

Reasonable Adjustment to Services Policy



The Equality Act 2010 protects people from discrimination and replaces previous anti-discrimination laws with a single Act. As a social housing provider, we have a responsibility to eliminate discrimination, ensure equality of opportunity and promote good relations between people that have protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation) and those who do not.



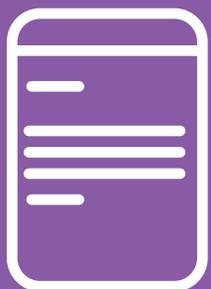
A request for a reasonable adjustment will depend on your needs. We will discuss these with you and agree on what may be most suitable and reasonable in your circumstances. We will not make assumptions about whether you require any reasonable adjustments or about what those adjustments should be.



Our commitment to you is that you will not be disadvantaged when accessing our services. To support this, where necessary, we will take all reasonable adjustments including but not limited to: a physical change to your home or a change to the way we deliver our services to you. We promise that you will always be treated with fairness and respect.

Our commitments to making reasonable adjustments might include:

- ▶ Providing physical aids and adaptations to your home;
- ▶ Finding a more suitable home, if necessary;
- ▶ Make it easier for you to communicate with us and access our services;
- ▶ Providing information in alternative formats (e.g. large print, braille, language etc.);
- ▶ Extending time limits where it is possible to do so;
- ▶ You can communicate through a third person if needed.



This is not an exhaustive list. We will monitor reasonable adjustments that have been requested to allow us to review and continuously improve the services we provide.

This policy covers the Flagship Group and its subsidiaries which include: Flagship Homes; Suffolk Housing; Victory Housing; Flagship Housing Developments; Gasway Services; RFT Services and any other contractors we may use to provide a service on our behalf.

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