



Ribble Valley  
Borough Council

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[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

# **REASONABLE ADJUSTMENTS POLICY**

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## 1 BACKGROUND

- 1.1 This policy has been written in accordance with and to record the Council's commitments under the Equality Act 2010.

## 2 POLICY STATEMENT

- 2.1 The Council is committed to taking action to ensure that the way in which it works does not place members of the public with disabilities at a disadvantage and to remove the barriers which some may have in accessing its services.
- 2.2 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. It is a general statement of our commitment to ensure that those with disabilities are not at a disadvantage when accessing the Council's services.
- 2.3 The policy defines what a 'reasonable adjustment' is, in what type of circumstances they will be made and how a request for a reasonable adjustment can be made.
- 2.4 Many of the adjustments we offer to our services can also be made available to our customers without disabilities.

## 3 THE EQUALITY ACT 2010

- 3.1 Under the Equality Act 2010 (The Act) 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 The Act provides a legislative framework to protect the rights of individuals and to advance equality of opportunity for all.
- 3.3 Under the Act, we have 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 in relation to a relevant matter in comparison with persons who are not disabled;
  - Where a physical feature puts a person with a disability at a substantial disadvantage in comparison with persons who are not disabled; and/or
  - Where a person with a disability would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in comparison with persons who are not disabled.

## 4 WHAT IS A REASONABLE ADJUSTMENT?

- 4.1 A reasonable adjustment may be a physical alteration to one of our premises, for example, fitting a lift, wide doors or a ramp.
- 4.2 It may also be a change to one of our policies, procedures or services, for example, a comfort or rest break in a meeting or an extension of time limits (where lawful to do so).

4.3 We will adjust how we communicate with the public to meet their specific needs. For example, providing information in alternative formats.

4.4 In all circumstances, the reasonable adjustment is being made to ensure all of our services can be equally accessed by customers with disabilities, as well as those without.

## 5 HOW TO REQUEST A REASONABLE ADJUSTMENT

5.1 When you first contact us, we will ask you if you have a disability and whether you might need an adjustment to help you access the Council's services. You can, however, ask for a reasonable adjustment at any time. The Council will also suggest new or additional adjustments if we feel it might help you continue to make the best use of our service.

## 6 RESPONSES TO REQUEST

6.1 Before agreeing an adjustment the Council consider:

- What the disadvantage would be if the adjustment were not made
- Whether the adjustment will be effective in reducing the disadvantage
- How practical it is to make it
- Whether it would disrupt the Council's other activities unreasonably
- The cost and availability of resources, including external help and finance.

6.2 The Council will try to agree a reasonable adjustment with a minimum of delay but in some cases the Council may need to consider the request in more detail.

6.3 There may be circumstances where the Council decides not to meet the request. The Council has a duty to make the adjustment where it is "reasonable". The Council needs therefore to take into account the cost or resource implications of making the adjustment, whether the request itself is reasonable and whether there is a less expensive way of meeting the request before deciding whether the request is reasonable.

6.4 In the circumstance where we are unable to make a reasonable adjustment the Council will explain why and will work together with the person to find the most appropriate alternative solution for them. When the Council agrees a reasonable adjustment, it will inform the person in writing.

## 7 KEEPING RECORD OF A CUSTOMER'S NEEDS

7.1 As stated above the Council will enquire upon initial contact whether a person requires any adjustment to be made. This will be recorded onto the Council's internal systems and will be used to meet the person's specific needs throughout.

7.3 The Council will proactively check that this information remains correct, and this will record too.

## 8 EQUALITY IMPACT ASSESSMENTS

8.1 The Council completes an equality impact assessment each time we develop or review a policy, procedure or service. The assessment is to help us make sure our decision

making is fair and does not present any barriers or disadvantage to customers from any protected group (including disability) under the Equality Act 2010.

## 9 COMPLAINTS ABOUT FAILURE TO PROVIDE REASONABLE ADJUSTMENTS

9.1 The Council hopes that following a request, service users will be happy with the actions/adjustments which it has made, but, if this is not the case, and a service user is unhappy with the Council's response to any request made for a reasonable adjustment, or with the reasonable adjustment provided, a complaint can be made.

9.2 Details of how-to complain can be found here:

<https://www.ribblevalley.gov.uk/complaints-1/complaints-comments-compliments>