

Reasonable adjustments and alternative formats: Guidance

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What is a reasonable adjustment?

Reasonable adjustments are changes we must make for a claimant if their disability puts them at a disadvantage compared to people who are not disabled.

We must remove or change what we do to avoid the disadvantage. This is called a reasonable adjustment.

Why it is important to consider a reasonable adjustment?

Under the Equality Act 2010, all DWP staff have a legal duty to make reasonable adjustments so disabled claimants and their representatives have equal access to our services and to claim benefits.

The Universal Credit service meets accessibility standards. It works with most assistive technologies, including screen magnifiers, screen readers and speech recognition tools. However, claimants may still need other reasonable adjustments.

This means agents must know how to:

- recognise claimants who may need a reasonable adjustment
- put the necessary support in place
- ensure this is consistently applied

Recognising when reasonable adjustments are needed

Disabled claimants may need additional support to make and maintain their claim. This may be because they:

- are blind, partially sighted or 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 or other mental health conditions
- have learning disabilities or learning difficulties such as dyslexia or autism
- have hidden impairments

This list is not exhaustive.

Recording reasonable adjustments

To make sure continued and consistent support is given to claimants, ask them to record the reasonable adjustment required by accessing the Accessibility page on their Universal Credit account.

Always check the Accessibility page on the claimant's Universal Credit account and consider the reasonable adjustments the claimant has requested.

Types of reasonable adjustment

There are many options you can consider and 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:

- British Sign Language interpreter
- Car parking facilities
- Changing location of interview
- Communications in alternative format:
 - braille
 - large print
 - audio CD, DVD or MP3
 - audio recording of interview
- Home visits (in exceptional circumstances)

- Hearing or Induction loop systems
- Private interview rooms, a quiet space or changing the time and date of meetings and interviews
- Representatives and intermediaries
- Textphone and Textbox
- Toilet access for claimants
- Transport – Public and private

Also refer to the 'Claimant Requests a Work Capability Assessment (WCA) questionnaire, in an alternative format' section of the Capability for work questionnaire guidance where appropriate.

Relay UK

[Relay UK](#) (previously Next Generation Text) is a text relay service provided by BT. It allows speech impaired, deaf, or hard of hearing people to communicate with organisations using a smartphone, tablet, or personal computer. It can also be used with existing textphones.

Relay UK can only be used in the UK and is only available in English.

For more information see [How Relay UK works for business\(link is external\)](#).

Placing an order for alternative formats

For information on placing an order for alternative formats for a claimant go to: Alternative Format.

For a step-by-step process go to: How to Order Alternative Formats from HHGlobal

Other sources of information

DWP Operational Instructions: Reasonable adjustments

Universal Learning: Learning disabilities or learning difficulties