



# Reasonable Adjustments- Diversity & Inclusion

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Housing & Customer Services

**Valid From:** October 2021  
**Review due:** October 2024

***The content of this policy must not be adapted or changed in any way, except where expressly directed to enter individual location names, or contact details.***

***Please use and enter information in to the Appendices***

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## **Our mission**

**Working with people to make choices, achieve goals and take control of their lives through high quality care, support and housing.**

## **Our values**

**Excellence**

**Aspiration**

**Partnership**

**Trust**

**[lookahead.org.uk](https://lookahead.org.uk)**

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## Policy

### 1 Scope

- 1.1 The policy applies to Look Ahead employees, including Board members. As well as, volunteers, bank workers, job applicants, customers, prospective customers and advocates.
- 1.2 The policy should be read in conjunction with the following policies:
  - Diversity & Inclusion
  - Menopause Policy
  - Complaints & Feedback
  - Advocacy
  - Supervision
  - Grievance
  - Positive Pathways
  - Asset Management –policies

### 2 Policy Statement

- 2.1 Look Ahead is committed to ensuring that our staff and customers with disabilities are not disadvantaged in accessing its services, performing their duties or professional development opportunities.
- 2.2 Our Diversity & Inclusion policy promises to create an inclusive work place for our staff and make reasonable adjustments for our customers with disabilities and social barriers.

### 3 Legislation and Regulatory Requirements

- 3.1 The Equality Act 2010 (the Act) provides a legislative framework to protect the rights of individuals and to advance equality of opportunity for all. Under the Act public bodies have a legal duty to make reasonable adjustments:
  - Where there is a provision, criterion or practice which puts a person with disabilities at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled
  - Where a physical feature puts a disabled person at a substantial disadvantage in comparison with persons who are not disabled
  - Where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in comparison with persons who are not disabled.
  - Substantial disadvantage is defined in the Equality Act 2010 s.212(1) as ‘more than minor or trivial’.
- 3.2 The regulator of social housing tenant’s empowerment standard also requires Look Ahead to provide choice, information and communication that is appropriate to the diverse needs of our tenants.

## 4 Definitions

4.1 What is a reasonable adjustment? To make an adjustment means to make a physical change to premises or to change work practices to avoid or correct the disadvantage to a person with a disability.

4.2 Examples of this may include:

- Allowing more time than we would usually for someone to provide information that we require;
- Providing specialist equipment or additional support such as a sign language interpreter for a workshop or event.

## 5 Key Principles

### Our Staff

5.1 There is no prescribed list of reasonable adjustments for staff; the adjustment will depend on the individual's needs. Nonetheless, some examples of the adjustments that Look Ahead could reasonably consider include:

- Rest or comfort breaks in meetings.
- Changing work times locations, role
- Giving more time to perform tasks
- Providing assistive technologies
- Making use of virtual meetings.

### Our Customers

5.2 Types of reasonable adjustments that staff can consider for customers may include:

- Provision of auxiliary aids and property adaptations e.g. Ramps, hand rails
- Providing specialist safety equipment e.g. vibrating fire alarms detectors
- Provision of information in appropriate alternative formats (e.g. large print, Braille, coloured paper etc.)
- Use of email or telephone in preference to hard copy letters
- Use of plain English or Easy Read service
- Rest or comfort breaks in meetings.
- Communication through a representative or intermediary
- Sensory equipment
- Making use of virtual meetings
- Change of policy and procedures; e.g. extending timeframes (where lawful to do so)
- Provide alternative engagement channels.

## **6 Procedure**

- 6.1 We will let staff know that we can provide reasonable adjustments through the policy, employee network groups, in staff supervisions and meetings.
- 6.2 Staff should be encouraged to discuss and make requests through their line manager, Human Resource department and DisAbility network
- 6.3 We will discuss the requirements with the person concerned and seek the advice of others, such as Occupational Health, Access to Work, Health and Safety, to reach agreement on what may be reasonable in the circumstances.
- 6.4 We will let customers know that we can provide reasonable adjustments through the policy; and;
- By including a paragraph in written communications (e.g. acknowledgement letters);
  - By asking whether a reasonable adjustment might be required over the telephone;
  - By including a note in our published documents indicating that we can provide the document in an alternative format on request;
  - By publishing our policy on our website;
  - In key working sessions;
  - During the referral and assessment process;
  - Support and risk plan reviews;
  - Tenancy sign-ups;
- 6.5 Customers can also request reasonable adjustments:
- Directly through their Keyworker or Housing Officer
  - In writing by email or letter
  - Through our customer contact centre
  - A referral from a statutory agency or following an assessment
  - Through an advocate or family member
- 6.6 A key worker can also make a recommendation as part of the support planning and risk management process.

## **7 Our response to requests for reasonable adjustments**

- 7.1 In the majority of cases we will be able to agree and deliver the required reasonable adjustment. In some cases, we may need to consider in more detail how best to overcome the difficulty a disabled person is experiencing or seek advice from expert disability organisations that can assist with signposting and other forms of support.
- 7.2 **How do we decide what is reasonable?**
- 7.3 The Equality Act does not define what is 'reasonable' but guidance from the Equality and Human Rights Commission Suggest that the most relevant factors are:

- The effectiveness of the adjustment(s) in preventing or reducing the disadvantage for the disabled person
- The practicality of us making the adjustments
- The availability of our resources including external assistance and finance
- Any disruption to the Service that making the adjustment may cause.

7.4 **Effectiveness:** The adjustment should be designed to fully address the disadvantage it is meant to overcome. For example providing an audio version of documents may not properly overcome the barriers faced by the disabled person if there are other requirements that need to be overcome, for example the customer also has a hearing impairment.

7.5 **Practicality:** For example it may not be possible for us to provide additional time to customers if there are legislative deadlines to meet.

7.6 **Resources:** In the circumstances where we are unable to make a reasonable adjustment due to resources, we will work together with the customer or staff member to find the most appropriate solution for them.

7.7 **Potential Disruption to Look Ahead Service:** In making the adjustment we must be able to provide our core service to all customers. For example, it would not usually be reasonable for a support worker to devote all of their time to one customer as that will be detrimental to another customer. The amount of extra time provided must therefore be 'reasonable' in all the circumstances.

## 8 Record Keeping and Confidentiality

8.1 All reasonable adjustments must have oversight by the colleagues line manager and records kept of agreed reasonable adjustments or where Look Ahead is unable to meet the request and the reasons why.

8.2 Written records and agreements must be stored securely within colleagues 1-1 supervision records, HR case records or on the DSE database. All records and sensitive information must be kept securely and confidentiality maintained.

8.3 Reasonable adjustments for customers must be kept securely on customer case records and /or customer information systems.

## 9 Dealing with complaints

9.1 We are committed to providing a high standard of service, dealing with everyone in a way that is fair and free from discrimination. If someone is dissatisfied with the arrangements we have made for providing reasonable adjustments, we will respond in accordance with our complaints policy (customers) and our grievance policy (staff). If necessary when reviewing our decision and seek advice from specific expert disability groups or seek legal advice

## 10 Inclusion & Diversity

10.1 We are committed to ensuring that our website is accessible to all visitors in a way that suits them. Our website has an assistive digital inclusion tool "Browsealoud" which helps visitors access and understand our content, interact with our website

independently and with ease. It particularly benefits people who have hidden disabilities, such as dyslexia and individuals with literacy challenges, visual impairments and non-native speakers.

10.2 Functionality includes:

- Text-to-speech
- Translation – written and spoke
- Text Magnification
- Mp3 generation – converts text into an MP3 audio file
- Screen mask- blocks distractions
- Settings customisation to allow individual needs and preferences.

10.3 We will make reasonable adjustments to our complaints and feedback service where necessary to ensure customers with disabilities are not disadvantaged when accessing the service. Examples of the reasonable adjustments we will consider:

- Using the customer's communication preference throughout the duration of the complaint:
- We will not request a complaint to be made in writing where this presents a barrier or disadvantage to the customer due to their disability or additional needs
- We will extend any time limits (where lawful to do so)
- Provide information in alternative formats e.g. Braille, large print or on coloured paper.



## Glossary

Term	Definition

## Related documents

Document	Link
<b>Connected Policies</b>	Diversity & Inclusion Menopause Complaints and Feedback
<b>Forms and Letters</b>	
<b>Information Sheet</b>	
<b>Easy Read</b>	
<b>External Websites</b>	
<b>Legislation/Regulation</b>	

## Version Control

<b>Version no.</b>	1	<b>Date effective:</b>	October 2021
<b>Brief summary of changes:</b>			
<b>Colleague consultation:</b>	Head of H&S Head of HR Head of Governance and Assurance Heads of Operations		
<b>Customers consulted:</b>			
<b>Results customer consultation:</b>			
<b>Other consultation:</b>			
<b>Signed off by:</b>	Policy Group 5 <sup>th</sup> October 2021		
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<b>Review date:</b>	October 2024		



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Services we would be proud  
for our loved ones to receive