



## Freedom of Information request & West Norfolk CCG response

### **WN-2016-00030 – Reasonable adjustments for people with learning disabilities accessing NHS hospitals in England.**

*The CCG follows the [NHS Standard Contract 2015/16 Service Conditions](#) in contracts with our providers to ensure the provision of reasonable adjustments for people with learning disabilities is embedded in practice. For your reference, the relevant service conditions has been reproduced below:*

#### *SC13 Equity of Access, Equality and Non-Discrimination*

*13.1 The Parties must not discriminate between or against Service Users, Carers or Legal Guardians on the grounds of age, disability, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, sexual orientation, gender reassignment, or any other non-medical characteristics, except as permitted by the Law.*

*13.2 The Provider must provide appropriate assistance and make reasonable adjustments for Service Users, Carers and Legal Guardians who do not speak, read or write English or who have communication difficulties (including hearing, oral or learning impairments). The Provider must carry out an annual audit of its compliance with this obligation and must demonstrate at Review Meetings the extent to which Service improvements have been made as a result.*

*13.3 In performing its obligations under this Contract the Provider must comply with the obligations contained in section 149 of the Equality Act 2010 and section 6 of the Human Rights Act 1998. If the Provider is not a public authority for the purposes of those sections it must comply with them as if it were.*

*13.4 In consultation with the Co-ordinating Commissioner, and on reasonable request, the Provider must provide a plan or plans setting out how it will comply with its obligations under SC13.3. If the Provider has already produced such a plan in order to comply with the Law, the Provider may submit that plan to the Co-ordinating Commissioner in order to comply with this SC13.4.*