



Nottingham City Council

Reasonable Adjustments Policy for challenging a Penalty Charge Notice

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 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 is **reasonable** to do so. What is a reasonable thing to ask depends on things such as:

- 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 Regulation and Compliance will make reasonable adjustments

Penalty Charge Notices (PCN's)

Whilst we have a policy in place 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 including 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 Central Police Station, Byron House Nottingham where you can dictate your challenge/representation; and
- 3rd party liaison acting on your behalf, providing authority has been received from you, to discuss/deal with the case as your representative

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.