


Reasonable Adjustments Policy



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October 2023	Equality, Diversity and Inclusion Team	Agreed by LSBU Exec	October 2026

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Date	Author	Version	Reason for change
February 2023	Chloe Johnson – EDI Project Manager	Version 1	Initial Draft
March 2023	Chloe Johnson – EDI Project Manager	Version 2	Group Head of Equality, Diversity and Inclusion
June 2023	Chloe Johnson – EDI Project Manager	Version 3	Business Disability Forum
August 2023	Chloe Johnson – EDI Project Manager	Version 4	Reasonable Adjustments staff consultation
August 2023	Sanchia Alasia – Head of EDI	Version 5	Editing
September 2023	Alix Langley, Director of OD and EDI	Version 6	Review and update for union consultation
September 2023	Alix Langley, Director of OD and EDI	Version 7	Updated in response to union feedback for Exec consideration
October 2023	Alix Langley, Director of OD and EDI	Version 8	Updated to reflect Exec feedback

1. Aims and purpose of policy

This policy has been written to provide guidance and assistance for LSBU and SBUEL employees. The policy has been designed to support our disabled employees at work to ensure that appropriate reasonable adjustments are in place to promote equality of opportunity and remove any barriers or reduce the impact these barriers may have on them doing their role.

The policy provides information about reasonable adjustments, when they might be appropriate, and outlines the process for making and considering requests for reasonable adjustments in the workplace. In many cases, reasonable adjustments can be discussed and agreed between individuals and their line managers on an informal basis, although the policy also outlines what might happen when this is not possible.

This policy is intended to support employees with a disability who are at work in continuing to attend work and carry out their role effectively where they have or develop a disability, or where an existing condition progresses and adjustments are sought. If potential reasonable adjustments are raised or being discussed in the context of a long-term sickness absence, [sickness absence management procedures](#) should be used instead of the reasonable adjustments process outlined in this document.

This policy is not intended to replace or change the process of applying for flexible working (i.e. permanent changes to a working pattern), for which there is a [Flexible Working Policy](#). This is because the Flexible Working Policy includes the statutory process for applying for flexible working, which applies regardless of whether the request is connected to a disability.

This policy does not form part of any contract of employment or contract to provide services and we may amend it from time-to-time following consultation with the recognised trade unions.

2. What is a reasonable adjustment?

A reasonable adjustment is a change an employer makes to remove or reduce any barriers related to someone's disability. Not all possible adjustments would be considered reasonable, but what constitutes a reasonable adjustment is specific to an individual person and their work.

Reasonable adjustments could include making changes to the workplace, changing someone's working arrangements, finding a different way to do something, providing equipment, services, or support. Adjustments can apply to work undertaken on campus and/ or as part of a regular working at home arrangement. The nature of the support needed can evolve and this is why our Reasonable Adjustments passport encourages regular conversations between employees and line managers to ensure they continue to receive the most appropriate support necessary.

Some reasonable adjustments could include but are not limited to:

- Changes to working hours e.g. later start and finish times
- Changes to duties, if business needs can be met in other ways
- More regular breaks
- A quiet space to work for specific tasks
- Providing different equipment e.g. specific type of keyboard or software
- Making physical changes such as installing a ramp for a wheelchair user or an audio-visual fire alarm

Equality Act 2010

Where someone meets the definition of a disabled person in the Equality Act 2010 (the Act) employers are required to make reasonable adjustments to any elements of the job which place a disabled person or a person experiencing substantial disadvantage compared to non-disabled people. Employers are only required to make adjustments that are reasonable. Factors such as the cost and practicability of making an adjustment and the resources available to the employer may be relevant in deciding what is reasonable.

3. What is defined as disabled under the Equality Act?

The general definition of disability for the purposes of the Equality Act is a physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities. The Equality Act defines long-term in this context as having lasted or being likely to last for at least 12 months or more. Substantial is defined as more than minor or trivial. This would include long term health conditions such as HIV, diabetes, and cancer.

Conditions covered under the Equality Act could include long term health conditions such as diabetes and can include mental health conditions, such as depression. This list is not exhaustive.

4. Accessibility passports

LSBU believes that Accessibility Passports can support good quality discussions and be a mechanism for capturing reasonable adjustments. They can be particularly useful when a line manager changes or the individual moves to a new role. A national passport system is currently being developed and this can be used in conjunction with this policy after launch.

5. Reasonable adjustments process

Below is the process for requesting reasonable adjustments and how they will be handled. We value our disabled employees highly and aim to accommodate most adjustments within reason and in line with the Equality Act 2010. This may include seeking information from our occupational health advisers about reasonable adjustments, including whether the person's condition is likely to be covered by the Equality Act 2010.

We understand the importance of our employees feeling confident enough to discuss their need for a reasonable adjustment with their manager, and most discussions about reasonable adjustments will be started by employees, particularly if adjustments have not previously been requested. However, some discussions about reasonable adjustments can be initiated by managers. For example, if someone has disclosed a disability, their manager may wish to ask whether any reasonable adjustments would be appropriate, or if reasonable adjustments are already in place, the manager may want to initiate a discussion about their impact or practicability. Managers are also responsible for discussions about reasonable adjustments in the context of long-term sickness absences, when sickness absence procedures should be followed instead of the reasonable adjustments process.

Our reasonable adjustment process is broken down into three stages which can be seen below, including expected timeframes. A high-level flow chart of the reasonable adjustments process is also provided.

If the employee or line manager have any concerns about the progress of the reasonable adjustments process they can request an additional meeting to review the process and expected timelines. A review meeting of this type should take place within 14 calendar days of the request. For queries or support with the process please contact the EDI team at edi@lsbu.ac.uk or can contact their trade union.

Stage one

- The employee should complete an accessibility passport form which should be submitted directly to their line manager. The line manager should meet with the employee to talk through the adjustments within 14 calendar days of receiving the request.
- The confidentiality of the staff member should be respected at all times. It is not appropriate to explain the need for adjustments to other staff members without the express consent of the disabled staff member. However, line managers may seek advice from People and Organisational Development (HR).
- Any employee that does not feel comfortable with speaking to the line manager initially should contact the EDI team for support.

Stage two

- The line manager should provide a response to the employee within 14 calendar days of the initial meeting. Adjustments agreed during this meeting should be recorded on the adjustment's passport with a timeframe and how they will be implemented. A copy of any other adjustments should be kept by the individual and manager. If the individual's line

manager changes, these records can be shared with the new line manager.

- If an agreement cannot be reached between the employee and the line manager, then the manager should seek advice from the relevant HR Business Partner before responding. If a formal agreement cannot be reached, then employees should refer to stage three. Where a line manager has refused an informal request to change a working pattern as part of the reasonable adjustments process, the HR BP may advise that this (part of the) request should be managed under the Flexible Working Policy, in line with our statutory obligations.
- Further evidence to determine whether the adjustment is reasonable may also be sought. The evidence may include;
 - A referral to LSBU's occupational health advisers;
 - A GP or specialist report;
 - Any other relevant information or evidence from employee;
 - Advice from specialist organisations with expertise in the field e.g. Business Disability Forum advice helpline

Stage three

- Another meeting should be offered within 14 calendar days if the request has been refused (or within 14 calendar days of receipt of any further information requested).
- This review meeting should include the employee, line manager and HR Business Partner. There is no right to be accompanied but the employee may invite a trade union representative or work colleague.
- The meeting should be held to discuss;
 - How effective the proposed adjustment is;
 - The cost and practicality of requested adjustment;
 - Whether any alternatives can be made to the original request
- The outcome of the meeting and requested adjustment should be communicated to the employee within 14 calendar days of the meeting. If the adjustment has been agreed this should be communicated to the employee with a clear timeline of when and how adjustments will be implemented.
- If the employee has concerns about the outcome of the reasonable adjustments policy, they can follow the Grievance Procedure.

6. Physical adjustments

Any requests for physical adjustments such specialised furniture or a physical alteration should be requested via The [Estates department](#) aim to respond to any requests within five working days. Any specialised equipment can take between six to eight weeks to arrive.

7. Monitoring of reasonable adjustments

Any reasonable adjustments that have been agreed should be monitored after the first three months to establish whether the reasonable adjustment is working effectively for the employee. Adjustments should be reviewed annually.

Monitoring adjustments aim to understand whether the adjustments are still effective and whether any amendments need to be considered. The review also aims to assist planning for line managers. However, either the employee or line manager can ask for a further review of reasonable adjustments at any time, for example, if an employee feels that their adjustments need to be amended if their condition changes.

8. Access to Work

[Access to Work](#) is a publicly funded employment support programme that aims to help more disabled people stay in work. It can help provide workplace assessments for eligible staff with disabilities and they also provide financial grants if the support will cost over £1000. If there will be an unreasonable delay in accessing the grant LSBU may temporarily cover the costs until the funds have been issued. The EDI team can be contacted for queries about Access to Work.

The support you get will depend on your needs. Through Access to Work, you can apply for:

- a grant to help pay for practical support with your work
- support with managing your mental health at work
- money to pay for communication support at job interview

9. Internal support and training

LSBU's Disability and Accessibility Network, DNet, is a valuable staff network supporting disabled employees. Members benefit from events, activities and having a safe space to share concerns. DNet can be contacted via email Dnet@lsbu.ac.uk.

Line managers can access information and advice about reasonable adjustments through their HR Business Partner, who can consult the EDI team as required. Equality, Diversity and Inclusion training for managers, including about reasonable adjustments, can be booked through MyWorkplace.

For managers advertising a new role, any applicants that would like to request reasonable adjustments as part of the application or selection process can contact the Recruitment team hrsd@lsbu.ac.uk.

10. External support services

Employee Assistance Programme (EAP) – The EAP is a confidential service offering telephone or face to face counselling support, advice, and online information and support on a whole range of personal and work issues. More information on the EAP can be accessed [here](#).

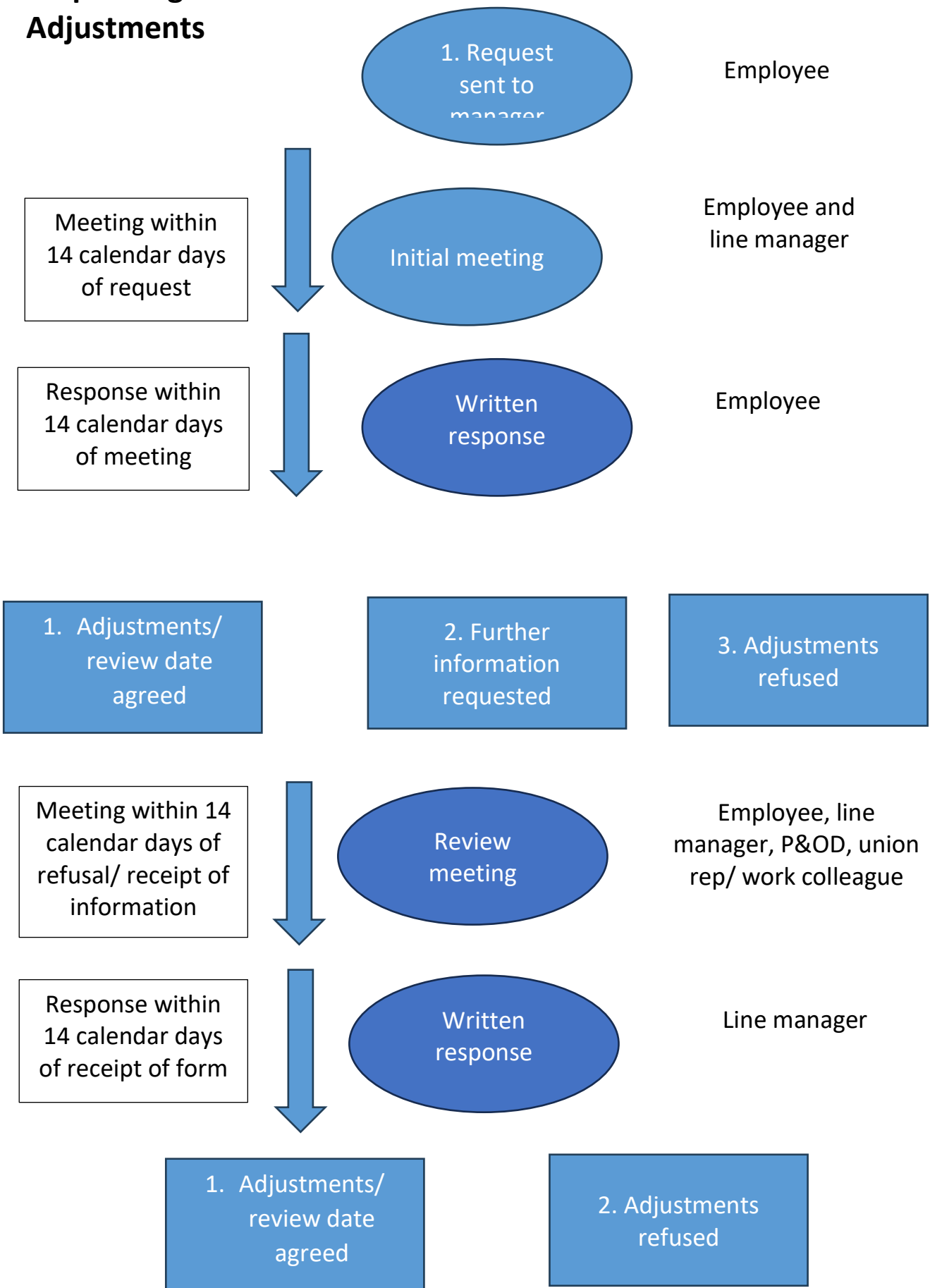
Business Disability Forum – They are the leading business membership organisation in disability inclusion. Tel 0207 403 3020, Email- Advice@businessdisabilityforum.org.uk.

Acas Helpline - The Acas helpline is for anyone who needs employment law or workplace advice, including employers, employees, and workers. Acas can be contacted on 0300 123 1100
Focus on Disability – Provide Information, guides, and products for the disabled community, elderly and carers in the UK.

11. Review

This policy will be reviewed after three years or earlier as needed, for example, in response to any legislative changes. Changes will only be made following consultation with the recognised trade unions.

Requesting Reasonable Adjustments



N.B. Concerns about the progress of the process should be raised with the line manager and an additional meeting convened (within 14 working days)

LSBU - Reasonable Adjustments Passport

The purpose of this document is to provide a framework within which to discuss the employee's health and wellbeing and what reasonable adjustments can be made at work to assist them.

This passport should be completed by an employee and their line manager.

Part 1 Employee details

Employee Name	
Department	
Manager's Name	
1.1 Is this the first time you have completed this form or is this a review of an existing one?	
1.2 If a review, what has changed to prompt the review?	

Part 2: The barriers I experience

<p>Thinking of your job and the tasks you undertake, please explain the barriers you face due to your impairment(s) or condition(s):</p> <p><i>For example: I experience fatigue in the morning due to medication which causes issues with concentration.</i></p>

Part 3: Adjustments requested

Please list the adjustments you are requesting to remove or reduce the barriers you experience at work.

For example: Late start at 10:30 am

Part 4: Outcomes

So that we can ensure that these are the right adjustments for you, please explain how the proposed adjustments will remove or reduce the barriers you face.

Part 5: Agreed adjustments

Details of adjustment	Implementation timetable	Review date*

*When adjustments are first agreed there should be regular reviews to ensure they are working. Newly agreed adjustments are usually reviewed after 3 months and it is helpful to review adjustments annually, or as otherwise required.

Signature of Manager		Date	
Signature of Employee		Date	