

Title of Report	HOUSING SERVICE PERMISSION TO CONSULT ON REASONABLE ADJUSTMENTS, NO ACCESS AND AIDS AND ADAPTATIONS POLICIES	
Presented by	Councillor Andrew Woodman Housing and Property Portfolio Holder PH Briefed <input type="checkbox"/>	
Background Papers		Public Report: Yes
		Key Decision: Yes
Financial Implications	The review of policies is good practice and will enhance financial management within the Council and any changes to the policies will be accommodated within the existing budget envelope.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	The policies are reviewed to ensure any updates in law or Regulatory requirements are noted so that the Council acts in accorded with them.	
	Signed off by the Monitoring Officer: Yes	
Staffing and Corporate Implications	The development and review of Housing Policies ensure the Council operates effectively, in line with the appropriate standards.	
	Signed off by the Head of Paid Service: Yes	
Purpose of Report	To seek Cabinet's comments on the consultation with stakeholders, including tenants as part of the review/development of policies.	
Reason for Decision	The Council's Constitution requires approval from Cabinet ahead of any consultation being undertaken with stakeholders, where deemed necessary by the Head of Paid Service. The Head of Paid Service has confirmed it will be necessary for these consultations to be approved by Cabinet.	
Recommendations	<p>THAT CABINET:</p> <ol style="list-style-type: none"> 1) APPROVES THE REASONABLE ADJUSTMENTS POLICY; NO ACCESS POLICY; AIDS AND ADAPTATIONS POLICY AS DRAFTS FOR STAKEHOLDER CONSULTATION 2) NOTES THAT THE POLICIES WILL RETURN TO CABINET ONCE THE CONSULTATION HAS CONCLUDED SEEKING APPROVAL TO ADOPT. 	

1.0 BACKGROUND

- 1.1 The Council is responsible for ensuring that it creates new policies when necessary, and that existing policies are regularly reviewed to ensure any updates in law are noted so that the Council acts in accordance with them.
- 1.2 The Regulator of Social Housing, via the Consumer Standards (published April 2024), promotes housing providers undertake, genuine tenant involvement in key decisions that affect their homes. Consulting tenants on policies, strategies and other documents is how the Housing Service will demonstrate transparency, influence and accountability to its tenants.
- 1.3 The Housing Service has developed two new policies relating to Reasonable Adjustments and No Access and its policy for Aids and Adaptations requires review. Cabinet is asked to approve the policies as drafts for wider tenant and stakeholder engagement. The draft policies are attached to this report at Appendices A. Additional details of the specific policies are set out below in paragraph 2.1 of the report.

2.0 PROPOSED CONSULTATION

- 2.1 The table below details the policies for consultation:

Policy for Consultation	Consultation Detail
Reasonable Adjustments Policy	The Reasonable Adjustments Policy is a new policy to ensure the Council is acting in accordance with its statutory and regulatory responsibilities in line with the Equalities Act 2010 and The Housing Ombudsman Complaint Handling Code. It will ensure the service actively identifies and removes barriers to access services and ensures customers are aware of how to request adjustments and how the Council can consider them. Current residential tenants of Council properties will be consulted via a survey and tenants' working group, to ensure tenants' views are obtained on what reasonable adjustments they would like the Council to consider when delivering services.
No Access Policy	The No Access Policy is a new policy that sets out when the Council needs to access a tenants' home; the tenants' responsibilities for allowing access and the process that will be followed if a tenant does not provide access. Tenants will be consulted via a survey and tenants' working group to ensure tenants' views are obtained on the action the Council can take when access to properties is required.
Aids and Adaptations Policy	The Aids and Adaptations Policy is due for review. The policy sets out the considerations the Council will give when it

	receives requests for alterations to its properties. Tenants will be consulted via a survey and tenants' working group to ensure tenants' views are obtained on the approach to delivering aids and adaptations. Leicestershire County Council Occupational Therapist Team will also be consulted on the proposed changes.
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2.2 The draft tenants' survey is attached to this report at Appendix B.

2.3 Involved tenants will have the opportunity to participate in a working group meeting to discuss the three draft policies and go through the consultation survey.

3.0 NEXT STEPS

3.1 A member workshop was held on the 3 March 2026 where officers went through the detail of each of the policies listed in 2.1 above. Consultation with tenants and stakeholders will be undertaken during May 2026. Once the consultation period has ended, the responses will be reviewed, and the policies will be finalised. Cabinet approval will be sought to approve the policies following the consultation and review.

4.0 FINANCIAL IMPLICATIONS

Any changes to the policies will be accommodated within the existing budget envelope.

Policies and other considerations, as appropriate	
Council Priorities:	- Communities and housing - A well-run council
Policy Considerations:	As detailed in the report
Safeguarding:	N/A
Equalities/Diversity:	Equality Impact Assessments are completed as part of the development/review of policies. There will be electronic and face to face consultation to maximise the engagement opportunities.
Customer Impact:	Consulting tenants ensures their voice is considered as part of the develop and review of policies.
Economic and Social Impact:	N/A
Environment, Climate Change and Zero Carbon:	N/A
Consultation/Community/Tenant Engagement:	This report is seeking approval to undertake consultation with tenants and stakeholders.
Risks:	This report sets out the proposed consultation for the development and review of policies to ensure the service acts in accordance with legislations and Regulatory requirements.
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