

Title of Report	REVIEW OF HOUSING POLICIES: REASONABLE ADJUSTMENTS POLICY, NO ACCESS POLICY AND AIDS AND ADAPTATIONS POLICY	
Presented by	Councillor Andrew Woodman Housing and Property Portfolio Holder PH Briefed ☐ Yes	
Background Papers	Draft policies for the Reasonable Adjustments Policy, No access and Aid and Adaptations	Public Report: Yes
		Key Decision: No
Financial Implications	The review of policies, strategies and service documents is good practice and will enhance financial management within the Council. There are no financial implications as a direct result of this report.	
	Signed off by the Section 151 Officer: Yes	
Legal Implications	The proposed policies have been reviewed to ensure they reflect current legislative requirements, regulatory standards and good practice. In particular, the Reasonable Adjustments Policy supports compliance with the Equality Act 2010 and the Housing Ombudsman's Complaint Handling code, whilst the No Access Policy and Aids and Adaptations Policy provide a framework for the Council to discharge its landlord responsibilities in a lawful, transparent and consistent manner.	
	Signed off by the Deputy Monitoring Officer: Yes	
Staffing and Corporate Implications	The review of Housing Policies, Strategies and service documents is regularly reviewed to 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 approval of the Reasonable Adjustments Policy, No Access Policy and revised Aids and Adaptations Policy following tenant and stakeholder consultation.	
Reason for Decision	Approval of the policies ensures the Council maintains an up-to-date policy framework and demonstrates transparency, accountability and tenant engagement in the delivery of housing services.	
Recommendations	THAT CABINET APPROVES: 1. THE NEW REASONABLE ADJUSTMENTS POLICY 2. THE NEW NO ACCESS POLICY 3. THE REVIEWED AIDS AND ADAPTATIONS POLICY	

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 legislative updates or case law are noted so that the Council acts in accordance with them.
- 1.2 The Regulator of Social Housing, via the Consumer Standards, 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 Denied Access. In addition, its policy for Aids and Adaptations requires review.
- 1.4 On 28 April 2026, Cabinet approved the three policies as drafts for stakeholder consultation. Cabinet is now asked to approve the draft policies following wider tenant and stakeholder engagement. Details of the changes made to the policies following consultation are shown in Section 3. The revised draft policies are attached to this report as Appendix A.
- 1.5 Subject to approval the new policies will be added to the Corporate Policy list which will ensure they are reviewed every four years or earlier if there is a change in legislation or local policy that requires it.

2. POLICIES UNDER REVIEW

- 2.1 There are three policies in the current phase of the policy review/development:
 - > Reasonable Adjustments Policy
 - > No Access Policy
 - > Aids and Adaptations Policy
- 2.2 A summary of the policies and the reason for review/development are set out in the sections below.
- 2.3 **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 Equality 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 will consider them.
- 2.4 **The No Access Policy** is a new policy that sets out when the Council needs to access a tenant's home; the tenants' responsibilities for allowing access and the process that will be followed if a tenant does not provide access.
- 2.5 **The Aids and Adaptations Policy** was due for review. The policy sets out the considerations the Council will give when it receives requests for alterations to its properties.

3.0 ENGAGEMENT TO DATE

- 3.1 A member workshop took place on 3 March 2026 and feedback from the session has been considered as part of the policy development process. An additional consultation question was also added.
- 3.2 A survey was sent to all Council tenants for whom an email address or mobile phone number was recorded. Responses were received from 142 individuals. A copy of the tenants' survey is attached to this report as Appendix B.
- 3.3 Specifically for the Aids and Adaptations Policy review, Leicestershire County Council's Occupational Therapist Team were consulted.
- 3.4 The consultation feedback was supportive of the draft policies. The following changes were made following the consultation process:

No Access Policy

- Clarified that a minimum of three access attempts will be made, with discretion to allow additional attempts in exceptional circumstances.
- Strengthened the approach to communication by recognising the use of multiple contact methods.
- Added greater emphasis on pre-arranged appointments
- Expanded wording to reflect consideration of tenant circumstances, including vulnerability and availability.
- Reinforced that enforcement action will only be used as a last resort.

Reasonable Adjustments Policy

- No changes due to 93% (132) of respondents supporting the policy. 4% (5) neither agreed or disagreed with the policy, 2% (3) did not agree and 1% (1) somewhat disagreed. Only one comment was received from those who did not support the policy and that comment related to people who abuse policies.

Aids and Adaptations Policy

- No changes due to 94.33% (133) of respondents supporting the policy. 4.96% (7) neither supportive or unsupportive with the policy, 0.71% (1) somewhat unsupportive and 0% (0) do not support at all.
- Changes in consultation with Occupational Therapist feedback from Leicestershire County Council (LCC):
 - a. **Significant Structural Adaptations Section Expanded** - Additional wording added:
"...or is reasonably expected to become available and a timescale confirmed on a case by case basis", and "Identified complex cases will initiate early engagement with Occupational Therapists and Asset Management to ensure strong support for the end user."

Impact:

- Introduces more formal consideration of timescales
- Strengthens partnership working between Housing and LCC
- Places greater emphasis on supporting the tenant through complex cases.

b. Eligibility Criteria Amended - Wording changed to:

"Tenants whose home is considered larger than their requirements warrant... will be considered for exclusion on a case-by-case basis where no suitable alternative exists or in extenuating circumstances...", and "...will also apply to instances of overcrowding."

Impact:

- Removes automatic exclusion for under-occupation
- Introduces discretion and flexibility
- Adds overcrowding as a factor to be considered
- Creates a more person-centred decision-making approach.

c. First-Floor Level Access Shower Provision Updated - Additional wording added:

"Alternatives such as trays or ramp kits to be assessed."

Impact:

- Retains the restriction
- Clarifies alternative solutions can be considered
- Provides greater flexibility when dealing with tenant needs.

d. Home Improvement Programme Section Expanded - Additional wording:

"...where potentially complex, assistance will be sought through an OT to confirm any replacements specific alterations or design."

Impact:

- Strengthens professional oversight
- Formalises OT involvement in more complex improvement work
- Reduces risk of inappropriate adaptations.

e. Portable Temporary Equipment Definition Updated - Expanded wording:

"...assessed by Social Care Services and supplied by appropriate support agencies... Guidance will be provided on self-referral and signposting where required."

Impact:

- Clarifies responsibilities
- Improves tenant signposting
- Better reflects current service arrangements.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The review of policies, strategies and service documents is good practice. There are no financial implications as a direct result of this report.

Policies and other considerations, as appropriate	
Council Priorities:	- Communities and housing - A well-run council
Policy Considerations:	As detailed in the report
Safeguarding:	The policies support the Council in identifying and responding appropriately to the needs of vulnerable tenants and residents, particularly through the Reasonable Adjustments Policy and Aids and Adaptations Policy.
Equalities/Diversity:	A variety of consultation methods were used to maximise stakeholder involvement
Customer Impact:	Consulting tenants and other stakeholders ensure their voice is considered as part of the review and they have influence in holding the Council to account across a range of important policies
Economic and Social Impact:	N/A.
Environment, Climate Change and Zero Carbon:	N/A.
Consultation/Community/Tenant Engagement:	Tenants and other stakeholders were consulted in this process
Risks:	Failure to maintain up-to-date housing policies could increase the risk of non-compliance with legislative requirements, regulatory standards and good practice which could result in financial penalties and reputational damage Regular review of policies helps ensure consistency, transparency and effective governance of housing services and preparation for LGR
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