

# Reasonable Adjustment Policy

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**Policy ref:**

**Policy author/holder** Head of Consumer Regulation & Policy

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**Approved by:** Operations Meeting - Strategy

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**Review date:** December 2028

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## 1 Purpose and anticipated outcomes

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- 1.1 The purpose of this policy is to ensure LiveWest meets its legal duties under the Equality Act 2010 by making reasonable adjustments that enable all customers, particularly those with disabilities or support needs, to access services equitably and without disadvantage.

## 2 Scope and definitions

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### Scope

- 2.1 This policy applies to all LiveWest customers where we have a legal or contractual obligation to provide services under their tenancy agreement or lease.
- 2.2 Our responsibility to make reasonable adjustments is limited to those obligations. While we will always seek to act fairly and inclusively, adjustments will only be considered where they relate directly to the services, processes, or premises for which LiveWest is responsible under the terms of the customer's tenancy or lease.

### Definitions

- 2.3 Disability: A physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities (Equality Act 2010, Section 6(1)).
- 2.4 Reasonable Adjustment: As defined in the Equality Act 2010, a change that removes or reduces disadvantage experienced by a disabled person in accessing services, premises, or procedures.

- 2.5 Auxiliary Aid: Additional equipment or services that help a disabled person access services, for example hearing loops, ramps or grab rails.
- 2.6 Substantial Disadvantage: A disadvantage that is more than minor or trivial, as defined in Section 212(1) of the Equality Act 2010.
- 2.7 Customer-led Adjustment: An adjustment initiated by the customer based on their individual needs, rather than assumptions made by a colleague.

### **3 Policy statement**

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- 3.1 LiveWest is committed to ensuring that no customer is disadvantaged in accessing our services due to disability or support needs. We will make reasonable adjustments to our practices, procedures, and physical environments where necessary, guided by legal obligations and individual circumstances. Adjustments will be customer-led, proportionate, and designed to remove barriers to service access and tenancy sustainment.
- 3.2 This policy does not explain how we will approach every situation, it does however:
- Confirm our commitment to understanding the needs of customers living with disabilities when we make changes to our processes.
  - Set out the principles of our commitment to provide reasonable adjustments for customers who require them.
  - Detail what factors we will consider when dealing with requests for reasonable adjustments.
  - Explain how customers can appeal if they do not agree with LiveWest decision relating to their circumstances.

### **4 Key Roles and Responsibilities**

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- 4.1 It is the responsibility of all colleagues, contractors and Board Members to take account of customers with disabilities and support needs.
- 4.2 Each service area will consider what additional support, consideration or variation in usual service provision is appropriate for customers with disabilities and take steps to implement this, particularly when changing a policy, procedure, or any standard practices.

### **5 Legal considerations**

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- 5.1 This policy is underpinned by the Equality Act 2010, which places a legal duty on service providers to make reasonable adjustments for individuals with disabilities.
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- 5.2 The definition of disability and the concept of substantial disadvantage are drawn directly from Sections 6(1) and 212(1) of the Act.
- 5.3 The policy also considers guidance from the Equality Act Code of Practice, which outlines factors to assess the reasonableness of adjustments.
- 5.4 As a provider of services to the public, LiveWest has a legal duty to ensure that customers are not prevented from using our services because they have a disability.
- 5.5 Under the Equality Act 2010, the duty to make reasonable adjustments falls into three areas:
- When changing a policy, procedure, or any standard practices. Colleagues will complete an Equality Impact Assessment prior to making such changes to ensure they are fair and do not discriminate against individuals with protected characteristics.
  - Where a physical feature puts a disabled customer at a substantial disadvantage in comparison with customers who are not.
  - Where a disabled person, without the provision of an additional aid or service, would be at a substantial disadvantage in comparison with a customer who is not disabled.

## 6 Our approach

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- 6.1 Colleagues should always refer to our Aids and Adaptions Policy and procedures when giving advice or making decisions about physical alterations or additional facilities in our customers' homes.
- 6.2 It is not possible to produce an exhaustive list of reasonable adjustments since an adjustment can only be determined as reasonable or not in relation to a specific set of circumstances. However, there are factors that should be considered:
- Whether the request will compromise safety or breach any relevant safety regulations or building standards. All adaptations must be compliant.
  - The effectiveness of an adjustment in preventing or reducing the disadvantage for the disabled person – for example, the adjustment should be designed to fully address the disadvantage it is meant to overcome.
  - The practicability of the adjustment – for example, it may not be practical to adapt every toilet in a customer's home, providing that at least one toilet is accessible for them.
  - The financial and other costs of any adjustment – for example, if a customer requests a higher specification of an aid or adaptation than the standard item issued, if the standard item will perform the same task – it may be reasonable to refuse on grounds of cost, provided the alternative is suitable.

- The extent of the disruption caused – for example, it would not be practical for a LiveWest colleague to devote all their time to one customer or grant permission for an improvement that would disadvantage other customers.
- The availability of financial or other assistance such as disabled facilities grant – for example, a grant for funding may be available to fund requested adjustments.

6.3 Requests for adjustments should be customer lead; we will not make assumptions about what is required.

6.4 Some examples of the adjustments that colleagues can consider include:

- Provision of auxiliary aids e.g., hearing loop
- Provision of information in appropriate alternative formats (e.g., large print, Braille, coloured paper etc).
- Communication through a single point of contact or a representative/intermediary.
- Rest or comfort breaks in meetings.

6.5 In some cases, we may provide reasonable adjustments in circumstances, which are not defined as a disability according to the Equality Act but will make services accessible to customers with a support need or special circumstance. Whilst it is not possible to list all such circumstances, some examples are:

- Providing translation or interpreting services for customers whose first language is not English.
- Providing additional support for customers with literacy problems.
- Providing additional security to a victim of crime or domestic abuse.

Further detail about our approach is set out in our Inclusive Service Policy.

6.6 As a rule, LiveWest colleagues should take the following approach if they believe it is appropriate to do so:

- Ask. Many disabilities are not visible or obvious. Therefore, we should ask our customers, if it is felt appropriate to do so, whether they need or would like additional support.
- Listen. Most customers with disabilities will know what support they need and will tell us how we can help them. We should try to meet their request, where it is reasonable to do so.
- Be flexible. Customers in similar sets of circumstances may have different ways of dealing with them. For example, one person living with a hearing impairment may use British Sign Language and another may lip read.
- Be honest. If a customer asks for an adjustment which we may not be able to provide, colleagues should explain that they need to get further advice before deciding.
- Seek help. Colleagues who are uncertain should ask their line manager how best to proceed.

## 6.7 Appeals

If a customer wishes to appeal a decision made under this policy, they can appeal for the decision to be reviewed.

6.8 The appeal should be in writing, usually within 21 days of the decision.

6.9 We will advise of the deadline for any appeal within our decision letters.

6.10 Applications for an appeal can be made via our website form. We will also accept requests to appeal decisions by email or post.

6.11 Customers unable to appeal in writing due to a disability or support need should tell us and we will arrange for them to provide the information verbally or through a third party.

6.12 All appeals will be responded to in writing, we aim to do this within 14 days. When circumstances prevent this, we will explain the reasons why and provide a new date by which we expect to respond.

## 7 Performance Monitoring

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7.1 We will monitor the numbers of customers with a disability and the ways in which we provide flexible services to them, as set out in our Inclusive Service Policy.

7.2 Every year we will provide a thematic report to our Customer Service Committee about Aids and Adaptations that includes information about volume, type of demand, customer satisfaction, work in progress, cost, trends and customer feedback.

## 8 Linked / associated policies and other references

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- Aids and Adaptations Policy and procedures
- Inclusive Service Policy
- Equality, Diversity and Inclusion Policy

## Version Control

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Version Ref:	Date of change	By whom	Reason
1	December 2025	Head of Consumer Regulation & Policy	New Policy