Equality, Diversity and Inclusion Department ensuring that we meet our statutory duties under the Equality Act 2010 in employment of staff, delivery of services to customers, service users/clients and visitors.

### **Review**

This policy will be reviewed annually by the Chief Officer and management committee.