

LSBU Group Reasonable Adjustments Policy

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1. Accessibility statement

Employees can request this policy document in an alternative format by contacting edi@lsbu.ac.uk.

2. Aims and purpose of policy

London South Bank University (LSBU) Group is dedicated to fostering equality, valuing diversity, and promoting inclusion to ensure a respectful and dignified environment for all staff and students. We recognise the strength that a diverse workforce brings and strive for equity in access, experience, progression, and achievement through continually enhancing workplace policies, practices, culture and support.

LSBU Group is committed to a social model approach to disability, recognising that people are disabled by barriers in society and the workplace, rather than by their condition or difference.

This policy applies to all current and prospective staff working across the LSBU Group. It is designed to ensure appropriate reasonable adjustments are identified and put in place to remove barriers, promote equity of opportunity, and enable disabled and neurodivergent staff, and those with long-term conditions, to thrive at work and throughout recruitment processes.

This policy recognises the dynamic nature of disability so includes where staff develop a disability, physical and/or mental long-term condition whilst working at LSBU Group, where an existing condition fluctuates or changes, or where changes to an individual's role creates new barriers for their disability or condition.

This policy does not form part of any contract of employment or contract to provide services, and we may amend it between formal review dates following consultation with staff or recognised trade unions.

3. Equality Act 2010

All UK employers have a legal duty to make reasonable adjustments for disabled employees when a workplace policy, practice, physical feature or provision puts them at a disadvantage.

Under the Equality Act, 'disability' means a physical or mental impairment that lasts longer, or is likely to last longer than 12 months and significantly impacts someone's day-to-day activities. This includes a wide range of conditions, including *but not limited to*:

- Mental health conditions, such as depression, anxiety, bipolar disorder or PTSD
- Neurodivergent conditions, such as dyslexia, autism or ADHD

- Physical health conditions, such as arthritis, cancers, endometriosis or long covid
- Sensory impairments, such as hearing loss or sight loss

The broad category of disability means many colleagues will be entitled to reasonable adjustments even if they do not consider themselves 'disabled'. LSBU Group is committed to removing workplace barriers wherever possible and, in accordance with legislation and case law, will not require individuals to demonstrate that their condition meets the legal definition of disability. Instead, the focus will be on identifying and implementing reasonable adjustments to address workplace barriers experienced by employees.

Under the Equality Act, failure to make reasonable adjustments is a form of disability discrimination, and dismissive attitudes towards disability or reasonable adjustments may be considered harassment, both of which can lead to unnecessary stress, absence and staff departure.

4. What is a reasonable adjustment?

Reasonable adjustments are changes to the way a person works to remove or mitigate barriers they face at work due to a disability, neurodiversity or long-term health condition.

Adjustments can span a wide range of changes, but might include:

- **Changes to working arrangements**, such as flexibility with working hours, working from home, additional time allocation for tasks, adaptations to meeting arrangements or forms of communication
- **Changes to the working environment**, such as changes to office lighting, designated quiet working spaces or easier access to facilities
- **Specialist equipment**, such as ergonomic furniture, heating/cooling devices, assistive technology or software.

What constitutes a reasonable adjustment is specific to an individual person and their role. Not all possible adjustments are necessarily reasonable, and information on determining whether an adjustment is reasonable is outlined in section 9.

It is recognised that the adjustments an individual needs can evolve over time, or periodically, as a disability or condition changes, or if the nature of the role changes, so adjustments should be reviewed and updated regularly to reflect this.

5. Roles and responsibilities

Equity and inclusion is a collective organisational responsibility. Every member of the LSBU Group community has a responsibility to abide by this policy, recognise and respect agreed reasonable adjustments when working with colleagues, and to report any

behaviour that contravenes this policy. The following section outlines the responsibilities of different roles within the reasonable adjustments process in more detail.

Line managers:

- **Know the legal duty** of employers to make reasonable adjustments for disabled staff under the Equality Act 2010 and ensure that requests for reasonable adjustments are handled in line with this policy. This can be obtained by attending relevant training for line managers.
- **Proactively ask employees about reasonable adjustments** during onboarding, PDR conversations, routine management check-ins, and when an employee's role or responsibilities are changing.
- **Create a safe, person-centred conversation** when discussing reasonable adjustments with staff members. Invite open, respectful dialogue focused on barriers and what would help. Recognise that everyone's experience of a condition is different and avoid assumptions about someone's condition.
- **Respond to requests promptly**, recognising that delays prolong barriers and may increase emotional or mental strain for the employee. Consider putting interim arrangements in place where needed.
- **Implement the agreed adjustments effectively**, following the organisation's Reasonable Adjustments Catalogue and coordinating with the relevant teams and processes.
- **Seek additional guidance when required**, including support from internal teams (Employee Relations Advisors or the EDI Team) or external specialist services such as Occupational Health, or the [Business Disability Forum's Advice Service](#). This can include support on how to determine reasonableness or when requests are complex.
- **Review effectiveness** within one month of adjustments being implemented, and then every six months thereafter, adapting adjustments where needed.
- **Complete all required forms and documentation** as outlined in the organisation's process.
- **Protect confidentiality and handle data lawfully**, sharing personal or health information strictly on a need-to-know basis and obtaining consent from the employee before sharing any personal information or data.

Individual employee

- **Raise requests as early as possible**, recognising that sharing information enables the organisation to explore and implement support promptly. Staff are encouraged to talk to their manager as soon as they feel an adjustment may help.
- **Communicate openly about their needs**, explaining the barriers they are experiencing and how these affect them at work. This helps the manager understand the situation and consider appropriate adjustments.
- **Provide information that supports the request**, such as describing the functional impact of their disability or condition, while knowing they do not have to share their diagnosis unless they choose to.

- **Suggest adjustments where they feel able**, as staff often have useful insight into what changes may help them work more effectively. Both employer and employee can propose ideas for adjustments.
- **Participate constructively in discussions** about potential adjustments, recognising that the organisation may need to explore what is reasonable and feasible within its operational context.
- **Engage with relevant processes**, including attending relevant meetings, occupational health referrals where appropriate, and completing required sections of forms or documentation.
- **Work with the organisation to trial adjustments**, giving feedback on what is or isn't effective so adjustments can be reviewed, improved, or replaced.
- **Maintain communication during the process**, attending follow-up check-ins and raising concerns if an adjustment stops working, if the condition changes or if further support becomes necessary.

Employee Relations Advisors

- **Know the legal duty** of employers to make reasonable adjustments for disabled staff under the Equality Act 2010 and ensure that requests for reasonable adjustments are handled in line with this policy.
- **Provide advice and support to line managers**, helping them understand how to assess whether adjustments may be reasonable, how to apply organisational processes, and how to explore options sensitively and lawfully.
- **Create a safe, person-centred conversation** when discussing reasonable adjustments with staff members and their line managers. Invite open, respectful dialogue focused on barriers and what would help. Recognise that everyone's experience of a condition is different and avoid assumptions about someone's condition.
- **Respond to requests promptly**, recognising that delays prolong barriers and may increase emotional or mental strain for the employee. Recommend interim arrangements are put in place where needed.
- **Coordinate specialist input when required**, including referral to Occupational Health, Access to Work processes, or the Business Disability Forum Advice Service.
- **Protect confidentiality and handle data lawfully**, sharing personal or health information strictly on a need-to-know basis and obtaining consent from the employee before sharing any personal information or data.

Equality, Diversity & Inclusion Team

- **Maintain and update the Reasonable Adjustments Policy and associated guidance**, ensuring alignment with the Equality Act 2010 and the organisation's Public Sector Equality Duty (PSED), including reviewing processes in light of new equality considerations and organisational learning.

- **Monitor legal and regulatory developments** relating to equality, disability inclusion, and reasonable adjustments, ensuring that policy, guidance, and training remain compliant.
- **Deliver training and capability-building for managers, HR, and relevant teams**, focused on the policy and process of reasonable adjustments, confident and compassionate adjustment conversations, and understanding legal responsibilities under the Equality Act 2010.
- **Gather feedback from disabled staff and staff networks**, ensuring lived experience informs policy updates, training priorities, and the organisational approach to workplace adjustments.
- **Monitor the impact of the policy and adjustment processes**, including whether adjustments are timely, effective, and equitable across departments, and report issues to organisational leadership to drive improvement.
- **Provide advice to employees, HR, line managers** around organisational process of reasonable adjustments, legal requirements, principles of disability inclusion and emerging best practice. Advice may also be provided to disabled employees as and when required, to enable understanding of the policy and process.
- **Oversee and manage LSBU Group's central Reasonable Adjustments fund**, allowing for a streamlined purchasing process for equipment and support.
- **Support managers** with information on how to put adjustments in place after they have been agreed (e.g. IT software, ordering equipment etc).
- **Oversee documentation and record-keeping**, ensuring all adjustment agreement forms are stored appropriately, in line with confidentiality and data protection requirements.
- **Support organisational compliance with legal obligations** by monitoring how reasonable adjustments are implemented across the organisation, identifying themes, gaps, and potential areas for improvement.

6. Requesting a reasonable adjustment

Candidates in the recruitment process

At LSBU Group, we aim to make our recruitment and selection process accessible to all, and to mitigate barriers that candidates may face during recruitment. During the recruitment process, candidates will be asked if they require any reasonable adjustments to support them. If adjustments are requested, the information on the adjustment only with the hiring manager to ensure these are put in place to support the candidate. Any information around a disability or health condition is not shared unless this is requested by the candidate.

Where adjustments are requested by disabled or neurodivergent candidates (e.g. providing interview questions in advance), these will be provided only to individual candidates who have made the adjustment request. However, where practices have been decided to apply as standard before the process has commenced (this may include providing interview questions in advance), then it will be applied consistently to all

candidates in the process. Disabled and neurodivergent candidates are still able to request additional adjustments (e.g. receiving the questions further in advance) where required.

At offer stage, all successful candidates will be required to complete a health screening questionnaire. When successful candidates have a disability, neurodivergence or long-term health condition which may impact their work at LSBU, the information provided in the health screening questionnaire may instigate a referral to Occupational Health. On completion of an Occupational Health assessment, a report will be issued which details whether the candidate is considered fit to carry out the role and whether any adjustments may be required to support them. The successful candidate will be asked to provide consent for a report to be shared with their line manager. The line manager should discuss the potential adjustments with the incoming employee and follow the same steps as current employees to get these in place before or shortly after the employee commences employment.

Current employees

A visual map displaying the process for requesting and implementing reasonable adjustments is outlined in Appendix 1.

A conversation about reasonable adjustments may be initiated by either the employee or the line manager. It is recognised that conversations about disability, health conditions, and workplace barriers can be sensitive and sometimes difficult to initiate. Therefore, line managers are expected to create an environment in which these discussions are normalised and supportive. For example, during the PDR process, line managers should ask employees whether any adjustments may be required to carry out their role more effectively, and best practice would be for managers to ask employees about potential adjustments during more regular check-ins.

Employees or line managers may seek advice or support from the Equality, Diversity and Inclusion (EDI) Team before initiating a conversation if they feel this would be helpful. Discussions about reasonable adjustments may also arise as part of a return-to-work process following long-term sickness absence and other significant periods of absence (e.g. maternity/paternity leave).

Employees are not expected to have full knowledge of the adjustments available or required before highlighting their possible need for adjustments. Resources such as Condition Factsheets and the Catalogue of Adjustments can be used to support understanding; however, these are not exhaustive. Each individual's experience of disability or health conditions will vary, and the employee is best placed to explain the barriers they face.

As soon as a need is identified, the line manager and employee should meet to discuss potential reasonable adjustments. The purpose of the meeting is to:

- Discuss the barriers that are impacting the employee's ability to carry out any aspects of their role
- Identify potential adjustments that may be able to remove or reduce the barrier
- Identify whether any adjustments can be put in place immediately, or on a temporary basis
- Confirm whether any additional support is required to determine workplace adjustments (such as an Occupational Health Assessment). See section 7 for more information.

The outcome of this meeting should be one of the following:

- If the conversation identifies adjustments that can be agreed by both individual and line manager, these should be logged in the [Employee Reasonable Adjustments Plan](#) and implemented as soon as possible, using information outlined in the Catalogue of Adjustments. Line managers in South Bank Colleges and South Bank Academies should speak with an SLT member prior to agreeing a reasonable adjustment with an employee.
- If any barriers and adjustments are not clearly identified during the conversation, it may be that an Occupational Health or similar assessment is required to determine potential adjustments. Referrals are made via the Employee Relations Team (er@lsbu.ac.uk), and more information is outlined in section 7.
- If potential adjustments are identified but not agreed (see 'Determining if a request is Reasonable' in Section 9). Further advice and guidance can be sought from the Employee Relations Team.
- Some adjustments may be agreed and initiated immediately, whilst others may require further advice or assessment.
- If barriers have been identified but adjustments are not able to be implemented straight away, temporary or interim arrangements may be put in place to support the employee during this time.

Following the meeting, the line manager should **provide a response to the employee within 10 working days**. This may include informing the employee that an Occupational Health referral or similar assessment is recommended prior to coming to an agreement. As a result, more than one meeting may be necessary to fully understand the employee's needs and for the line manager to obtain relevant guidance from a senior manager, the Employee Relations Team, EDI Team or the [Business Disability Forum's Advice Service](#).

7. Assessment & decision making

During or following a discussion with an employee about reasonable adjustments, a line manager should come to a decision about whether these can be agreed. Line managers in South Bank Colleges and South Bank Academies should speak with an SLT member prior to agreeing a reasonable adjustment.

Many reasonable adjustments can be identified and agreed without seeking additional specialist advice (e.g. Occupational Health), particularly where needs are already known, adjustments are low risk and easily implemented, or similar measures have been successfully used before. In these instances, agreed adjustments should be recorded in the [Employee Reasonable Adjustments Plan](#) and implemented as soon as possible (see section 10 for more information).

There will instances where line managers may require additional support to determine whether a proposed adjustment is appropriate and reasonable. This support may come from a senior manager, Head of service, the Employee Relations Team or external specialist services such as Occupational Health or the [Business Disability Forum Advice Service](#).

Specialist advice is more likely to be sought when there is uncertainty about the most effective support, condition-specific insight is needed, needs are complex, adjustments are significant or have health and safety implications.

If further assessment is required to understand barriers and possible adjustments, the line manager should contact the Employee Relations Team (er@lsbu.ac.uk). An NHS assessment, Occupational Health assessment, neurodiversity assessment, or other relevant specialist input may be recommended, with consideration given to the type of information required and expected timeframes for each assessment when determining the most appropriate route. Where further assessments are initiated by LSBU (e.g. Occupational Health / neurodiversity assessments) the referral should be made within 10 working days of the initial meeting between the line manager and employee.

Following on Occupational Health or neurodiversity assessment, a report will be issued to the employee. The employee will be asked to provide consent for the report to be shared with HR and their line manager, either in full or in a redacted form if they prefer. Once the line manager has received the report, they should meet with the employee within 10 working days to discuss the findings and explore potential reasonable adjustments.

When an employee and line manager have agreed on which reasonable adjustments will be put in place, these should be recorded in [Employee Reasonable Adjustments Plan](#).

Where a proposed adjustment may affect the delivery of a service or the functioning of a wider team, the line manager may consult relevant colleagues (e.g. Head of the relevant service) with the consent of the disabled employee. Such consultation should only occur where necessary to understand operational impact and to determine whether the adjustment is reasonable. Any discussions must be handled sensitively and limited to information essential for decision-making.

Where a line manager is unsure whether a request for adjustments is reasonable or not, they should consult section 9 of this policy and the 'Determining Reasonableness form'.

Where the cost of adjustments exceeds £1,000, the employee may be eligible for support from Access to Work. Further information on Access to Work and the associated process is provided in Section 14.

8. Supporting documentation

In most cases, evidence of someone's disability or condition is not required to consider or implement a reasonable adjustment as it is recognised that many disabled people may be undiagnosed or awaiting assessment.

There are limited circumstances where appropriate supporting evidence may be requested. These include:

- When the adjustment involves substantial cost and the employee has not been approved for an Access to Work grant
- When the adjustment is significantly resource-intensive
- For safety-critical roles, or when the condition, or adjustment may pose a health and safety risk
- When the requested adjustment appears unrelated to the stated impact, supporting evidence may be requested to understand the functional impact on day-to-day activities
- When requests change significantly over time without explanation
- To support an investigation where an employee has raised a grievance (in accordance with the Grievance Policy and Procedure) in relation to the provision of reasonable adjustments.

Where requests for evidence are made, these will be proportionate and focused on understanding the functional impact rather than requiring a specific diagnosis.

Where a request for supporting evidence results in a delay in implementing an adjustment, interim adjustments should be sought.

Any evidence that is provided by the employee should be sent to the HR Service Desk to be attached to the individual's employee record. This record can only be accessed by HR and is not visible to line managers.

9. Determining what is 'reasonable'

All UK employers have a legal responsibility to make reasonable adjustments for disabled staff. Not all requests for adjustments will be 'reasonable', but all should be robustly considered. There is no set list of what is and is not reasonable, as it varies from case to case depending on the individual's experience of their condition and the nature of their role.

Several factors should be considered when deciding whether an adjustment is reasonable:

- **Is the adjustment effective?** Does the proposed adjustment remove or at least minimise the disadvantage/barrier? An adjustment might not be 'reasonable' if it does not sufficiently address the individual's disadvantage/barrier.
- **Is the adjustment practical?** Does it take a reasonable amount of time and effort to implement, is it straightforward or overly complicated? If the adjustment is impractical, it might not be 'reasonable'.
- **Is the adjustment affordable?** While many adjustments have little to no cost, LSBU Group has a centralised fund for Reasonable Adjustments to cover reasonable spends. If costs are significant (e.g. over £1000 per year), individuals may be eligible for the government's Access to Work scheme, which can provide assessments and funding for support.
- **Does the adjustment cause disruption?** How disruptive to the service, the organisation, to other colleagues or to students would it be to make this adjustment? If the adjustment causes significant disruption, it might not be 'reasonable'.
- **Does the adjustment create risk** – would making this adjustment cause any risk to others? An adjustment will not be 'reasonable' if anyone's health and safety would be compromised by making that adjustment.

Where a line manager is unsure whether a request is reasonable, they should utilise the Determining Reasonableness Form to review the adjustment request against the factors outlined above. An Employee Relations Advisor (er@lsbu.ac.uk) may be able to support with this review where required. The reasoning, evidence and outcomes should be recorded in the Determining Reasonableness Form.

For an adjustment to be determined as unreasonable, usually a combination of factors need to come together, apart from health and safety concerns, as when something is not safe it will not be reasonable.

Following the review, where a request has been determined unreasonable, the line manager should then meet with the employee to explain why. This discussion must be handled sensitively and should clearly outline the factors that informed the decision.

Where adjustments are deemed unreasonable, it is important to consider alternative adjustments that may help achieve the same or similar outcomes as the one proposed. These alternatives may be suggested by either the employee or the line manager and should be discussed collaboratively to identify workable solutions. Any agreed alternatives must be recorded in the [Employee Reasonable Adjustments Plan](#).

10. Implementation of adjustments

Once reasonable adjustments have been agreed, the line manager is responsible for ensuring that they are put in place promptly and effectively, usually within one month of the agreement. Implementation should begin as soon as possible to minimise any ongoing barriers for the employee.

Some adjustments can be introduced immediately. Adjustments that do not involve cost or procurement, such as flexible working arrangements, changes to break patterns, or minor alterations to duties, should be implemented without delay. These adjustments can often be actioned directly by the line manager as part of day-to-day management practice.

Where adjustments require equipment, software, specialist support, or changes to workplace processes, the line manager should follow the guidance set out in the organisation's Catalogue of Adjustments. This includes guidance on ordering equipment, engaging internal support teams, and accessing external services where required. The Catalogue is not exhaustive, and if a line manager is unsure of how to implement the agreed adjustment, advice can be sought from the EDI Team.

The line manager should keep the employee informed of progress throughout the implementation process, including any anticipated delays or dependencies, so that the employee understands when their adjustments will be fully operational.

Employees are welcome to complete the 'Reasonable Adjustments Summary' template to provide a simple way to share agreed workplace adjustments with other colleagues and teams as the need arises. The purpose of this is to reduce the burden on employees having to frequently explain what workplace adjustments are in place. Completing this document is entirely optional and is up to the employee to decide whether they wish to use the summary and share this information with colleagues. Where it is completed, it should accurately reflect the information outlined in the [Employee Reasonable Adjustments Plan](#).

11. Monitoring and review

Once reasonable adjustments have been implemented, the line manager and employee should meet within one month to review how effectively the adjustments are working. This initial review should consider whether the adjustments are operating as intended, whether they are meeting the employee's needs, and whether any further changes or additional adjustments are required.

Following the initial review, reasonable adjustments should be discussed at least every six months. These discussions should be initiated by the line manager and may take place during scheduled one-to-one meetings or as part of regular management conversations, such as during PDR. More frequent informal check-ins are encouraged to ensure that any emerging issues or changes are identified and addressed promptly.

The purpose of monitoring is to understand whether the adjustments remain effective over time and whether any amendments or new adjustments need to be considered. It is also necessary since existing conditions can progress, change or fluctuate over time. Regular review also supports forward planning for line managers, particularly where service delivery, team structures, or job requirements may change.

In addition to the regular review, either the employee or the line manager may request an additional review at any time. This may be appropriate, for example, if the employee's condition changes, if the adjustments are no longer effective, or if new barriers arise in the workplace.

The review should confirm which adjustments remain appropriate, identify any new or additional requirements, and ensure a new [Employee Reasonable Adjustments Plan](#) is completed. Existing adjustments remain in place throughout any adjustment review period unless a mutually agreed alternative is put in place. Records will then be updated accordingly.

Where an employee is experiencing a change in line management, they can inform the incoming manager that they have reasonable adjustments in place. The incoming line manager can request information about an existing plan from er@lsbu.ac.uk or edi@lsbu.ac.uk. If an employee does not feel comfortable to raise this conversation, they can request that an Employee Relations Advisor (ERA) does this on their behalf by contacting er@lsbu.ac.uk.

If an employee's role changes within the organisation, their existing adjustments should remain in place during the transition. The employee and their line manager should ideally meet before the role change occurs, but at least within one month following the role change to review how the adjustments apply in the new context.

This review should confirm which adjustments remain appropriate, identify any new or additional requirements, and ensure a new Employee Reasonable Adjustments Plan is completed. Information held in an existing plan can be requested from er@lsbu.ac.uk or edi@lsbu.ac.uk.

No removal, reduction or changes to an individual's reasonable adjustments will be altered by a new line manager, or when someone's role changes without:

- A discussion with the employee AND
- An assessment of the impact of any proposed change AND
- Engagement with an Employee Relations Advisor and, where relevant, Occupational Health.

12. Data storage, data protection and confidentiality

Data and information collected as part of putting reasonable adjustments in place is likely to be considered special category data under the GDPR Regulations 2019. LSBU Group will ensure that individual's personal data is handled in accordance with our Data Protection policies.

Data stored by the organisation is:

- The [Employee Reasonable Adjustments Plan](#) – a central record of these is visible to HR Business Partners, the Employee Relations Team and the EDI Team to ensure that adjustments are being implemented and reviewed.
- Any supporting evidence such as Occupational Health or Access to Work reports are stored in Revver, via the HR Service Desk. This data can only be accessed by HR, it is not visible by an employee's line manager.

Information regarding an employee's reasonable adjustments should be shared on a strictly need to know basis, and only after obtaining consent from the employee. Where information is shared with colleagues, for example to determine the impact of potential adjustments on service delivery, this should be limited to information about the workplace barriers an individual may face; the exact details of a condition should not be shared.

Where Occupational Health assessments take place, consent is obtained from the employee before any reports are shared with HR and the employee's line manager. This includes an opportunity to redact information where preferred. Following an Access to Work assessment, a condensed report is shared with the designated employer contact listed by the employee, which only includes details of the recommended support covered by the grant, full details of an employee's condition is not included.

13. Appeals and complaints

LSBU Group regards breaches of this policy by any member of the community as a serious matter to be dealt with through its agreed procedures. Any member of the LSBU Group has the right to report behaviour that they believe is in breach of this policy.

Employees wishing to appeal against the outcome of a request for reasonable adjustments, to make a complaint about how a request has been handled should do so by raising a grievance. The process for this is outlined in each institutional Grievance Policy and Procedure. The process of obtaining reasonable adjustments to support a disabled staff member access and navigate the grievance process is outlined within the Grievance Policy and Procedure.

14. Access to Work

Access to Work is a UK government employment support programme that aims to help disabled people stay in work. It can help provide workplace assessments for eligible staff with disabilities or long-term conditions, where the cost of adjustments may be considered unreasonable for LSBU Group to implement.

The support that employees can obtain, depends on their needs. As an example, Access to Work can provide funding support with things including:

- Physical equipment
- Support Workers
- BSL Interpreters
- Travel to and from work (taxi travel)

Access to Work grants can only be applied for by the individual employee themselves. Applications must be made using the [Government website](#). Once an application is made, the employee will be invited to an assessment, after which they will receive a report outlining whether they were successful in receiving an Access to Work grant, the recommended type(s) of support, and the details of what the grant covers.

A redacted version of the assessment report is shared with the workplace contact the employee has listed in their application (usually the employee's Line Manager). On receiving this report, the equipment or services should be implemented as promptly as possible. The line manager can seek support from the Access to Work Guide, Catalogue of Adjustments, or EDI Team if required.

If there will be an unreasonable delay in accessing the grant, a line manager should discuss temporary adjustments can be put in place to support the removal or reduction of any workplace barriers. This may include an adjusted expectation of workload or temporarily covering the cost of support until the funds have been issued. More information can be found in the Access to Work Guide and the EDI team can be contacted for any additional queries about Access to Work.

15. Additional support services

Employee Relations Advisors: Our Employee Relations Advisors are responsible for providing guidance whilst ensuring that we follow best practice in line with our policies and legal requirements. They provide advice to managers, can make referrals to Occupational Health where required, and can put colleagues in touch with other support networks including the Employee Assistance Programme or Mental Health First Aiders. The ER Team can be contacted at er@lsbu.ac.uk.

Equality Diversity and Inclusion (EDI) Team: Our EDI have oversight of this policy, the central Reasonable Adjustments fund, and the various support arrangements we have in place for managers and staff, including Staff Networks. The team can provide guidance to managers and staff, particularly if people would like support prior to having a conversation about reasonable adjustments, or guidance on how to implement adjustments that have been agreed. The team The EDI Team be contacted at edi@lsbu.ac.uk.

Dignity at Work Advisers: Dignity at Work Advisers are a network of trained staff volunteers who are there to support colleagues who feel bullied, harassed or discriminated against. They can listen, talk through the escalation options available, and signpost to additional support. Details of how to contact them are on [Connect](#). SBC and SBA staff can access Dignity at Work Advisers by contacting edi@lsbu.ac.uk.

Mental Health First Aiders (MHFAs): MHFAs are trained in recognising the signs and symptoms of a range of mental ill health conditions. At LSBU Group, we have staff trained as MHFAs who volunteer their time to hold supportive conversations, provide signposting to appropriate services, and help to foster a culture of support and inclusivity for staff experiencing mental distress. Details of [how to contact them can be found on Connect](#). SBC and SBA staff can access MHFAs by contacting the Wellbeing team at od@lsbu.ac.uk.

Business Disability Forum (BDF): LSBU is a member of the Business Disability Forum, the leading business membership organisation in disability inclusion, providing [free resources to all staff members](#). Our membership includes a [free Advice Service](#) providing guidance on how to support disabled staff and reasonable adjustments. Tel 0207 403 3020, Email Advice@businessdisabilityforum.org.uk.

Note: the BDF advice service can only advise managers and HR representatives, it cannot advise disabled staff members on their own situation. The knowledge hub is open to all staff. SBC and SBA colleagues can access BDF advice by contacting edi@lsbu.ac.uk.

Employee Assistance Programme (EAP): Our Employee Assistance provider, **CIC Wellbeing**, provides a comprehensive confidential service to support your health and wellbeing, including counselling, legal and financial advice, provided by clinical qualified, accredited and registered counsellors and psychotherapists. They can be contacted 24/7 hours a day, 365 days a year via telephone (0800 085 1376), email assist@cicwellbeing.com, their EAP Digital Platform or App. For more information, visit the [EAP pages on Connect](#) or contact the Wellbeing team at od@lsbu.ac.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 0800 470 0238.

LSBU's Disability and Accessibility Network (DNet) – LSBU only: DNet, is a valuable staff network supporting disabled employees at London South Bank University. Members benefit from events, activities and having a safe space to share concerns. DNet can be contacted via email Dnet@lsbu.ac.uk. More [information about Staff Networks](#) can be found on Connect.

16. Related situations and policies

Flexible working: Requests for flexible working arrangements as part of a reasonable adjustment for disabled staff will be handled within the LSBU Group Reasonable Adjustments Policy to ensure consistency in the way that requests for Reasonable Adjustments are assessed and approved.

Sickness absence – LSBU Group uses a threshold approach to managing sickness absence, where stage 1, 2 or 3 meetings are triggered once certain thresholds are met. Where staff sickness absence is related to a disability, some or all of the absence may not be counted when checking whether sickness absence thresholds have been met. The Sickness Absence Policy provides more details.

Personal Emergency Evacuation Plans: In addition to reasonable adjustments, disabled employees may also require a Personal Emergency Evacuation Plan (PEEP). This is a documented plan for individuals who may not be able to evacuate a building unaided or within a satisfactory period of time in an emergency. More information on this can be found in the relevant LSBU, SBC and SBA PEEP Policies, or by contacting the Health, Safety and Resilience team via safety@lsbu.ac.uk.

Caring responsibilities & disability by association: We recognise that some employees may have caring responsibilities for disabled individuals outside of work. While the duty to make reasonable adjustments applies to disabled employees, we will consider requests for flexibility or support in these circumstances in line with our broader commitment to inclusion and wellbeing. Staff members may also be entitled to Carers Leave, paid your normal rate of pay, as outlined in the Leave Policy.

LSBU, SBC and SBA policies and procedures which relate to the LSBU Group Reasonable Adjustments Policy include those outlined below.

LSBU Group:

[LSBU Group Equality, Diversity & Inclusion Policy](#)
Leave Policy

LSBU Staff:

[Staff Bullying, Harassment, and Sexual Harassment Policy](#)
[Grievance Policy and Procedure](#)
[Disciplinary Policy and Procedure](#)
[Speak Up Policy](#) (Whistleblowing)
Sickness Absence Policy
Personal Emergency Evacuation Plan (PEEP) Policy
[Data Protection Policy](#)

SBC Staff: All SBC policies are [accessed via the SharePoint Staff Portal](#)

Staff Bullying, Harassment, and Sexual Harassment Policy
Grievance Procedure
Disciplinary Procedure
Sickness Absence Policy and Procedures
Leave Policy and Procedure
Stress at Work Policy
Personal Emergency Evacuation Plan (PEEP) Policy

SBA Staff:

South Bank Academies Trust - Grievance Policy

South Bank Academies Trust - Disciplinary

Sickness Absence Policy, Procedure and Pay

Special Leave

Staff PEEP Procedure (Personal Emergency Evacuation Plan)

17. Additional guidance to support the implementation of this policy

In addition to this policy, there are several guidance documents which provide relevant information to support the implementation of reasonable adjustments in LSBU Group.

These include:

- **Catalogue of Reasonable Adjustments:** this document provides an overview of common reasonable adjustments which may be available to staff and the steps that should be taken to implement them.
- **Condition Factsheets:** this series of documents give an indication of common barriers that are experienced by certain conditions, or groups of conditions, and what some common reasonable adjustments may look like. It is important to note that everyone's experience of a condition, and the impact of their role and working environment, is individual. This means the barriers someone faces, and the adjustments that may be appropriate, will differ from person to person.
- **Access to Work guide:** this document outlines the UK government's support scheme 'Access to Work' and provides a guidance for employees and line managers about how to apply for an Access to Work grant to fund.
- **Determining reasonableness form:** Not all requests for adjustments will be 'reasonable' but all should be robustly considered. This form supports line managers and Employee Relations Team to determine whether a request for a reasonable adjustment is considered reasonable.
- **Training:** Training on reasonable adjustments is available for line managers and HR representatives around how to implement reasonable adjustments. Contact the EDI Team for more information.
- **Advice:** Further advice around reasonable adjustments is available from the various sources listed in section 15.

18. Policy governance and review

The effectiveness of this policy will be monitored and evaluated by the EDI Team through a variety of means such as staff survey results, regular engagement with the DNet Staff Network, EDI Steering Group and HR Team, and feedback on related staff training.

We will also review the outcomes of cases where complaints have been made relating to this policy to check that the proper procedures have been followed and to identify any points that can be learned from those cases and implement any necessary changes.

This policy will be reviewed every three years from date of publication and following any relevant policy, organisational or legal changes.

Appendix 1: Process for requesting and implementing reasonable adjustments

