

Reasonable adjustments policy statement

Portsmouth City Council is committed to making sure the way we work does not place people with disabilities at a disadvantage when accessing or purchasing services. Under the Equality Act 2010 we have a duty to make "reasonable adjustments", if the way we provide services places a person with disabilities at a "substantial disadvantage" compared with someone who does not have disabilities.

We will let people know they can request reasonable adjustments by:

- publishing a policy statement on our website
- providing information in our customer service areas that will both make it easier for those who need reasonable adjustments to request assistance, and will support staff in anticipating and discussing needs with customers
- providing information on appropriate recorded call messages
- including a statement on printed information where appropriate

We will continue to provide training for staff, so they are equipped to provide a better service to more people with a wider range of disabilities.

We will consider each request individually aiming to agree and provide appropriate reasonable adjustments when they are needed.