

Reasonable Adjustment Policy

Date: August 2026

Department: Communities Group

Accessibility of Document

Our aim is to make documents and guidance easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed for you to receive the information outlined below in other formats. Depending on your needs, these may include, but are not limited to:

- Using larger print, or a specific colour contrast
- Having an 'easy read' version of the document
- Having a translation of the document
- Having the document in Braille format
- Having an audio recording of a document or recording in British Sign Language

If you would like to contact us about having a copy of this document, or in alternative formats, please call us on 01223 457000, or write to us at Cambridge City Council, PO Box 700, Cambridge CB1 0JH.

1. Purpose and Summary

Cambridge City Council (the 'Council') recognises that people accessing our services may have disabilities or vulnerabilities that may potentially disadvantage them, compared to people who do not.

While this policy does not seek to provide information on how every situation will be approached, it provides a general framework and is intended to:

- confirm our commitment to maintaining a high standard of accessibility to our services and ensuring our services are inclusive for everybody,
- define what a reasonable adjustment is, outline the process for requesting a reasonable adjustment, and give examples of possible adjustments, and
- explain what factors are considered when making a request.

2. Scope

This policy applies to all current residents of the Council and housing applicants, as well as anyone acting on their behalf as a representative.

Where this policy refers to ‘customers’ or ‘housing customers’, it includes tenants, leaseholders, housing applicants and prospective residents.

3. Legal Duty to People with Disabilities

Under the [Equality Act 2010](#) (the Act), Cambridge City Council has a legal duty to make reasonable adjustments where a disabled person would otherwise be placed at a substantial disadvantage when accessing our services.

The Council may also consider reasonable adjustments or additional support for customers who have vulnerabilities or other support needs, even where these do not meet the legal definition of disability.

As defined in the Equality Act 2010, a [disability](#) can refer to a physical or mental impairment that has a substantial or long-term adverse effect on a person’s ability to carry out normal day-to-day activities.

The Housing Ombudsman Service considers [vulnerability](#) as a state arising ‘from a combination of a customer’s personal circumstances, characteristics and their housing complaint.’ Vulnerabilities may be made worse when a landlord does not act with appropriate levels of care. Vulnerabilities can also be reduced if effective reasonable adjustments have been put in place.

4. Understanding and Assessing Reasonable Adjustments

- 4.1. A **reasonable adjustment** is a change to the way we provide information, communicate, or deliver services to ensure that a disabled person, or someone with additional support needs, is not placed at a disadvantage when accessing Council services.

There is no set list of potential **reasonable adjustments**. Adjustments that the Council can provide depend on individual needs and are decided on a case-by-case basis using the information you give us when making your request. No adjustments will be made without talking to you.

4.2. The extent of an adjustment:

The extent of a potential adjustment can depend on different factors, including:

- the disadvantage caused
- the difference an adjustment would make

- whether the requested adjustment is necessary and proportionate to reduce or remove the disadvantage
- available options that would support access to services as others without a disability or vulnerability, and
- the cost of the adjustment.

This video from the Equality and Human Rights Commission explains the duty to make a **reasonable adjustment**: <https://youtu.be/Wb5tM6Crkls>

4.3. How Do We decide What Is Reasonable?

What is reasonable can depend on a number of factors, including:

- the disadvantage caused
- the difference the adjustment would make
- if the adjustment requested is what is needed to make the difference or if it is more than is necessary
- what will put you in the same position as others using the service,
- whether the adjustment provided may potentially disadvantage others compared with the requester, and
- the cost of the adjustment.

If we cannot make a reasonable adjustment due to cost or resource constraints, we will work with you to find the most appropriate alternative solution.

5. Examples of Reasonable Adjustments

As all adjustments are considered on a case-by-case basis under the legal obligations stated above, adjustments we can provide will depend on your individual needs and circumstances.

5.1. Examples of Adjustments for Individuals with General Support Needs:

In addition to the options listed in our commitment to accessibility, reasonable adjustments that may be made for housing customers can include, but are not limited to:

- providing information in alternative formats (for example, in large print or Braille, in British Sign Language, as an audio file, or on coloured paper)
- giving you more time to do something
- communicating with you by email, phone, or in-person instead of in writing
- allowing a guide, hearing or emotional support dog to accompany you to a meeting

- dealing with a family member, friend or representative (if you have given us permission to do so), and
- providing breaks during meetings to help with concentration.

5.2. Examples of Adjustments for Individuals with Additional Support Needs:

In some instances, we may provide reasonable adjustments for housing customers who are not disabled but may have a special need. Although it is not possible to list all such circumstances, examples are:

- providing translation services or interpreters for customers whose first language is not English, and
- providing extra support for customers with literacy challenges.

5.3. Reasonable Adjustments to Our Complaints Process:

If necessary, we will make reasonable adjustments to provide equal access to the Council's complaints process. Adjustments we can make if you need help making a complaint can include:

- appointing a family member or friend to act on your behalf
- helping you find a representative to act on your behalf, or
- allowing a family member, friend, or representative to attend meetings with you to provide support or act as an advocate.

6. How to Request a Reasonable Adjustment

6.1. Requesting a Reasonable Adjustment:

Housing customers can ask for a reasonable adjustment:

- in writing – by sending us a letter or email to:
 - Cambridge City Council, PO Box 700, Cambridge, CB1 0JH
- in-person – in conversation with Council Staff or Officers
- online – by contacting us through our website www.cambridge.gov.uk/contact-us, or
- over the phone – by phoning our Customer Service Centre at 01223 457000
 - on-demand British Sign Language interpretation is available over the phone through a free online service called [SignLive](#) through an app on your smartphone, tablet, or computer
 - Customer Services and Council Officers can help you access verbal interpretation services in other languages in person, over the phone

More information on accessing interpreting and translation services when communicating with us is available on our website: [Interpreting and translation services - Cambridge City Council](#)

When submitting your request, you can include information that may be helpful for us to identify an appropriate adjustment or explain why you need one. This can include:

- what you would like to share with us about yourself, for example, that you have a disability, are neurodivergent or have a vulnerability
- documentation that can support your request and why you need an adjustment, like medical records or specialist assessments
- if you require support to understand the information we provide
- what you would like us to consider when communicating with you, or
- your experience and where you felt difficulty in understanding or accessing our services.

A family member, friend or representative can ask for an adjustment for you, if you have given us permission to deal with them. A member of council staff may suggest an adjustment if they are familiar with your situation and believe an adjustment may help you.

If you need additional support to request an adjustment from us, and if we are unable to support you in making the request, you can contact an adviser through [Citizens Advice](#).

6.2. Working with You on a Solution:

The Council aims to respond to all requests received within 10 working days. If there are delays, staff will be in contact to provide a reason for the delay.

We will make every effort to meet requests for adjustments where it is reasonable to do so (*see section 4*). In most cases, we can provide the necessary adjustment without delay.

Where we are unable to meet a request, we will respond and provide a reason why the Council cannot provide the requested adjustment at this time.

6.3. Providing Information:

Depending on the nature of your request, we may need additional information to identify an appropriate adjustment or seek advice from relevant disability organisations. We will only ask for additional information where it is necessary and proportionate to understand the adjustment requested or determine how best to support you.

Documents we may ask for can include things such as:

- medical evidence, such as summary care records or specialist assessments, to identify the effect or disadvantage you are experiencing or to confirm if a potential adjustment would be effective
- contact details of representatives, family members, advocates, or carers

Where we ask you to provide additional information to support your request, we will consider covering any reasonable costs, where appropriate.

All supporting documents received to support your request will be treated with sensitivity and confidentiality, according to relevant legislation, regulations, and policies, like the [UK General Data Protection Regulation](#) and the [Data Protection Act 2018](#).

6.4. What You Can Expect from Us:

To support us in improving our services, the Council will keep a record of all requests we receive and the steps taken to fulfil them.

We will also review your request with the officer who responded to it to identify opportunities for improvement, such as:

- notes for future communication with you
- options for alternative solutions
- reasons that we were unable to fulfil the request, if applicable

6.5. Appeals:

All refusal decisions are made with the agreement of a senior officer and in consultation with Legal, Equalities or another relevant specialist service.

If you are not satisfied with the arrangements or decision we have made about a reasonable adjustment, we will respond in line with our complaints policy. When we review our decision, we may get advice from disability groups or get legal advice.

7. Related Documents and Legal Obligations

Under the Act, the Council is committed to protecting people's rights and providing equal opportunities for everyone. In fulfilling our legal obligation to make reasonable adjustments, we cannot charge you any costs to meet that responsibility.

In addition to the Act, this policy has been written in accordance with the [Council's Complaints Policy](#), [Housing Ombudsman's Complaints Handling Code](#), and the [Regulator of Social Housing's revised Consumer Standards](#).

Implementation of this policy will also consider the following legislation, regulations and codes of practice listed below:

- [Social Housing \(Regulation\) Act 2023](#)
- [The Care Act 2014](#)
- [The Human Rights Act 1998](#)

This policy considers issues relating to accessibility of information and potential accommodations for people with disabilities or vulnerabilities. For issues relating to [adaptations for tenants with disabilities in council housing](#), please consult the relevant policy, speak to a Council Officer, or contact us either online through www.cambridge.gov.uk/contact-us, or by phoning our Customer Service Centre at 01223 457000.

8. Monitoring, Education and Training

Equality Impact Assessments: We carry out an assessment each time we develop or review a policy, procedure or service, to determine its impact on people from different groups. The assessment is to help us make sure our decisions are fair and do not disadvantage any disabled person.

We will review this policy every three years to ensure it remains aligned with good practice, in line with our standard review cycle, or sooner where required for business reasons or following changes to relevant laws or regulations.

9. Update History and Schedule

Last approved by:

Version No.	Date	Comments
1	September 2024	Initial policy developed and published; distributed for use in Housing Services.
2	August 2026	Included information regarding available adjustments; reorganised sections for ease of use (grouping examples, consolidated related documents and legal obligations); separated internal guidance as a reasonable adjustment guidance procedure.

3	Summer 2028	Scheduled review to ensure consistency across the authority following Local Government Reorganisation.
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