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Date: 22nd May 2025

**INDIVIDUAL CABINET
MEMBER DECISION**

Dear Sir/Madam,

The Cabinet Member for Housing (Councillor C. Watkins) is to consider the following reports and make a decision on **Thursday 5th June 2025 at 4.00pm** in Council Chamber Town Hall, Nuneaton.

Yours faithfully,

TOM SHARDLOW
Chief Executive

A G E N D A
PART 1
PUBLIC BUSINESS

1. **EVACUATION PROCEDURE**

A fire drill is not expected, so if the alarm sounds, please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside Lloyds Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.

2. **PUBLIC CONSULTATION** - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

Members of the public will be given three minutes to speak on a particular item and this is strictly timed. The chair will inform all public speakers that: their comments must be limited to addressing issues raised in the agenda item under consideration: and that any departure from the item will not be tolerated.

The chair may interrupt the speaker if they start discussing other matters which are not related to the item, or the speaker uses threatening or inappropriate language towards Councillors or officers and if after a warning issued by the chair, the speaker persists, they will be asked to stop speaking by the chair. The chair will advise the speaker that, having ignored the warning, the speaker's opportunity to speak to the current or other items on the agenda may not be allowed. In this eventuality, the chair has discretion to exclude the speaker from speaking further on the item under consideration or other items of the agenda.

3. **DECLARATIONS OF INTEREST** - To receive declarations of Disclosable Pecuniary and Other Interests, in accordance with the Members' Code of Conduct.

Declaring interests at meetings

If there is any item of business to be discussed at the meeting in which you have a disclosable pecuniary interest or non-pecuniary interest (Other Interests), you must declare the interest appropriately at the start of the meeting or as soon as you become aware that you have an interest.

Arrangements have been made so that interests that are declared regularly by members can be viewed in a schedule on the Council website ([Councillor Declarations of Interests](#)) Any interest noted in the schedule on the website will be deemed to have been declared and will be minuted as such by the Democratic Services Officer. As a general rule, there will, therefore, be no need for those Members to declare those interests as set out in the schedule.

There are, however, TWO EXCEPTIONS to the general rule:

1. When the interest amounts to a Disclosable Pecuniary Interest that is engaged in connection with any item on the agenda and the member feels that the interest is such that they must leave the room. Prior to leaving the room,

the member must inform the meeting that they are doing so, to ensure that it is recorded in the minutes.

2. Where a dispensation has been granted to vote and/or speak on an item where there is a Disclosable Pecuniary Interest, but it is not referred to in the Schedule (where for example, the dispensation was granted by the Monitoring Officer immediately prior to the meeting). The existence and nature of the dispensation needs to be recorded in the minutes and will, therefore, have to be disclosed at an appropriate time to the meeting.

Note: Following the adoption of the new Code of Conduct, Members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a Disclosable Pecuniary or a Deemed Disclosable Pecuniary Interest, the Member must withdraw from the room.

Where a Member has a Disclosable Pecuniary Interest but has received a dispensation from Audit & Standards Committee, that Member may vote and/or speak on the matter (as the case may be) and must disclose the existence of the dispensation and any restrictions placed on it at the time the interest is declared.

Where a Member has a Deemed Disclosable Interest as defined in the Code of Conduct, the Member may address the meeting as a member of the public as set out in the Code.

Note: Council Procedure Rules require Members with Disclosable Pecuniary Interests to withdraw from the meeting unless a dispensation allows them to remain to vote and/or speak on the business giving rise to the interest.

Where a Member has a Deemed Disclosable Interest, the Council's Code of Conduct permits public speaking on the item, after which the Member is required by Council Procedure Rules to withdraw from the meeting.

4. LANDLORD SERVICES – REASONABLE ADJUSTMENTS POLICY a report of the Assistant Director – Social Housing and Community Safety, attached (**Page 4**).

Individual Cabinet Member Decision

Report Summary Sheet

Date: 5th June 2025

Subject: Landlord Services – Reasonable Adjustments Policy

Portfolio: Housing

From: Nicola Botterill – Assistant Director for Social Housing and Community Safety

Summary:

The Council is legally obliged to comply with the Housing Ombudsman Complaint Handling Code, which came into force on 1st April 2024. The Code requires landlords to make reasonable adjustments for residents where appropriate, under the Equality Act 2010. The code further requires that landlords keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.

The Landlord Services Reasonable Adjustments Policy, attached at Appendix A, sets out sets out the Landlord Service's approach to ensuring that it meets this obligation to remove barriers and ensure that disabled people are able to fully participate in public life.

Recommendations:

That the Landlord Services Reasonable Adjustments Policy be approved.

Options:

1. Not to approve the Policy
2. To approve the Policy

Reasons:

Not to approve the Policy: Should the Policy not be approved, the Council will be in breach of its legal obligation as it relates to the Housing Ombudsman Complaint Handling Code.

To approve the Policy: Approval of the Policy ensures that the Council is compliant with its legal obligation as it relates to the Housing Ombudsman Complaint Handling Code.

Consultation undertaken with Members/Officers/Stakeholders

Equalities and Safeguarding Officer
Leader of the Council and Portfolio Holder for Housing

Subject to call-in:

Yes

Ward relevance:

All

Forward plan:

No

Corporate Plan Aim:

YC1 and HHC2

Corporate Plan Priority:

Relevant statutes or policy:

Housing Ombudsman Complaint Handling Code
The Equality Act 2010

Equalities Implications:

(Does this require an Equalities Impact Assessment? If so please append.)

Attached

Human resources implications:

None

Financial implications:

Any request for a reasonable adjustment will consider the affordability of the request.

Health Inequalities Implications:

None

Section 17 Crime & Disorder Implications:

None

Risk management implications:

Should the Council fail to approve a Reasonable Adjustment Policy, it will fail to comply with its legal obligation as it relates to the Housing Ombudsman Complaint Handling Code.

Environmental implications:

None

Legal implications:

The Policy is required to ensure compliance with the Council's legal obligations as it related to the Housing Ombudsman Complaint Handling Code.

Contact details:

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AGENDA ITEM NO. 4

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: ICMD –Councillor Chris Watikins

From: Nicola Botterill – Assistant Director for Social Housing and Community Safety

Date: 5th June 2025

Subject: Landlord Services – Reasonable Adjustments Policy

Portfolio: Housing

Corporate Plan Aim: YC1 – Delivering Services Effectively
HHC2 – Supporting Vulnerable Residents

Corporate Plan Priority: YC1- Deliver a modern organisation with agile and effective structure that meet the needs of residents
HHC2 - Work with Public Health colleagues and Partners to address community inequalities

1. Purpose of Report

1.1 The policy outlines the Landlord Service's approach to making reasonable adjustments for its customers, as required by the statutory Housing Ombudsman's Complaint Handling Code.

2. Recommendations

2.1 That the Landlord Services Reasonable Adjustments Policy be approved.

3. Background

3.1 On 1st April 2024, the Housing Ombudsman's Complaint Handling Code entered statute. It therefore meant that social housing landlord are obliged by law to follow this code. The

Complaint Handling Code (The Code) aims to establish best practices in managing complaints. Its primary objectives are to enhance services for residents and foster a constructive complaints culture within the social housing sector.

- 3.2 The Code requires landlords to make reasonable adjustments for residents where appropriate, under the Equality Act 2010. The code further requires that landlords keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a resident has disclosed. Any agreed reasonable adjustments must be kept under active review.

4. Reasonable Adjustments Policy

- 4.1 The proposed Landlord Services Reasonable Adjustments Policy is attached at Appendix A. It sets out the Landlord Service's approach to ensuring that it meets its legal obligation to make reasonable adjustments to its services and facilities to remove barriers and ensure that disabled people can participate fully in public life.

- 4.2 The Policy does not aim to explain how the Council will approach every circumstance where a customer with disabilities requires a service to be adjusted. Rather, it deals with a range of considerations to ensure that any adjustments are reasonable and able to be tailored to the needs of the individual.

- 4.3 Reasonable adjustments are classed as changes that are made to usual practices or provision of services, to reduce the disadvantage that disabled people may face in accessing them. The adjustments made will depend of the specific needs of the individual.

- 4.4 The Policy identifies that assumptions around what is a reasonable adjustment will not be made. Any request will be considered and discussed with the person to whom it pertains. Requests will be assessed on a case-by-case basis, considering factors such as the nature of the adjustment, the cost and practicality of making the adjustment, and the availability of resources.

5. Conclusion

- 5.1 The Council is committed to meeting its obligations under the Equality Act 2010 and via the Housing Ombudsman Complaint

Handling Code. This Policy sets out how those obligations will be met, ensuring fair access and participation for disabled persons.

6. Appendices

Landlord Services Reasonable Adjustments Policy.

7. Background Papers (if none, state none)

7.1 None.

2025

Landlord Services Reasonable Adjustments Policy

Nuneaton and Bedworth
Borough Council
5/16/2025

Title page

Sub-heading

Author and Version information

Name

Approved by

Version no

Date

Contents

Page Description

Description

Landlord Services
Reasonable Adjustment Policy

www.nuneatonandbedworth.gov.uk

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1. Introduction

- 1.1 As part of Nuneaton and Bedworth Borough Council's corporate approach to improve both the accessibility of Council services and the quality of service we deliver; we will make sure that the people of our Borough get a good quality, consistent level of service, however they choose to contact the Council.
- 1.2 Nuneaton and Bedworth Borough Council is committed to ensuring that all residents, including those with disabilities, have access to our services. The Council recognises its legal obligation to make reasonable adjustments to its services and facilities to remove barriers and ensure that disabled people can participate fully in public life.
- 1.3 The policy defines what a 'reasonable adjustment' is, in what type of circumstances changes will be made, how a request for a reasonable adjustment can be made and how the Council will deal with this request.

2. Scope of Policy

- 2.1 This policy sets out Nuneaton and Bedworth Borough Council's commitment and legal obligation to consider adjustments and to make adjustments where reasonable under the Equality Act 2010.
- 2.2 The Council is committed to ensure that the way it works does not place a specific person with disabilities at a disadvantage. The Equality Act 2010 calls on organisations to take such steps as it is reasonable to have to take to avoid the disadvantage. This is to ensure that individuals receive the same quality and level of service as someone without a disability, where this is possible.
- 2.3 This policy does not aim to explain how the Council will approach every circumstance where a customer with disabilities requires a service to be adjusted. Adjustments only have to be made if it's reasonable to do so. What's a reasonable adjustment will be factored in with considerations including:
 - the disability.
 - how practicable the changes are.

- if the change you ask for would overcome the disadvantage you and other disabled people experience.
- how much money and resources are available.
- the cost of making the changes.
- if any changes have already been made.

2.4 Many of the adjustments we offer to our services can also be made available to our customers without disabilities.

2.5 This policy applies to all services provided by the Nuneaton and Bedworth Borough Council's Landlord Services functions, including those accessed online or in person.

3. Definition of disability under the Equality Act 2010

3.1 Under the Equality Act 2010, a person is considered as having a disability if they have a physical or mental impairment that has a 'substantial' and 'long term' negative effect on their ability to carry out normal day-to-day activities.

3.2 What 'substantial' and 'long-term' mean:

- 'substantial' is more than minor or trivial, e.g., it takes much longer than it usually would to complete a daily task like getting dressed.
- 'long-term' means 12 months or more, e.g., a breathing condition that develops as a result of a lung infection.

There are special rules about recurring or fluctuating conditions, e.g., arthritis.

3.3 The Equality Act 2010 provides a legislative framework to protect the rights of individuals and to advance equality of opportunity for all. In order to achieve equality, you can treat a disabled person better or 'more favourably' than non-disabled person and sometimes this may be part of the solution.

3.4 Definition of disability under the Equality Act 2010 can be found here: <https://www.gov.uk/definition-of-disability-under-equality-act-2010>

4. When Adjustments Should be Made

- 4.1 The Council will comply with the Equality Act 2010 and its duty to make reasonable adjustments for disabled people. The duty is anticipatory, meaning that the Council must think proactively about what adjustments might be required and make them in advance, rather than waiting for a specific request. This is particularly important with hidden disabilities when an individual may feel unable to volunteer their need for a reasonable adjustment until asked. The Council already has a number of reasonable adjustments in place for customers.
- 4.2 Under the Act, there is a legal duty to make adjustments in the following three circumstances:
- Where there is a provision, criterion or practice which puts a person with a disability at a substantial disadvantage. This could be in relation to a relevant matter that puts a disabled person at a disadvantage in comparison to a non-disabled person.
 - Where a physical feature of a building or other premises may put a person with a disability at a significant advantage compared to a non-disabled person.
 - Where a person with a disability would, but for the provision of an auxiliary aid or additional service, be put at a substantial disadvantage in comparison to a non-disabled person.

5. What is a Reasonable Adjustment?

- 5.1 Reasonable adjustments are changes made to the council's usual practices or provision of services to reduce the disadvantage that disabled people may face in accessing them. The adjustments made will depend on the specific needs of the individual and the situation.
- 5.2 Examples of reasonable adjustments that may be made include:
- a) Providing documents or correspondence in larger print or in a specific colour contrast to aid those with visual impairments or dyslexia.
 - b) Providing documents or correspondence in an alternative format to aid those with learning or cognitive disabilities.

- c) Allowing extra time for responses or providing alternative means of communication such as email or telephone for those with communication difficulties
- d) Providing sign language interpretation or other communication support
- e) Ensuring physical access to council buildings or facilities, including ramps, lifts, and accessible toilets
- f) Adjusting workspaces or equipment to accommodate disabilities.
- g) Providing alternative accessible formats for council events or public meetings

6. Requesting a Reasonable Adjustment

- 6.1 The Council will routinely ask if reasonable adjustments are required when individuals access its services. However, individuals are also encouraged to contact the Council at any time to request an adjustment.
- 6.2 The Council will make every effort to accommodate requests and will suggest additional adjustments where appropriate. The Council may also recommend adjustments that the individual may not have thought of, to ensure that their needs are fully met.
- 6.3 In some cases, people will not know what adjustments they require or what can be provided, and in these circumstances, we can discuss a range of possible options to meet the individual needs.
- 6.4 Customers can request that we make reasonable adjustments in the following ways:
 - in person
 - in writing for example by email, by post, text
 - by telephone
 - by a family member when we have been given permission to do so; and or
 - a member of staff may suggest for one to be made, when they are aware it will support the customer needs.

7. The Council's assessment and response to a request

- 7.1 We will not assume what reasonable adjustments a disabled person may need. But we will consider any request and discuss this with the person to agree any possible changes.
- 7.2 Before making reasonable adjustments, we need to consider some important factors:
- what the disadvantage would be if the change was not made.
 - whether the change will be effective in reducing the disadvantage
 - how practical it is to make it.
 - whether it would disrupt our other activities
 - the cost and availability of resources, including external help and finance.
- 7.3 The Council will assess requests for reasonable adjustments on a case-by-case basis, taking into account factors such as the nature of the adjustment, the cost and practicality of making the adjustment, and the availability of resources. The Council will aim to agree on reasonable adjustments with a minimum of delay and implement them in a timely way. If the Council cannot agree to make an adjustment, it will provide a clear explanation of why it is not possible and suggest alternative adjustments where appropriate.
- 7.4 It needs to be remembered that there may be several different options to providing a reasonable adjustment. A customer may be insistent that they are provided an adjustment that they have suggested, however, the Council can suggest an alternative adjustment which it believes is reasonable also.

8. Keeping a Record of Customer's Needs

- 8.1 Any request by a person will be recorded onto Nuneaton and Bedworth Borough Council's relevant internal systems and will be used to meet the person's specific needs (each time they contact the relevant service where relevant) throughout their interactions with the Council.

8.2 We are committed to ensuring that individuals' privacy is protected and will only collect, use and store their personal data in line with the General Data Protection Regulation 2016 and the Data Protection Act 2018.

9. Our Employees

9.1 Our employees will be made aware of the principles of reasonable adjustments, to ensure that they can provide an inclusive service to all residents. This will be included within the Council's equality training course, which all Council employees must attend every three years.

10. Equality within the Council decision making process

10.1 As part of the Council's decision making process, each report the Council produces requires the report writer to consider any impact the decisions of the report will have on equality matters.

10.2 Where it has been deemed there are equality matters to address, that report will include an Equality Impact Assessment which will set out the potential equality issues the decision poses and how the Council is going to work to mitigate any impact on Protected Characteristics.

11. Review

11.1 If an individual is unhappy with the council's response to a request for reasonable adjustments or with the adjustments made, they can ask for this to be reviewed. The Council will respond to a review in a timely manner, and work with the individual to resolve any issues.

11.2 Details of how to make comments, give feedback or make a complaint can be found here:

<https://www.nuneatonandbedworth.gov.uk/contact-us/customer-feedback>

The Council website is compliant with all legal requirements for accessibility.

Equality Impact Assessment - Screening

| | |
|----------------------------------|-------------------------------|
| Name of Policy/Procedure/Service | Reasonable Adjustments Policy |
| Service Unit | Housing and Community Safety |
| Date of Implementation | TBC |

Does this policy/procedure/service have any differential impact on the following groups/people? (please tick):

| <i>Group</i> | This may have a positive impact | This may have a negative impact | No adverse impact |
|--|---------------------------------|---------------------------------|-------------------|
| Age | X | | |
| Disability | X | | |
| Gender | | | X |
| Gender Reassignment | | | X |
| Marriage and Civil Partnership | | | X |
| Pregnancy and Maternity | X | | |
| Race – which includes ethnic or national origins, colour, caste or nationality | X | | |
| Religion or Belief – this also includes no religion/belief | X | | |
| Sexual Orientation (Including LGBT) | | | X |
| impact on Serving and/or Ex Serving Armed Forces Personnel and their families | | | X |

Please tick if you believe that this document:

- Should proceed to a Full Impact Assessment Red
- Needs some minor changes, but does not need a Full Impact Assessment Amber
- Needs no further action Green

Comments (If any):

No issues identified. Policy is intended to have a positive impact on several of the protected characteristics.

| | |
|-------------------------------|--|
| Signed |  |
| Officer completing assessment | Craig Dicken |
| Date | 16 th May 2025 |