

# Reasonable adjustments for service users policy

June 2024

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## Our commitment and approach to providing reasonable adjustments for our service users

### Purpose

The IOPC has a legal duty under the *Equality Act 2010* to ensure that the services we offer are inclusive and accessible. We recognise that we must take reasonable steps to ensure all service users, including people with protected characteristics, are able to use our services.

The purpose of this policy is to set out the process for making reasonable adjustments, and to remove or reduce the effect of any barriers which may create a disadvantage for people with disabilities and/or additional needs.

This policy does not seek to explain how we will approach every situation. It is intended to confirm our commitment to improving accessibility for everybody that we come into contact with. It also sets out the factors that we take into account when dealing with requests for reasonable adjustments. This policy applies to all IOPC service users and sits alongside our [Service Standards](#).

### What is a reasonable adjustment?

A reasonable adjustment involves making a change to the way that we usually do things to ensure the IOPC is accessible to all of our service users. For example, this might mean providing information in a different format, or communicating with a service user through their representative or advocate.

We will not make assumptions about whether a disabled person requires any adjustments or about what those adjustments should be. We will discuss the requirements with the person concerned and seek to reach agreement on what may be reasonable in the circumstances.

### Requesting reasonable adjustments

The IOPC will let people know that we can provide reasonable adjustments by:

- publishing this policy and our [Service Standards](#) on our website
- where appropriate, asking our service users if they have a disability and might need any adjustments during our contact with them

- providing documents in an alternative format on request. working with key representative groups and others to raise awareness of this policy and to gain greater understanding of what might be helpful
- including a clear note on relevant records that alerts colleagues to agreed reasonable adjustments.

## **Types of reasonable adjustments we can offer**

We will consider each request for reasonable adjustments individually. We will be able to make some adjustments immediately, while others may need to be considered and arranged.

We will always agree the adjustments with the person involved to avoid making incorrect assumptions about a person's needs. Some examples of straightforward reasonable adjustments that colleagues can make include:

- providing documents in a larger font size
- providing documents on coloured paper or with a specific colour contrast, which can help people with conditions such as dyslexia
- allowing a person who has a learning disability or is experiencing poor mental health more time to provide further information - except where there is a legal deadline which we have no power to change
- using email or the telephone rather than hard-copy letters where appropriate
- offering more time to help someone understand our processes and procedures
- using clear, plain language appropriate to the person we are dealing with, and avoiding jargon

Some other arrangements that we can provide include:

- translating documents or correspondence into Braille
- communicating with people through their representative or advocate, if requested and approved by them, as referenced in the *Mental Capacity Act 2005*
- helping someone who is experiencing poor mental health to understand and manage the action we are taking by arranging a single point of contact within the IOPC
- providing access to an 'Easy read' service for those with a learning disability

Some requests may require more detailed consideration and we will discuss these with the service user on an individual basis. If it may take some time to make a decision or to introduce a reasonable adjustment, we will keep the person updated.

## Complaints about our service

The IOPC is committed to providing a high standard of service, working with all service users in a way which is fair and free from discrimination.

If you are dissatisfied with the arrangements we have made for providing reasonable adjustments, you can [make a complaint](#). We will respond in accordance with our [Complaints and feedback policy](#).

More information about our Service Standards can be found [on our website](#).

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