



Reasonable Adjustments for Service Users Policy

Effective date	July 2025
Policy owner	Head of Equality & Access to Justice
Approval and review	July 2025
Circulation	BSB – wide and externally published on our website

Introduction

1. This Policy sets out:
 - I. Who the policy is for and guidance for those who are making reasonable adjustment requests; and
 - II. What a reasonable adjustment is, our duties and our process for requesting a reasonable adjustment.
2. This Policy is a general statement of our approach to reasonable adjustments: it does not set out how we will approach every situation as this will be conducted on a case-by-case basis.

3. The purpose of this Policy is to set out our process for making reasonable adjustments, and to remove or reduce the effect of any barriers which may create a disadvantage for people with disabilities, health conditions, and/or additional needs.

Who is this Policy for?

4. This Policy applies to any person with a disability, health condition and/or additional needs who uses or seeks to use our services, including but not limited to barristers, people reporting information, contractors, applicants, suppliers and people contacting us on behalf of an individual from these groups (as appropriate).
5. This Policy does not apply to adjustments for BSB people as employees.
6. We have a separate policy to cover adjustments for the Professional Ethics examination taken during pupillage.
7. This Policy does not apply to anyone seeking reasonable adjustments for an examination.
 - i. If you are a pupil barrister preparing for the centralised assessment in Professional Ethics, please refer to our separate policy here: [Adjustments and Other Arrangements Policy for the Professional Ethics Exam in Pupillage.](#)
 - ii. If you are a candidate enrolled on one of the vocational Bar training courses, the Bar Transfer Test, or the Bar Training Resit Programme, you must speak to your AETO (course provider) about their reasonable adjustments policy. It is AETOs, not the BSB, who are responsible for managing reasonable adjustments at this stage of training. This includes reasonable adjustments for the centralised assessments in Civil and Criminal Litigation. Many adjustments at the vocational stage of training can be implemented directly by AETOs without any input from the BSB, but where an adjustment does require BSB input, your AETO will liaise

with the BSB to arrange this. We cannot liaise directly with candidates about these.

Our legal duty in relation to people with disabilities and/or health needs

8. We are committed to taking reasonable steps to ensure everyone is able to use our services.
9. Section 20 of the Equality Act 2010 (“the Act”) also requires the BSB to provide reasonable adjustments for people with disabilities in the provision of our services.
10. We have an anticipatory duty as a service provider to members of the public. This means we have to anticipate, think about and try to predict what adjustments could be needed by people with different types of disability, support and access requirements. The BSB must think about all potential disabled customers and not just those who are known to us.
11. The Act defines people with disabilities as: “*those who have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.*” “*Substantial*” means more than minor or trivial and “*long-term*” means 12 months or more.
12. In general, the duty to make reasonable adjustments requires the taking of “*such steps as it is reasonable to have to take*” to avoid a disabled person being put at a “*substantial disadvantage*” by any of the following:
 - i. A “*provision, criterion or practice*”. This could be, for example, adjusting a uniform or dress policy to accommodate different types of impairment;
 - ii. A physical feature. This could include, for example, steps, parking areas, signage, floor covering, furniture and toilets or washing facilities;
 - iii. Lack of an auxiliary aid or service. Examples here are providing a specialist piece of equipment, a videophone, or a sign language interpreter.

What are Reasonable Adjustments?

13. A reasonable adjustment is a change to the way that we usually do things in order to ensure that you can access our services and that people with disabilities and/or health needs have the same opportunity to access services as easily as people

who do not have disabilities and health needs. Reasonable adjustments are not defined by the Act.

14. Assessing what is “reasonable” will depend on the circumstances of an individual case and an assessment of factors, which may include:
 - a. The effectiveness of the adjustment at removing or reducing the disadvantage(s) experienced by the person with a disability;
 - b. The practicality of the adjustment, i.e. the resource implications of making it;
 - c. The cost and availability of resources, including external help and the finance needed in making the adjustment;
 - d. The impact of the adjustment on other people and to our systems or processes;
 - e. The health and safety implications of making the adjustment; and
 - f. Whether it would disrupt our other activities unreasonably.
15. There is a [Code of Practice](#) which gives guidance as to the kind of adjustments that could be made.
16. A reasonable adjustment does not go beyond or replace any of our existing processes. Its aim is to enable you to access our services, without affecting the integrity of our processes.
17. People with disabilities and/or additional needs are usually best placed to assess the extent and nature of any adjustments that they require: we do not want to make assumptions about whether you require any adjustments or about what those adjustments should be. However, in order to help us assess whether the request is reasonable, and if we are able to meet the request, we ask you to follow the guidance¹ below from paragraph 18. If we do not have sufficient information, it is difficult for us to support service users in the most appropriate way.

Making requests for Reasonable Adjustments

¹ This has been adapted from guidance published by Citizens Advice

18. Requests for reasonable adjustments should be made directly to the BSB department or team which is providing the service in question. A reasonable adjustment request form (Annex 1) is provided and we ask you to fill this out and send it back to us in order to help us deal with your request. If no team is involved, then please contact the Contact and Assessment Team contactus@barstandardsboard.org.uk . They can also assist you in completing the Reasonable Adjustment Request Form if needed. [You can contact the BSB via email, in writing or by our switchboard phone.](#)
19. Please make a request via our Reasonable Adjustments Request Form and outline in detail how you are disabled under the Equality Act, what reasonable adjustments you need and how you will be disadvantaged without the adjustments. This will make it clear why the BSB should make the adjustments. The BSB is responsible for working out what reasonable adjustments we should make. If you know what adjustments you need, it can help to suggest adjustments.
20. The BSB has to consider making adjustments if you're disabled under the Equality Act. In your request, you should try to give enough information to show how you're disabled under the Equality Act.
21. The Equality Act's definition of disability is quite wide - for example, it can include autism, ADHD and long-term injuries and illnesses.
22. To show you're disabled under the Equality Act, you may describe how your disability affects your behaviour or your needs - for example, how it affects your movement or your need for extra support; and explain that the effect of your disability is long term.
23. If you're not disabled under the Equality Act, you're not legally entitled to adjustments. It might still be worth asking for changes if you think you're at a disadvantage.
24. You can use the following approaches to help you in making a request:
 - Use our Reasonable Adjustments request form or put in a request via email or letter if preferred. Our Contact and Assessment Team can also take your request over the phone;

- You could speak to people who know you well, like friends or family members. They might be able to: help you explain how a lack of adjustments is affecting you, and help you work out what adjustments you need; or even make a request for adjustments on your behalf;
- You could also speak to a doctor about your situation. They might be able to write a letter to support your request and help you think of adjustments that might improve things for you;
- You can also contact organisations like Citizen's Advice.

The BSB's Approach

25. Requests will be considered on a case-by-case basis, by the department or team which is providing the service in question. Where it is needed, advice may be sought from our Equality and Access to Justice Team.
26. In most cases, we will not need medical evidence or a letter from a doctor but if this is required to help us assess what is reasonable, we will let you know. We will respond to a request for a reasonable adjustment as soon as we can. In some cases, we may need to consider the request in more detail.
27. Our response will set out our decision about the request or ask for further information to enable us to reach a decision about the request.
28. If we are not able to make a requested reasonable adjustment, we will explain why and will work with you to discuss your requirements and try to agree a suitable alternative reasonable adjustment.
29. There may be circumstances where we decide not to meet the request. The law says that an adjustment only has to be made if it is "reasonable". We need to take account of the cost or resource implications of making the adjustment, whether the request itself is reasonable and whether there is a less expensive way of meeting the request. Where it is difficult to provide the adjustment or meeting it would interfere with our ability to meet our legal or other obligations, we may decide it is not "reasonable". The cost of making a reasonable adjustment will never be passed onto the person who requested it.

Types of reasonable adjustment we can offer.

30. We will consider each request for reasonable adjustments individually. We will be able to make some adjustments immediately, while others may need to be considered and arranged and may take longer to provide. If it may take some time to make a decision or to introduce a reasonable adjustment, we will keep you updated.
31. Although we consider requests for reasonable adjustments on a case-by-case basis, the following non-exhaustive list includes some of the types of reasonable adjustment that we may make:
- a. Providing information or correspondence in an alternative format (e.g. larger font size, specific colour contrast);
 - b. Extended time for an application or submission of a response or information;
 - c. Using email or the telephone rather than hard-copy letters where appropriate;
 - d. Providing access to an 'Easy Read' version of key documents for those with a learning difference disability.

Other actions we take

32. We publish this policy on our website and commit to reviewing it every three years.
33. We have published an easy read accessible version of this policy to ensure all service users have clarity on our approach and processes to reasonable adjustments.
34. We ensure our staff are aware of their responsibilities and receive relevant training and support in managing reasonable adjustments.
35. We include a clear note on relevant records that alerts colleagues to agreed reasonable adjustments.

Complaints

36. If you are unhappy with all or part of our decision about a request for a reasonable adjustment, or the way in which we handled the request, then you can:
- a. Share your feedback or concerns with the member of staff or the manager of the team which handled the request;
 - b. Share your feedback or concerns with our Equality and Access to Justice Team, at equality@barstandardsboard.org.uk; or
 - c. Submit a [service complaint](https://www.barstandardsboard.org.uk/service-complaints) to servicecomplaints@barstandardsboard.org.uk.

Monitoring and Review

37. We record reasonable adjustments that have been requested and/or made. These records may be used to review and improve the quality of the services that we provide. We will treat this data in line with our Records Management, Retention and Disposal Policy.
38. This Policy will be reviewed by the Head of Equality and Head of CAT every three years, and/or when the law changes. The next review is due in **July 2028**.

Head of Equality and Access to Justice

Head of Contact and Assessment Team

Annex 1: Reasonable Adjustments Request Form

BAR STANDARDS BOARD

REGULATING BARRISTERS

Reasonable Adjustments Request Form

The BSB is an inclusive organisation and is committed to ensuring that everyone can access our services in line with our [Reasonable Adjustments for Service Users policy](#). This form should be completed by individuals who have a disability or health condition and require a reasonable adjustment to enable them to access the BSB's services and/or resources.

If you are unable to complete this form or need any other help, please call us on 020 7611 1444 or email us on contactus@barstandardsboard.org.uk.

Please send all completed forms by email to contactus@barstandardsboard.org.uk or by post to:

The Bar Standards Board
289-293 High Holborn
London
WC1V 7HZ

Your Details

Please enter your details below so we can keep in touch with you about your request.

Name:

Address:

Contact no:

Email:

Preferred
contact

Post ☐

method (please tick)	Email ☐ Telephone ☐
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Request for reasonable adjustments

Please tell us how you're disabled under the Equality Act. This will help us to ensure that we meet your needs and can make the required reasonable adjustment(s).

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Please outline why you need reasonable adjustments:

- Identify what's causing a problem
- Explain how the problem is making things difficult for you

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Please outline how you are disadvantaged without the reasonable adjustments

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