

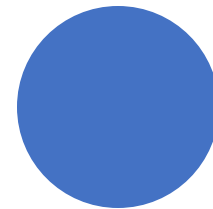
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Reasonable Adjustments Guidance

To be read in conjunction with the Council's Disability Poli

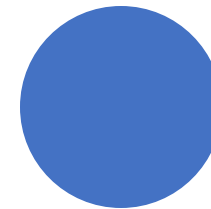
- Employers are required to make reasonable adjustments to any elements of the job which place a disabled person at a substantial disadvantage compared to non-disabled people.
- Employers are only required to make adjustments that are reasonable. Factors such as the cost and practicability of making an adjustment and the resources available to the employer may be relevant in deciding what is reasonable.
- Where an employee also has caring responsibilities of a person with a disability, it is important to acknowledge this and make reasonable adjustments where possible.

The Equality Act 2010



- Where an individual requires or may require an adjustment to the recruitment arrangements, working arrangements or environment, they should bring this to the attention of their line manager. Managers should also be alert to the need to make reasonable adjustments, for example if an employee's attendance is poor and this may be related to disability. The initial step would be to complete a "Tailored Adjustments Plan" (TAP). Although the employee should be asked what adjustments they consider should be made, the prime responsibility for considering and arranging reasonable adjustments will lie with the line manager and HR.
- The person responsible for arranging the adjustment will always consult the employee concerned, whose agreement will be sought. The expertise of the disabled employee concerning their own disability will be recognised. However, it may be necessary or advisable for the organisation to seek external advice with the employee's consent. Advice may be sought from the employee's GP, occupational health service or external services.
- Once an adjustment has been made and recorded via the TAP, its operation will need to be reviewed at least every 6 months and/or at agreed intervals to assess its continuing effectiveness.

Reasonable Adjustments



Tailored Adjustments Plan

A **Tailored Adjustments Plan (TAP)** is an agreed approach between a manager and the employee, who identifies as having a disability or is a carer for someone with a disability. Reasonable adjustments are implemented to support the employee in their work.

Reasonable adjustments will be tailored to the individual's needs and may comprise of one or more measures to enable the individual to fulfil their role to the best of their ability.

All requests will be fully considered by the manager and responded to within an agreed time.

If an adjustment cannot be met, full written reasons must be given within 14 days of the request.

Once the **TAP** has been agreed, it should be reviewed at least every six months after the adjustments have been put in place. If the adjustment has proven not to be useful, this can be modified or further adjusted.

The **TAP** then remains in the possession of the employee and/or on IBC record, so that if that employee moves roles, or their manager changes, they do not have to re-explain or re-negotiate their adjustments.

Manager Considerations

Consider ways you can be flexible about how a job is done. By discussing with the employee how a job can be done differently, you can often find ways it can be done better. Usually, the individual will have the best ideas on what changes can make the biggest difference to how well they can do their job.

Many adjustments are straightforward, don't cost anything and can be implemented easily.



You should keep agreed adjustments recorded on the **TAP** under review to see how well they are working and if any others are needed.



Once an adjustment has been agreed, it should be implemented as soon as possible. Keep a copy of the written record of any agreed adjustments. This will help you and your team member to review the adjustments made. This can also be used to pass information to a person's new manager if they move jobs in the future.

[Notification of Disability and Reasonable Adjustments Form](#)

Workplace adjustments can include:

- A more flexible working arrangement, for example, allowing someone to work from home where possible or changing their hours so they don't have to travel to work in the rush hour
 - Arranging more one-to-one supervision or additional training, or providing a mentor
 - Making a physical change to the workplace or workstation, for example, changing desk height, or moving office furniture to improve access
 - Altering assessment procedures – such as giving extra time, providing assistive technology or offering a 'work trial' instead of a traditional formal interview
 - Providing extra equipment or assistance, for example, a new chair or specific software.
-
- Improved lighting around workplace area for those with a visual impairment.

Reasonable Adjustments



Recruiting: Making adjustments for new team members

If you're aware that your new team member has a disability or health condition, arrange to talk to them as soon as possible after their appointment to discuss any adjustments they may need in their new job, so these can be put in place before they start. We would recommend having conversations about adjustments with all new starters. It might be useful to confirm next steps and complete a Tailored Adjustments Plan Template. [Notification of Disability and Reasonable Adjustments Form](#)

As with all employees, you should discuss the job with the new starter on their first day, to familiarise them with workplace policies and practices and to outline your expectations. Ensure your new team member has the equipment and adjustments needed to do the job as soon as they start. If anything is not in place, tell the individual what you are still waiting for and when it is expected.

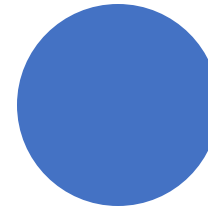
Once the new team member is in post and has a clearer sense of their day-to-day work, it may be worth having a further discussion with them to ensure the agreed adjustments are meeting their needs.

Keep a written record of any agreed adjustments. This will help you and your team member to review the adjustments made and how well they are working. This can also be used to pass information to a person's new manager if they move jobs in the future.

The Council is reducing accommodation and encouraging flexibility to ensure that there is efficient and maximum use of space. We need to find ways to ensure that adapted workstations can, as far as possible, be made available to colleagues without compromising accessibility for employees with adjusted work stations.

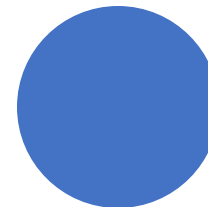
- Teams should be briefed on the importance of not adjusting settings on computers or specific chairs which have been ergonomically set for a specific employee are not to be adjusted by colleagues.
- An instruction could be placed on the workstation to not move any of the items used to increase accessibility to the workspace for their disabled colleagues.
- The principles of cooperation and reasonableness are to apply when considering how use of workstations can be maximised without compromising accessibility for disabled employees.

Adapted Workstations



- Don't make assumptions about an individual's abilities or requirements. Some people with a disability or long-term health condition don't need any adjustments.
- Treat each employee as an individual. An adjustment for one person may not be appropriate for someone with the same condition.
- Talk to the person who may need an adjustment to find out specifically the problems they are experiencing and what would make the most difference – they will be the best judge of their ability and some may be able to suggest an adjustment themselves.

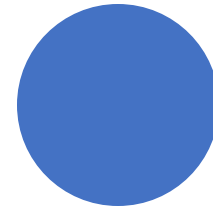
Top Tips



It's important that the performance management process takes full account of any disability where there is under-performance on the part of an individual. These should be fully explored and discussed before any formal process is initiated. The focus of any performance management process should be on positive improvement, and supportive measures put in place to help someone reach their potential.

If under-performance is an issue, you need to discuss potential adjustments or support that could help bridge someone's gap in performance. Possible adjustments could include extra training or supervision, providing a mentor or adjusting someone's responsibilities.

Adjustments and improving performance

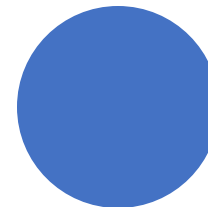


If a disabled member of your team is moving to another part of your organisation, their new manager will need to know the adjustments they need as soon as possible.

Remember to ask your team member if you can pass on any information and the Tailored Adjustments Plan so they can be put in place automatically.

Remind your team member to also discuss their requirements with their new line manager.

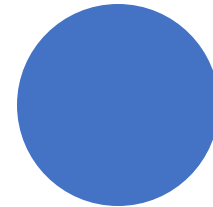
Adjustments and moving jobs



The cost of adjustments and Access to Work

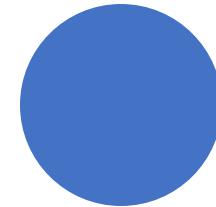
Where there are costs, financial support may be available for individuals through, for example, the government's [Access to Work](#) scheme.

Access to Work



- Your relevant HR consultant/HR Business Partner
 - [Russell Harding](#) (Senior Technical Specialist) for support with Assistive Technology – Russell.harding@rbkc.gov.uk
 - [Occupational Health](#)
OHNurse@rbkc.gov.uk
0207 641 1963
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Who can help at the Council?



[Equality and Human Rights Commission \(EHRC\)](#)

The EHRC promotes and monitors human rights. It has a range of information on disability discrimination, including:

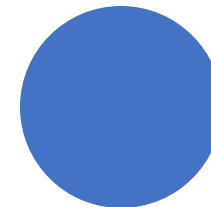
- [Guidance for employers on the Equality Act 2010](#)
- [Employing people, workplace adjustments](#)

[Remploy](#)

Remploy have produced a Disability Guide providing practical advice for employers on supporting people with a range of disabilities in the workplace. They also have [awareness factsheets](#) on a range of disabilities and health conditions

employmentservices.osc@remploy.co.uk

Further information and support



[Advisory, Conciliation and Arbitration Services \(Acas\)](#)

Acas provides free and impartial information, advice, and training to employers and employees on all aspects of workplace relations and employment law, including a number of disability discrimination and health at work:

[key points for the workplace](#)

[obligations for employers](#)

[mental health in the workplace](#)

[health and wellbeing](#)

Further information and support