



## Reasonable Adjustments Corporate Action Plan - July 2024 v1.0

ACTION	DETAIL OF ACTION	NEXT STEPS	ACTION LEAD BY	DEADLINE	STATUS	COMMENTS
REASONABLE ADJUSTMENT POLICY (DRAFT)	Draft a customer facing reasonable adjustment policy that clearly outlines the councils responsibility under the Equality Act for disabled customers	First draft of policy completed. Requires review outside of customer services including by a Equalities Officer and lead member as well as O and S comm	Head of IG	30/09/24	Ongoing	
REASONABLE ADJUSTMENT SERVICE SURVEY	Document required to distribute to customer facing services within the council to gather feedback to understand service level understanding of RA responsibilities and implemented in order to present this feedback corporately to managed and to LOCD for learning training gap assessment.	Service survey document completed. Should be distributed to services via director level to ensure service reviews and complete these with directorate oversight	Head of IG to ensure distribution and return of surveys	31/08/24	Ongoing	
SYSTEM MECHANISMS ON HOW TO RECORD REASONABLE ADJUSTMENTS	To be lead on by survey results in action no 2	Service survey results to highlight any potential gaps in recording mechanisms within surveys as many services use different CRMs and systems with different functionalities meaning there is no one corporate solution to record RAs. Once survey results gathered, can be used to asses and implment any remaining solutions	Head of IG to ensure assessmen of survey data with corporate management and LOCD	31/08/24	Ongoing	
UNDERSTANDING AND ADDRESSING HOW SERVICES ARE ASSESSING RA REQUESTS	To be lead on by survey results in action no 2	Service survey results to highlight any potential gaps in service understanding of how to assess RA requests in line with the Equality Act duty. Once survey results gathered, can be used to asses and implment any remaining solutions	Head of IG to ensure assessmen of survey data with corporate management and LOCD	31/08/24	Ongoing	
UNDERSTANDING HOW SERVICES ARE MAKING RA DECISIONS AND IMPLEMENTING THEM	To be lead on by survey results in action no 2	Service survey results to highlight any potential gaps in service understanding of how to make RA decisions and implementations in line with the Equality Act duty. Once survey results gathered, can be used to asses and implment any remaining solutions	Head of IG to ensure assessmen of survey data with corporate management and LOCD	31/08/24	Ongoing	
PRESENT THIS ACTION PLAN AND RELATED LGSCO CASE DECISION TO LEAD MEMBER	Action plan, draft policy and survey to be presented to Lead Member - (Cabinet Member for Customer Service, Equalities and Social Inclusion)		Head of IG and Director of Customer Services	31/07/24	Completed	
PRESENT THIS ACTION PLAN AND RELATED LGSCO CASE DECISION TO OVERVIEW AND SCRUTINY COMMITTEE	Action plan, draft policy and survey to be presented to Overview and Scrunity Committee - next available comm meeting after the completion of action plan and relevant documents is 10th Septmber 2024		Head of IG and Director of Customer Services	10/09/24	Outstanding	