

Reasonable adjustments

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Why consider a reasonable adjustment

The Universal Credit service has been designed to meet accessibility standards and to work with commonly used assistive technologies including screen magnifiers, screen readers and speech recognition tools. This has reduced the need for claimants requesting information by email and for correspondence in large format.

Claimants who cannot make or maintain their claim online can use the 'Claims by phone' process. A message added to the top of their journal, identifies claimants as being non-digital which prompts work coaches and case managers to use alternative ways to communicate with the claimant. These claimants will also receive their monthly award statement by post.

There may be other reasonable adjustments that support or complement the service that we can consider.

Reasonable Adjustment - what do we mean?

If a disabled claimant is at a disadvantage in comparison with a non-disabled claimant, we must remove or alter what we do to avoid the disadvantage. We call this a reasonable adjustment.

If the claimant requires an adjustment to the way we send them information (for example, a notification) we must provide it in an alternative format that suits the claimant. This could be provided as braille, audio, large print or, a member of staff can read the contents aloud to the claimant.

Why it is important

Under the Equality Act 2010, all DWP staff have a legal duty not to discriminate against claimants. For our disabled claimants, this means staff must know how to recognise who may need additional support to access DWP services. Staff must know how to put the necessary support in place for claimants and how to ensure this is consistently applied.

Recognising when a reasonable adjustment might be required

Disabled claimants may require additional support from us in order to make and maintain their claim. This may be because they:

- are blind, partially sighted, colour blind
- are deaf, hard of hearing, hearing impaired.
- have difficulty walking, difficulty or inability to use their hands
- have difficulties with memory retention, memory attention, logic skills, problem solving
- have learning disabilities or learning difficulties such as dyslexia or autism

This list is not exhaustive.

Type of reasonable adjustment

There are a number of options you can discuss with the claimant to help you provide a reasonable adjustment.

The List of DWP Reasonable Adjustments gives further details for some of the following options:

- braille – letters and forms are available in Type 1 and Type 2 braille
- audio CD
- audio DVD
- audio MPS
- for non-digital claims, where the claimant has a visual impairment, information read to the claimant and their statement issued in their required format, for example large font Arial 16-48, braille etc.
- Next Generation Text facility
- a hearing loop
- TextBox
- offering an interview in an area that suits the claimant's needs, for example - a quiet space
- allow the claimant to record their interview in order to be able to play back information they cannot retain - the member of staff must agree to this and care should be taken to ensure no other conversations are overheard and recorded
- home visit (in exceptional circumstances)

How to request Alternative Format products: [Alternative Format Guidance](#)
Alternative Format ordering portal: [Online web portal](#)

Recording reasonable adjustments

To ensure we provide continued and consistent support for claimants, we must record the reasonable adjustment and the reason it is required in the claimant's history. We must consider the claimant's preferred way of communicating at all times.

Other sources of information

DWP Operational Instructions Reasonable adjustments

Working in DWP Communication Support Services - Guidance

Universal Learning Learning disabilities or learning difficulties guidance