

2025

Landlord Services Reasonable Adjustments Policy

Nuneaton and Bedworth
Borough Council
22/12/2025

Reasonable Adjustments Policy Quality Record

Author and Version information

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Approved by: Single Member Decision (Housing Portfolio)

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Contents

Page	Description	Description
3	Introduction and Scope of Policy	
4	Definition	
5	When Adjustments Should be Made & What is a Reasonable Adjustment?	
6	Requesting a Reasonable Adjustment	
7	The Councils Assessment and Response and Record Keeping	
8	Our Employees, Equality and Review	
9	Equality Impact Screening	

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):

Group	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
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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