

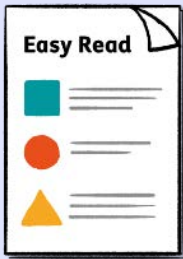
Reasonable adjustments policy

Reasonable adjustments are changes that places and services can make so that everyone can take part fairly.



**Easy
Read**

Easy Read



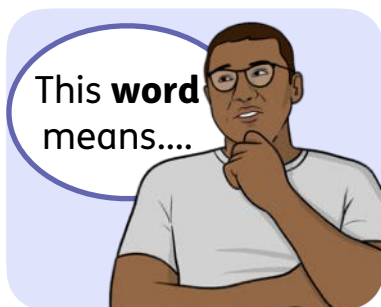
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

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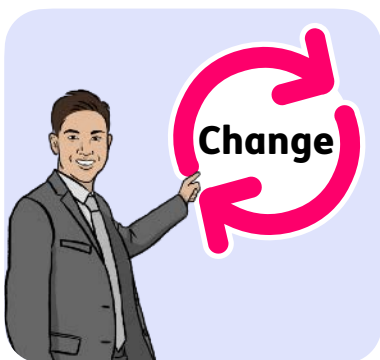
About this booklet



This booklet is from One Manchester.
We provide homes for people in Manchester.

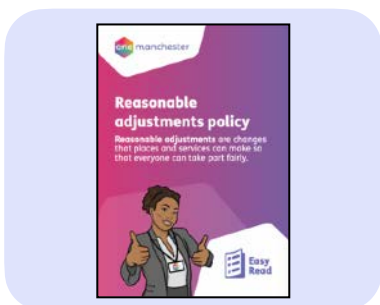


We want to make sure that everyone
can live in our homes and use our
services.



We can do this by making **reasonable adjustments**.

Reasonable adjustments are changes
that places and services can make so
that everyone can take part fairly.



This booklet is our reasonable
adjustments **policy**.

A **policy** is a set of rules about how
something should be done.

Why we need a reasonable adjustments policy

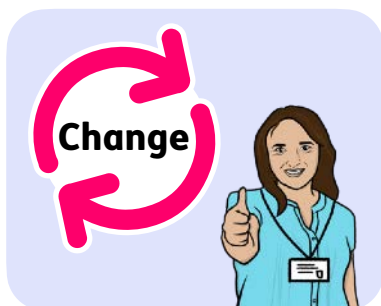
We need a reasonable adjustments policy so that:



- Everyone can use our services and live in our houses fairly.



- All members of our staff understand what reasonable adjustments are.



- All members of our staff understand when we make reasonable adjustments and how.



- People know how to ask for reasonable adjustments.

Making reasonable adjustments



The **Equality Act 2010** is a law that protects groups of people from being treated unfairly, like disabled people.

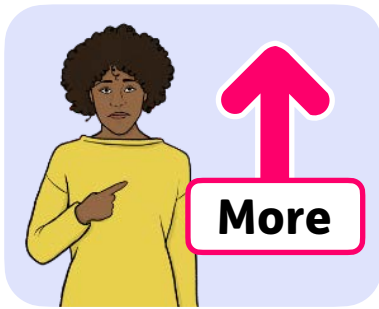
Following the Equality Act, we will make reasonable adjustments for:



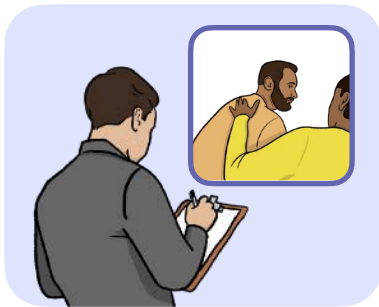
- Disabled people.



- **Vulnerable** people - this is what we call people who might:
 - Find day to day living hard.
 - Need extra support with living in your home and staying safe.



We know that some people may be more vulnerable than others.



We will decide how to support someone by looking at how vulnerable someone is.



We also know that a person can become vulnerable at any time.

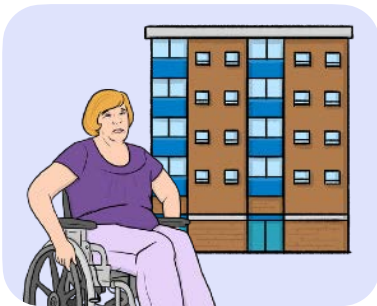
We ask our staff to watch for signs that someone might need extra help.

When we will make a reasonable adjustment

We will make a reasonable adjustment when:



1. Our ways of working stop someone from being able to use our services.



2. Our buildings and the things in our buildings, like stairs, make it harder for someone to use our services.



3. Someone would find it hard to use our services if they did not have extra help or equipment.

Asking for reasonable adjustments

Someone can ask us for a reasonable adjustment by:



- Talking to us themselves.



- Asking a local organisation to talk to us.



- Asking a family member to talk to us.

This should be a family member that is allowed to speak up for the person.



A member of our staff can also suggest a reasonable adjustment if they think it will help someone.



We will ask people who live in our homes if they or anyone they live with has any extra needs.

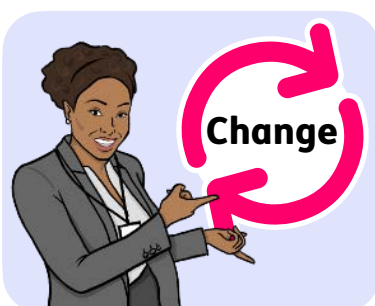


We will ask this when people first move into their homes.



We keep personal information about people's needs safe.

Letting people know about reasonable adjustments



We will let people who live in our homes know that they can ask for reasonable adjustments.

We will let people know by:



- Telling them about reasonable adjustments in person when they visit us.



- Writing about reasonable adjustments in the letters we send them.



- Asking them about reasonable adjustments on a phone call if we ring them.



- Sharing our reasonable adjustments policy on our website.



- Working with other groups to let more people know about our reasonable adjustments policy.



We will also let people know they can get our documents in a way they understand, like in Easy Read.

Following our reasonable adjustments policy



Every member of our staff must follow our reasonable adjustments policy.



Our staff teams will be in charge of carrying out our policy in the homes we provide.

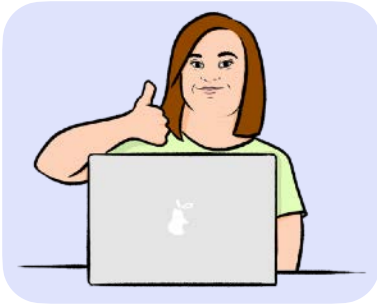


We will give all of our staff members training on how to follow and carry out our reasonable adjustments policy.



We have checked that our policy is fair to everyone.

We call this check an **Equality Impact Assessment (EIA)**.



As part of the EIA, we have made sure that everyone can find and read our policy online.

Checking our reasonable adjustments policy



Our Leadership Team is in charge of checking our reasonable adjustments policy.

They must check that:

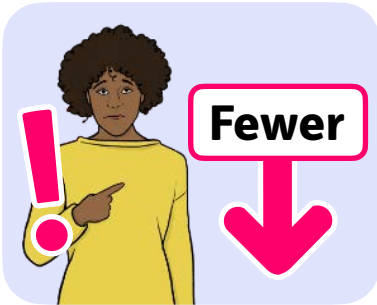


- Our policy is meeting the needs of disabled people and vulnerable people who live in our homes.



- All members of staff are following our policy.

The Leadership Team will know our reasonable adjustments policy meets people's needs when:



- We have fewer issues that involve vulnerable people.



- Vulnerable people who live in our homes say that our services meet their needs.

Find out more



You can look at our website here:
www.onemanchester.co.uk/



You can contact us by filling in a form
on our website:
[www.onemanchester.co.uk/contact-
us](http://www.onemanchester.co.uk/contact-us)

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