Connexus

Reasonable Adjustments

We believe in providing equal opportunities for all by ensuring our customers' needs are recognised and met. Where possible, we will make reasonable adjustments to ensure residents can access our services.

See additional guidance below or read our **Reasonable Adjustments Policy**.

What is a reasonable adjustment?

A reasonable adjustment means making a change to the way that we usually deliver our services to ensure we take account of individual needs where possible.

How we determine what is reasonable?

The Equality Act does not define what is 'reasonable' but guidance from the Equality and Human Rights Commission suggests that the most relevant factors are:

- The effectiveness of the adjustment(s) in preventing or reducing the disadvantage for the individual
- The practicality of us making the adjustments
- The availability of our resources, now and in the future
- Any disruption to the service that making the adjustment may cause.

It may not be possible for us to give additional time to customers if there are legislative deadlines to meet, such as extending times for servicing appointments, however we will try to begin the process earlier to support customers in these circumstances.

Types of adjustments we can make

There are several adjustments that we can make - see examples below. Not all adjustments are included in the list, so if there is an adjustment you require then please **call our Customers Services Team** to discuss it or **use the contact form**.

An adjustment will depend on an individual needs. We will discuss individual requirements to reach an agreement on what may be reasonable and possible in the circumstances. We will not make assumptions about whether a person with a disability requires any reasonable adjustment or about what those adjustments should be.

We will always explain if we cannot make the adjustment as requested and we will try to reach a suitable compromise.

Adjustment Examples

- Speak clearly and slowly with the offer of additional time
- Allow extra time to answer the door or phone
- Restricted contact times
- Confirm appointments by letter or email.
- Provide written communication in large print
- Provide a translation or interpreter service
- Arranging home visits.

Monitoring

We will make a note of any reasonable adjustments and the action to be taken on your record. We will review the records annually, to make sure the reasonable adjustment still meets your individual needs.