

Visitors' Reasonable Adjustments Policy

Introduction

We are a Chambers committed to equality, diversity, and inclusion and to promoting a culture and practices which are free from unfair and unlawful discrimination.

The aim of this policy is to ensure that no visitor or user of Chambers' services is subjected to disadvantages due to their disability, in comparison to a nondisabled individual, where a reasonable adjustment can be put in place.

This policy applies to clients and other visitors and users of Chambers' facilities.

Chambers' duty

The Equality Act 2010 places a positive obligation on the chambers to make all adjustments that are reasonable for the purpose of removing, reducing, or preventing substantial disadvantages faced by disabled individuals, when compared to nondisabled individuals.

The duty arises in relation to:

- any provision, criterion, or practice of Chambers
- any physical feature within Chambers
- any provision of auxiliary aids or service

Chambers' commitment

Chambers is committed to taking positive and proactive steps throughout all of our operations and the ongoing engagement of all individuals that access our services to ensure appropriate and effective adjustments are put in place.

This commitment covers all areas of Chambers' activities and infrastructure. This is a non-exhaustive list of examples of reasonable adjustments for visitors:

- Ramp access to the building
- Provision of information in different formats
- Hearing loops
- Accessible conference rooms
- Accessible toilet
- Accommodating personal assistants

Adjustments to other areas will be appropriate depending on the circumstances.

Arranging adjustments

Visitors who would like information about potential adjustments for their visit or have specific requests for adjustments can contact the member they are meeting (if applicable), the clerk booking the meeting, or by calling Reception or by emailing the Facilities Manager at the link on the [Accessibility page](#) of the website. Visitors can also use the virtual tour of Chambers, available on the same webpage, to look at access and available adjustments.

Barristers and clerks are responsible for considering reasonable adjustment requests for their visitors.

Barristers and clerks are also responsible for **anticipating** any potential reasonable adjustments that may be required for visitors whom they know to be disabled, or have reason to believe may be disabled, including seeking any further information from the visitor or their representatives where appropriate.

A barrister should inform the relevant clerk if there are any reasonable adjustments requested for clients. Barristers and clerks should inform reception and/or the Head of Facilities depending on the adjustment.

Data protection & retention

Data will only be accessed by those who need to action requests and will be kept securely for a 12-month period in order to facilitate further visits unless the visitor requests its deletion.

Consideration of reasonable adjustments

All requests relating to adjustments, and proactive consideration of adjustments, will be approached positively and with sensitivity in line with Chambers' commitment. No detriment, harassment or unfavourable treatment will result as a consequence of an individual bringing any adjustment matters to the attention of Chambers.

All requests for reasonable adjustments will be considered on a case-by-case basis with the advice and assistance of the Head of People and the Head of Facilities.

Full consideration will be given to each adjustment to determine whether it:

- reduces, removes, or prevents the disadvantage faced by the individual requesting the reasonable adjustment, and
- it is reasonable for Chambers to make.

If Chambers forms the provisional view that it is unable to make the adjustment requested, this will be discussed with the visitor before a final decision is reached and the matter will be referred to the Head of Facilities, who will also discuss alternative adjustments.

It is Chambers' policy to comply with requests where reasonably practical regardless of whether required under the Equality Act.

In no circumstances will Chambers pass on the costs of a reasonable adjustment to the disabled person.

A confirmation of the adjustments that will be put in place will be sent to the individual.

Personal Emergency Evacuation Plans (PEEPs)

- Where possible, the host of the visit (members, clerk or staff) will gather information about the assistance that the visitor will require in case of evacuation before the visit and inform the Head of Facilities. This is particularly important when several visitors are due to attend an event who all require assistance.
- Visitor PEEP forms are available from Reception staff or via the link on this page.
[Add link]
- A copy of the visitor's PEEP should be sent to reception and copied to the Head of Facilities.
- Upon arrival the visitor and any personal assistants or helpers will be given a copy of the PEEP by the host and appraised of any special arrangements that have been put in place, including access & egress routes, and who will assist them in the case of an evacuation.
- Chambers will keep a copy of the visitor PEEP for 12 months, in order to facilitate further visits unless the visitor requests its deletion.
- For the avoidance of doubt, approval by the Head of Facilities is not required for a visitor's PEEP.

Concerns

If an individual has any concerns regarding the making or consideration of reasonable adjustments, they are encouraged to bring this to the attention of Head of People or the Head of Facilities as soon as possible. Once made aware, the person nominated will undertake an investigation and feedback to the individual concerned.

An individual can make any complaint about treatment of reasonable adjustment requests to the CEO.