



REASONABLE ADJUSTMENTS POLICY

Freebridge
COMMUNITY HOUSING



Reasonable Adjustments Policy			
Last Reviewed	January 2026	Next Review	January 2028
Responsible Officer	Director of Operations		

Policy Statement

At Freebridge Community Housing, we know that life isn't one size fits all. Some people face visible barriers, mobility or sensory impairments while others face challenges that are harder to see, such as long, term illness, mental health, caring responsibilities or digital exclusion.

We also recognise that trauma including domestic abuse, bereavement, past homelessness or other adverse experiences can affect how someone communicates, makes decisions or accesses services. Trauma is not always visible, so we will take a sensitive, trauma informed approach and make reasonable adjustments to ensure customers feel safe, respected and in control.

This policy is about doing what's fair and kind: making reasonable adjustments so that no one is disadvantaged when using our services or living in our homes.

Policy Detail

Purpose and scope

This policy explains how we will identify, agree and record reasonable adjustments for our tenants and applicants.

It applies to everyone who interacts with Freebridge: tenants, leaseholders, applicants, household members, visitors, contractors and community partners, and covers:

- How we communicate and share information
- How we deliver and adapt our services, and
- How we support adaptations within homes or shared spaces

By making reasonable adjustments we help ensure that every resident can access our homes and services safely and fairly. Our approach demonstrates that we listen to and act on residents' needs, work in partnership with other agencies and keep our services inclusive, transparent and responsive.

What “reasonable adjustment” means at Freebridge

A reasonable adjustment is a change we make to remove or reduce a barrier that stops someone accessing our homes or services fairly.

It might be as simple as:

- Sending information in large print, braille or Easy Read
- Allowing longer appointment times
- Providing a British sign language interpreter
- Arranging repairs through a trusted advocate; or
- Installing grab rails or a flashing doorbell

Sometimes an adjustment might mean changing how we do things, not what we do, such as visiting you at home instead of asking you to come to us. We decide what's reasonable by looking at what's effective, practical, safe and fair for everyone involved. This includes recognising when someone's past or recent trauma makes certain processes, environments or communications difficult, and adapting our approach to avoid re-traumatisation.

Our promise

We promise to:

- Listen first. You know best what works for you
- Act fairly and promptly. We'll find a practical way forward and explain it clearly
- Record it once, respect it always. Once we've agreed an adjustment, you won't have to repeat yourself
- Review and learn. We'll keep checking that adjustments still meet your needs

Our approach is guided by empathy, dignity and fairness, values at the heart of the Freebridge community.

How to ask for an adjustment

You can ask in any way that suits you:

- Call us on

- Email us at
- Speak to any member of staff
- Tell us during a home visit; or
- Ask a support worker or family member to contact us on your behalf

You don't need to use the words "reasonable adjustment" or any other fancy language, if you tell us something is difficult, we'll take that as a request for help, simple as!

Timescales

When someone tells us what they need, we follow a simple five step process:

Step	Action	Standard timeframe
1. Acknowledge	Confirm receipt of request	Within 5 working days
2. Assess need	Discuss with tenant; gather supporting information if needed	Within 10 working days
3. Decision	Confirm whether adjustment agreed (and how it will be delivered)	Within 20 working days for standard cases
4. Record & implement	Add note and brief relevant staff/contractors	Immediately after decision
5. Review	Check effectiveness annually or when circumstances change	Ongoing

How we decide what's reasonable

We'll always start from 'how can we make this work?'

When considering requests, we look at:

- Effectiveness, will it remove or reduce the barrier
- Practicality and safety, can it be done safely and reliably
- Cost and resources, including possible Disabled Facilities Grants (DFG) or partnership funding
- Impact on others, for example, shared areas or service capacity

When an adjustment relates to trauma, we will take a trauma informed approach that prioritises safety, choice and control, and aims to minimise any risk of re-traumatisation.

If we can't agree to a request, we'll explain why and offer the next best alternative. Decisions are confirmed in writing and logged for monitoring.

Recording, reviewing and confidentiality

Once agreed, adjustments are recorded securely. Only staff or contractors who need the information can see it. Adjustments will be reviewed annually, whenever circumstances change or whenever a customer asks us to review them. We follow all data protection requirements under the UK GDPR and Freebridge's Privacy Notice. We take confidentiality seriously and record adjustments securely so we can deliver them consistently.

Examples of adjustments in practice

- Communication: large print, braille, Easy Read or audio information; BSL interpreters; clear language; extra time to respond
- Digital and communication adjustments which may include supporting customers to use online forms or portals or completing them on their behalf offering video calls or home visits instead of office appointments
- Process: flexible appointments; adapted arrears or complaints process, named contact for continuity
- Property / Environment: grab rails, ramps, lever taps, visual doorbells, stair rails, safe flooring, adjusted lighting; liaison with occupational therapy for major works
- Trauma informed adjustments: offering a named contact to reduce repetition and build trust; avoiding unexpected visits where possible; enabling a support worker, advocate or friend to attend appointments; giving more time for processing information or making decisions; arranging meetings in safer or neutral spaces if required

Because of our local community profile, an older population, higher disability rates and variable digital access Freebridge will pay particular attention to digital and communication adjustments, such as video calls, alternative contact methods and support with online services.

Roles and responsibilities

All staff; leaders, contractors and board members, share responsibility for identifying and delivering adjustments with oversight by the senior lead for EDI supported by the Customer Experience Team (or AD). They are responsible for ensuring that all reasonable adjustments are logged, monitored and reported as part of Freebridge's wider equality, diversity and inclusion performance reporting.

Escalating or resolving disagreements

Most adjustment requests are agreed quickly but sometimes we may not be able to offer exactly what someone has asked for. When this happens we'll explain our reasons clearly and look for the next best alternative.

If the customer still isn't satisfied the request will be reviewed by a senior manager within 10 working days. We'll confirm the outcome in writing and explain any next steps including how to make a formal complaint under Freebridge's complaints policy or contact the Housing Ombudsman Service for independent advice.

Our aim is to resolve things early, openly and fairly, so no one feels unheard or stuck in the process.

Workforce and training

All staff receive training on equality and adjustments; managers complete inclusive leadership refreshers.

Our promise

At Freebridge accessibility isn't a favour, it's fairness in action. We'll keep learning, listening and adapting so that every customer whatever their circumstances can feel truly at home with us.

Monitoring, reporting and governance

We track requests, response times and outcomes on adjustments will be reviewed quarterly as part of our EDI dashboard and reported annually to the board and Customer Insight Panel alongside the Operations Committee.

As part of our equality and access monitoring, we'll track the types of adjustments made and look for patterns linked to local needs such as age, disability, and digital access barriers identified in North and West Norfolk data. This helps us keep our approach evidence based and responsive to the communities we serve.