

Reasonable Adjustments Audit

Carried Out in Service Areas during Period January 2010

To October 2010

Bradford District Care Trust

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Introduction

Bradford District Trust is keen to ensure that all people, irrespective of their ability, who either work for or receive services can achieve their full potential knowing that their dignity and respect will not be infringed in the process. The organisation takes pride in promoting an environment where everyone thrives and develops beyond their imagination. To this end it recognises that some people may require more support than others and support should always be available where required.

The Equality Act (2010) requires public authorities to make changes to help disabled people access services and employment. These are known as 'reasonable adjustments' under the law, and can include:

- Changes to buildings or premises where the person works or receives services.
- Changing the way in which work is carried out or provided.
- The provision of equipment that will enable a person to do their job or access services.

A person is disabled either by the barriers none disabled people have put in place or chosen to ignore. It is widely known that most adjustments do not cost anything, just a change in attitude.

Also, it is important to note that treating everyone the same does not constitute fair treatment of everyone. The Equality Act (2010) requires people to be treated differently according to their needs by making reasonable adjustments for them.

This report provides a snapshot of the range of reasonable adjustments carried out across services in Bradford District Care Trust during the period January 2010 to October 2010. The information contained in this document will be used as part of the Equality and Human Rights Review Panel Process to drive up reasonable adjustment standards across the Trust thus improving the quality of services for all.

Who forms were sent to

In November 2010, a template was sent to service area for managers to record reasonable adjustment carried out between January and October 2010; this was done via the respective service area equality leads. Support in completing the forms was given by the equality team and Disabled staff network (DSN) members. Service areas A to L as shown in the chart responded.

Type of Reasonable adjustment	A Learning Disabilities	B Ward 24	C HSG Related Sup & DCS	D ACDAT Ingrow Centre	E Health Care Psychology	F Craven CMHT	G Clinical Psychology	H Housekeeping	I Healthcare Psychology	J Health Care Psychology	K Health Care Psychology	L CAMHS	Total Number of readjust
Used trained interpreters	3	12	0	0	0	0	0	1	0	0	2	38	56
Used Interpreters for signing	2	0	0	0	0	0	0	0	0	0	0	5	7
Alternative communication formats	34	0	0	1	5	3	3	1	1	0	120	0	168
Physical adjustments	14	4	7	1	0	2	0	1	0	0	0	1	30
Accommodation of assistance dogs	0	0	0	0	0	0	0	0	0	0	0	0	0
Equipment for person's needs	57	4	19	5	0	2	0	1	0	0	30	0	118
Changes to surroundings	17	0	5	4	0	0	20	1	0	25	0	0	72
Altered hours of work	65	0	9	3	10	7	0	2	10	10	0	1	117
Other	17	0	0	0	0	0	0	2	0	0	122	0	141
Total	209	20	40	14	15	14	23	9	11	35	274	45	709

Outcomes

The overall response was extremely positive and feedback included reasonable adjustment for other protected characteristics.

From the information provided in the feedback forms it has been possible to create posters with the help of the DSN to promote positive images of disability. Each poster provides a personal account of how the respective staff member managed to overcome potential barriers in their work and the support they received from their managers. Consent has been sought from the authors to display the posters across the Trust.

For future monitoring we will need to ensure managers record their contact details and the service area for which the form is intended; on the form.

Reasonable Adjustments Survey

The Disability Discrimination Act (DDA) 1995 introduced into law the basic Human Rights of disabled people to receive equal treatment. In 2005 the Act was amended and a new duty was introduced, Disability Equality Duty (DED). The duty requires all public authorities to both enhance public awareness of disability issues and to encourage disabled people to become more active in public life.

The duty also recognises the negative impact a service designed by non-disabled people has on disabled people.

Bradford District Care Trust recognises that discrimination and exclusion are often compounded for many disabled people because of a range of other factors such as their ethnicity, gender, sexual orientation, age, religion and where they live. To ensure members of the population the Trust serves are able to access its services equitably we will conduct reasonable adjustment surveys twice yearly. Information obtained from the survey will be used as part the Trust's service improvement process to eliminate institutional disability. It will also be used to evidence the Trusts compliance with the law.

What is a Reasonable Adjustments?

'Reasonable adjustment' is a creative process that enables us to find a simple but suitable solution as there is no 'one solution fits all'. A disabled person may be the best expert in finding a solution to their particular condition. It is useful to note that combined with your knowledge of the job and some expert advice, from the disabled person a very simple and creative solution can often be found.

When carrying alterations/adjustments to the workplace talk to your staff who are disabled it is useful to encourage them to talk about what makes it difficult for them, i.e. their physical surroundings, their chair, the lighting, equipment, communication, stairs. ¹

Examples of Reasonable Adjustments could include:

- Enabling people to make appointments by email or letter if they find talking on the telephone difficult

¹ Information taken and adapted from:

<http://www.equalityhumanrights.com/en/yourrights/equalityanddiscrimination/Disability/Pages/Wordsusedtodefinedisability.aspx#Normal%20day-to-day%20activities>

- Providing a Sign Language interpreter for a deaf person; making text phones and typetalk available and ensuring staff know how to use them
- Providing trained interpreters for patients whose first language is not English
- Making adjustments to the physical environment,
- Providing information in a range of accessible formats.
- Conducting recruitment and selection processes in a manner that promotes disability equality by taking account of the person's needs.
- Taking in to account the needs of people with a visual or hearing impairment who might need a dog to help them.