



## **Reasonable Adjustments Policy**

Public authorities such as a local authority, must take steps to remove the barriers you face because of your disability when they carry out their work. The **Equality Act 2010** calls this the duty to make reasonable adjustments.

### **When must a local authority make reasonable adjustments?**

A local authority has a **duty** to make reasonable adjustments if:

- You are disadvantaged by something because of your disability, and
- It is reasonable to make the changes to remove the disadvantage.

### **What is meant by 'reasonable'**

Adjustments only have to be made if it's **reasonable** to do so. What's a reasonable thing to ask for depends on things like:

- your disability
- its practicality
- if the change you ask for would overcome the disadvantage you and other disabled people experience
- the size of the organisation
- the resources it would require
- the cost of making the changes
- if any changes have already been made.

### **How Parking Services will make reasonable adjustments**

#### **Penalty Charge Notices (parking fines)**

Whilst we have a policy in place to request all challenges and representations in writing, we are aware that this is not always possible. If our officers feel (or are advised) that additional assistance is required then we will make reasonable adjustments where possible to suit your needs.

Examples of these reasonable adjustments include but not limited to:

- A mutually convenient telephone appointment where you can dictate your challenge/representation to an officer;
- A pre-booked face to face meeting (in exceptional circumstances) at One Angel Square, Northampton where you can dictate your challenge/representation; and
- 3<sup>rd</sup> party liaison acting on your behalf, providing authority has been received from you, to discuss/deal with the case as your representative.

### Parking permits

Whilst there is an application/renewal process in place via Northamptonshire County Council's website or by post, we are aware that this does not suit everybody and if our officers feel (or are advised) that additional assistance is required then we will look to make reasonable adjustments where possible to help you.

Examples of these reasonable adjustments include but not limited to:

- A mutually convenient telephone appointment where you can make your application/renewal verbally. However, the call may need to be recorded depending on your disability as the recording may need to act as your signature confirming that you agree to the Terms and Conditions of the scheme;
- A pre-booked face to face meeting (in exceptional circumstances) at One Angel Square, Northampton where you can apply/renew in person. However if you are unable to provide a signature then your usual mark will need to be witnessed as your acceptance of the Terms and Conditions of the scheme; and
- 3<sup>rd</sup> party liaison acting on your behalf, providing authority has been received from you, to apply/renew your permit as your representative. We would agree in this instance a way of arranging for the Terms and Conditions to be signed by you as acceptance.

### Who pays for Reasonable adjustments?

The local authority will cover the costs of all reasonable adjustments.

### Refusing a request for reasonable adjustments

If we reject your request for an adjustment to be made, we will explain this decision to you, the factors that have been taken into account and may suggest alternatives which will be given the same level of consideration as the original request.