



# Reasonable Adjustments Policy

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## POL148 – Reasonable Adjustments Policy

<b>Document Reference</b>	People Services
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<b>Linked procedural documents</b>	Equality, Diversity, and Inclusion Policy Disability & Long-Term Health Conditions Policy Occupational Health Policy Recruitment and Selection Policy Flexible Working Policy Home Working Policy Agile Working Policy Special Leave Policy Display Screen Equipment Users Policy Attendance and Sickness Absence Policy
<b>Dissemination requirements</b>	All Trust employees by intranet
<b>Part of Trust's publication scheme</b>	Yes

The East of England Ambulance Service NHS Trust (EEAST) has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The Trust will not tolerate unfair discrimination on the basis of spent criminal convictions, Trade Union membership or non-membership. In addition, the Trust will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups.

All Trust policies can be provided in alternative formats.

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## 1. Introduction

- 1.1 The Equality Act 2010 requires employers to make reasonable adjustments to make sure that someone with a disability, or physical or mental health condition, is not substantially disadvantaged when doing their job.
- 1.2 EEAST is committed to providing an inclusive and barrier-free workplace where you can be open about your disability or health condition, feel valued and supported in your work and in working towards your career aspirations.
- 1.3 This commitment is defined within our Equality, Diversity and Inclusion Strategy and considers the obligations within the NHS Workforce Plan and NHS Inclusivity Plan.

## 2. Purpose

- 2.1 The purpose of this policy to:
  - ensure that employees are adequately supported from the start of their employment, or when their health condition changes on a long-term basis,
  - provide guidance on making reasonable adjustments to remove barriers that employees and candidates with disabilities, or long-term health conditions may experience,
  - raise awareness amongst all employees and managers of the moral, social, and legal obligations to make reasonable adjustments,
  - assist managers on how to understand, identify and manage reasonable adjustments to support you if you have a disability or long-term health condition, or if you need an adjustment to your role for another reason, i.e., maternity, transitioning at work, menopause,
  - provide examples of adjustments, and sources of support and information.
- 2.2 This policy should be read together with the Disability Policy, Equality Diversity and Inclusion Policy, Sickness Absence Management Policy, or other specific Trust document, e.g., menopause guidance.

### 3. Scope

3.1 This policy applies to all EEAST employees, Casual Workers, Agency Workers, volunteers, students, job applicants and visitors undertaking work for, or on behalf of, EEAST.

### 4. Duties

4.1 Managers responsibilities include to:

- complete/attend all EEAST mandated disability and/or reasonable adjustments awareness training,
- familiarise themselves, and comply with this policy and procedure,
- seek appropriate advice from a HR representative,
- where appropriate, ask you to contact Access to Work (ATW) for an assessment,
- meet you to complete a Health and Wellbeing Passport, and/or review on a regular basis,
- keep a record of agreed actions and review dates,
- ensure any agreed reasonable adjustments are put in place promptly, recorded correctly and reviewed regularly.

4.2 Managers, HR Representatives (with the support of the Associate Reasonable Adjustment Advisor) and Trade Union Representatives are responsible for providing advice and guidance to employees on the application of this policy and procedure.

4.3 So that your line manager can discuss available support and consider reasonable adjustments, you should:

- let your line manager know that you have a disability/long-term health condition that may affect your work,
- complete a Health and Wellbeing Passport **with** your manager, or provide your manager with a copy of any previously completed Health and Wellbeing Passport,
- update your disability status on our Electronic Staff Records (ESR),

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- let your manager know if there are any changes to your disability/health condition,
- attend Occupational Health (OH) appointments when you have been informed that a referral has been made,
- where appropriate, contact Access to Work in line with this policy.

### 5. Definitions

Reasonable Adjustments	Changes an employer makes to remove or reduce a disadvantage related to someone's disability.
Access to Work (ATW)	A government scheme that can help people with a physical or mental health condition to get or stay in work. Someone may be eligible for a grant to help pay for practical support. This is not a substitute for our legal obligation to make reasonable adjustments or pay for them.
Disability	A physical or mental impairment that has a substantial and long-term negative effect on your ability to carry out normal day-to-day activities (also refer to the Disability Policy).
Substantial	More than minor or trivial, e.g., it takes much longer than it usually would to complete a daily task like getting dressed.
Long-term	12 months or longer, for example, asthma, post-covid syndrome, clinical depression, autism, dyslexia may be considered under this definition (the list is not exhaustive).
Direct discrimination	When someone is put at a disadvantage and treated less favourably because of: <ul style="list-style-type: none"><li>• their own disability,</li></ul>

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	<ul style="list-style-type: none"> <li>• the disability of someone they know or have a connection with,</li> <li>• a perceived disability (thinking someone has a disability when they do not).</li> </ul>
Indirect discrimination	When a working practice, policy or rule is the same for everyone but has a worse effect on someone because of their disability, and there is no objective justification.
Discrimination arising from disability	When someone is put at a disadvantage and treated less favourably, not because of their disability itself, but because of something that is a result of their disability, e.g., absence from work because of regular hospital appointments, difficulties with reading or writing.
Objective Justification	<p>A manager might need to make certain decisions that lead to discrimination. This might be legal if they can prove both of the following:</p> <ul style="list-style-type: none"> <li>• there is a 'legitimate aim', such as a genuine business need or a health and safety need.</li> <li>• the discrimination is 'proportionate, appropriate and necessary' – this means the legitimate aim is more important than any discriminatory effect.</li> </ul>

## 6. When to make reasonable adjustments

6.1 We understand that you may not consider yourself to have a disability, or you may choose not to tell us about your disability / long-term health condition. However, if you need reasonable

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adjustments for a health condition, we encourage you to tell your manager so that:

- they can listen and try to understand how it affects you and how they can help,
- you can discuss and agree on reasonable adjustments together,
- they can consider getting medical advice, e.g., OH if they need help deciding what adjustments are needed.

6.2 Your line manager must consider the need for adjustments (see Section 7), and make any reasonable adjustments when:

- they know, or could reasonably be expected to know, that you have a disability,
- if you are an external job applicant, or you already work for EEAST and have applied for an internal vacancy, and you have asked for adjustments to be considered,
- if you are having difficulty with any part of your job due to your disability / health condition,
- if your absence record, sickness record or a delay in returning to work is because of, or linked to, your disability / long term health condition.

*Managers should use every opportunity to ask employees whether they need any adjustments. This can be done through, for example, one to one meetings, appraisals or when employees return to work from absence.*

## 7. What 'reasonable' means

7.1 Your manager is accountable for deciding what adjustments are reasonable and can be made and does not have to make adjustments that are unreasonable. However, they should find other ways to support you, including making other adjustments that are reasonable. What is reasonable will depend on each situation, and your manager will focus on your ability to function on a day-to-day basis rather than your

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medical diagnosis. Reasonable adjustments may not relate to a medical diagnosis in some instances.

7.2 Your manager will speak to an HR representative / Associate Reasonable Adjustment Advisor before agreeing to, or declining, any requested adjustments. They should refer to the **Reasonable Adjustments Toolkit (POL148-02)**, which is available on the intranet, and/or where appropriate seek advice from specialised departments, e.g., OH, Health & Safety.

7.3 Your manager will assess whether an adjustment is reasonable by carefully considering **all** the following:

- **effectiveness** – whether it will remove or reduce your disadvantage,
- **practicality** - how long it will take to implement, whether anyone will need extra training (including colleagues), the feasibility from an operational / work perspective, if there is any impact to other employees and/or EEAST,
- **affordability** – how much it will cost, what financial resources are available (e.g., ATW), and whether the cost impact is sustainable and affordable,
- **risk** – whether it could harm the health and safety of others.

## 8. Examples of reasonable adjustments

8.1 Reasonable adjustments are specific to you as an individual, and what works for one employee may not work for another. Regardless of individual differences the ultimate aim is to remove or reduce any substantial difficulty that you may experience in recruitment or within the workplace.

Some examples of steps that it might be reasonable to make are included below (this list is not exhaustive).

### 8.2 Changing working arrangements

- changing your working patterns, e.g., rostered hours, start and finish times (see the Flexible Working Policy).

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- flexible working or agile working (see the Flexible Working Policy).
- working from home (see the Home Working Policy).
- reasonable adjustments for absence, including time off for medical appointments and treatment.
- a phased return to work after absence.

### 8.3 Providing equipment, services or support

- providing extra or adapted equipment, such as chairs, computer, software, phones, hearing-aid modified stethoscopes.
- providing documents / emails in an accessible format, e.g., by using coloured paper or a larger font size.
- giving one-to-one support, e.g., to help you prioritise your work.
- providing other specialist support, e.g., a sign language interpreter.

### 8.4 Finding a different way to do something

- giving you different responsibilities.
- giving you more time to do written or reading tests that are part of an interview or exam (except where there is a legal deadline which we cannot change).
- distributing work differently within a team.
- offering another suitable role (see the Redeployment Policy and Procedure).

### 8.5 Making changes to the workplace

- changing the lighting above your desk or workstation.
- changing the layout of a work area.
- providing an accessible car parking space.
- holding a job interview / meeting in a room that is wheelchair accessible.

## 9. Health and Wellbeing Passport

9.1 Your Health and Wellbeing Passport allows you to record any information that you would like to share about a disability and/or long-term health condition. This may include, but is not limited to:

- any tasks you need help with or cannot do easily,
- any tasks which may take longer for you to complete,
- any diagnosis you feel may be helpful for your manager to know about,
- any information about medication or interventions that you feel are relevant to work,
- what technology / equipment you find difficult to use at work,
- what communication methods you prefer,
- any reasonable adjustments put in place to remove or reduce workplace barriers,
- **any adjustments considered but not implemented, including the reason for this decision,**
- dates of all meetings arranged by your manager to discuss / review your Health and Wellbeing Passport,
- the date of the next mutually agreed review meeting (which must be held at least every twelve months but could be more frequent where required).

9.2 Further information is available, including where you can access the passport, in our Health and Wellbeing Policy and East24: [Health and Wellbeing Passport User Guide](#).

## 10. Reasonable adjustments during a recruitment process

10.1 If you are an applicant or an existing employee, we are committed to supporting you if you have applied for a role within EEAST.

10.2 If you have a disability/long-term health condition please refer to our Recruitment and Selection Policy, Occupational Health

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Policy, Disability Policy and Equality, Diversity, and Inclusion  
Policy for full information on the support available.

10.3 Reference can be made to the **Reasonable Adjustments Toolkit (POL148-02)**.

## 11. Reasonable Adjustments for new recruits (including initial training periods)

11.1 An early understanding of your disability/long-term health condition will help us to support you from the start of your career / new role within EEAST.

11.2 As soon as you let them know, your manager / training manager will arrange to meet you to:

- discuss any potential adjustments,
- give full and fair consideration to all reasonable possibilities,
- discuss the completion of a Health and Wellbeing Passport.

11.3 If you already have a Health and Wellbeing Passport, you should provide your manager with a copy so that they are aware of any adjustments that have already been considered and/or implemented. Your manager will discuss this with you in line with **Section 9**, and update, as necessary.

*You can also consider completing a new [Health and Wellbeing Passport](#) if you have an older version.*

11.4 Where adjustments can be readily anticipated and deemed reasonable (**see Section 6**) these should be discussed and implemented without unnecessary delay.

11.5 All adjustments that have been identified and discussed should be recorded on your Health and Wellbeing Passport (**see Section 9**).

11.6 ATW can provide practical and financial support to help you overcome barriers to starting or keeping a job. You and your line manager should refer to **Section 13** to ensure that funding for costs is identified and applied for at the earliest opportunity.

11.7 If your Health and Wellbeing Passport is completed during an initial training period, once you move to your new work base and, with your agreement, the training manager will share it with your new manager. Your new manager will arrange to meet with you as soon as possible to review your Health and Wellbeing Passport, and to consider any amended or additional adjustments that may support you in your role.

## 12. Reasonable Adjustments for existing employees

12.1 If you have an existing, developing, or new disability or long-term health condition your manager will meet with you to discuss what adjustments could be considered to accommodate your needs.

12.2 The key objective will be to take all reasonable steps to enable you to continue working, or where you have had a period of absence from work, to resume working, without being at a disadvantage.

12.3 There are a number of possible routes to support with identifying workplace adjustments, including:

- **Locally managed** – your line manager will first consider if there are any reasonable adjustments (**see Section 7**) that can be implemented without needing further advice, e.g., through undertaking a Display Screen Equipment (DSE) Assessment, Stress Risk Assessment, relaxing sickness policy triggers.
- **Occupational Health** – your line manager may make a referral to OH to ask for their advice and recommendations on workplace adjustments. Alternatively, if you believe a referral to OH would benefit you, you can ask your manager to consider making a referral.
- **Access to work** – you can make an application for practical and financial support in overcoming barriers in the workplace (**see Section 13**).

12.4 Your line manager will discuss with you, and implement, any agreed reasonable adjustments without unnecessary delay, and will keep you updated on progress.

12.5 All adjustments that have been identified and discussed should be recorded on your Health and Wellbeing Passport (see Section 9).

### 13. Access to Work (ATW)

13.1 ATW can be contacted to consider support for:

- adaptations to workplace equipment,
- sourcing specialised equipment,
- disability awareness training for colleagues,
- the cost of moving equipment if there is a change of location or job.

13.2 In order to access funding you must make a direct application to ATW, either online or via telephone. If your application is successful, they will arrange for a workplace assessment, after which you will receive a full report including any recommendations. Additional information can be found on [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work).

13.3 Please refer to the **Reasonable Adjustments Toolkit (POL148-02)**.

### 14. Monitoring and reviewing

14.1 Any reasonable adjustments implemented and recorded on your Health and Wellbeing Passport may be those that you will need all the time, or changes that are put in place to accommodate fluctuations in your health.

14.2 Your reasonable adjustments might need to change over time, e.g., if you move to a new role, something changes at work, or your condition changes. It is therefore important that once an adjustment has been made, it is monitored and reviewed regularly to ensure that it remains effective at reducing or removing barriers.

14.3 Your manager will arrange a review meeting at least every twelve months, or earlier if you let them know that something has changed. During this meeting, your manager will review your Health and Wellbeing Passport, consider further or

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alternative adjustments and update your Health and Wellbeing Passport with the meeting date, outcome, and next review date.

## 15. Support

15.1 EEAST has a number of established staff equality networks (e.g., Disability Support Network, LGBT+ Staff Network) which aim to promote and support the needs of our employees. Further information on all our networks is available on East24: [Staff equality networks](#).

15.2 You can also find other sources of wellbeing support, for example, our network of wellbeing champions and Mental Health First Aiders on East24: [Wellbeing at EEAST](#).

## 16. Policy review

16.1 This policy will be reviewed initially after two years, followed by on a three yearly basis, or will be amended in the light of new employment legislation and/or relevant case law.

Appendix A

## Equality Impact Assessment

EIA Cover Sheet		
Name of process/policy	Reasonable Adjustments Policy	
Is the process new or existing? If existing, state policy reference number	Existing (POL148)	
Person responsible for process/policy	HR	
Directorate and department/section	People Services	
Name of assessment lead or EIA assessment team members	HR Policy Subgroup	
Has consultation taken place? Was consultation internal or external? (please state below):	Internal consultation through HR Policy Subgroup members	
	<input type="checkbox"/>	
	<input checked="" type="checkbox"/>	X
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	<input type="checkbox"/>	
	Other (please state)	

Equality Analysis																					
<p>What is the aim of the policy/procedure/practice/event?  <b>EEAST is committed to providing an inclusive and barrier-free workplace where employees can be open about their disability or long-term health condition, feel valued and supported in their work and in working towards their career aspirations.</b>  <b>This policy aims to provide guidance on making reasonable adjustments to remove barriers for employees, workers, and candidates with disabilities or long-term health conditions, or if they need an adjustment for another reason.</b></p>																					
<p>Who does the policy/procedure/practice/event impact on?</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;"><b>Race</b></td> <td style="width: 5%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 25%;"><b>Religion/belief</b></td> <td style="width: 5%; text-align: center;"><input checked="" type="checkbox"/></td> <td style="width: 25%;"><b>Marriage/Civil Partnership</b></td> <td style="width: 5%; text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td><b>Gender</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><b>Disability</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><b>Sexual orientation</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> <tr> <td><b>Age</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><b>Gender re-assignment</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> <td><b>Pregnancy/maternity</b></td> <td style="text-align: center;"><input checked="" type="checkbox"/></td> </tr> </table>				<b>Race</b>	<input checked="" type="checkbox"/>	<b>Religion/belief</b>	<input checked="" type="checkbox"/>	<b>Marriage/Civil Partnership</b>	<input checked="" type="checkbox"/>	<b>Gender</b>	<input checked="" type="checkbox"/>	<b>Disability</b>	<input checked="" type="checkbox"/>	<b>Sexual orientation</b>	<input checked="" type="checkbox"/>	<b>Age</b>	<input checked="" type="checkbox"/>	<b>Gender re-assignment</b>	<input checked="" type="checkbox"/>	<b>Pregnancy/maternity</b>	<input checked="" type="checkbox"/>
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<p>Who is responsible for monitoring the policy/procedure/practice/event? <b>HR</b></p>																					
<p>What information is currently available on the impact of this policy/procedure/practice/event?  <b>None currently as this is a new policy, and reasonable adjustments are not being consistently recorded. This policy aims to address this concern and monitor impact regularly.</b></p>																					
<p>Do you need more guidance before you can make an assessment about this policy/procedure/ practice/event? <b>No</b></p>																					
<p>Do you have any examples that show that this policy/procedure/practice/event is having a positive impact on any of the following protected characteristics? Yes/No, if yes please provide evidence/examples:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 25%;"><b>Race</b></td> <td style="width: 5%; text-align: center;"><input type="checkbox"/></td> <td style="width: 25%;"><b>Religion/belief</b></td> <td style="width: 5%; text-align: center;"><input type="checkbox"/></td> <td style="width: 25%;"><b>Marriage/Civil Partnership</b></td> <td style="width: 5%; text-align: center;"><input type="checkbox"/></td> </tr> </table>				<b>Race</b>	<input type="checkbox"/>	<b>Religion/belief</b>	<input type="checkbox"/>	<b>Marriage/Civil Partnership</b>	<input type="checkbox"/>												
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<b>Gender</b> <input type="checkbox"/>	<b>Disability</b> <input type="checkbox"/>	<b>Sexual orientation</b> <input type="checkbox"/>
<b>Age</b> <input type="checkbox"/>	<b>Gender re-assignment</b> <input type="checkbox"/>	<b>Pregnancy/maternity</b> <input type="checkbox"/>

Please provide evidence:  
**This is a new policy which has been written to be inclusive of all our colleagues with a disability or long-term health condition, or where they may need a reasonable adjustment for another reason.**

Are there any concerns that this policy/procedure/practice/event could have a negative impact on any of the following characteristics?  
Yes/No, if so, please provide evidence/examples: **No**

<b>Race</b> <input type="checkbox"/>	<b>Religion/belief</b> <input type="checkbox"/>	<b>Marriage/Civil Partnership</b> <input type="checkbox"/>
<b>Gender</b> <input type="checkbox"/>	<b>Disability</b> <input type="checkbox"/>	<b>Sexual orientation</b> <input type="checkbox"/>
<b>Age</b> <input type="checkbox"/>	<b>Gender re-assignment</b> <input type="checkbox"/>	<b>Pregnancy/maternity</b> <input type="checkbox"/>

Please provide evidence:  
**Having reviewed and updated the policy and completed a full consultation process, no negative impact was raised, and with the evidence available there is no negative impact.**

**Action Plan/Plans – SMART**

Specific  
Measurable  
Achievable  
Relevant  
Time Limited

**Evaluation Monitoring Plan/how will this be monitored?**

Who – see Monitoring Table  
How  
By  
Reported to

Appendix B - Monitoring Table

What	Who	How	Frequency	Evidence	Reporting arrangements	Acting on recommendations	Change in practice and lessons to be shared
<p>Audit of employee experience, and that the policy and procedure is being applied consistently, fairly, and accurately for all.</p>	<p>Head of HR People Partnering / Associate Reasonable Adjustment Advisor</p>	<p>Monitor GRS, ESR and ER Tracker data</p>	<p>Annually</p>	<p>Number of:</p> <ul style="list-style-type: none"> <li>• Health Passports being completed,</li> <li>• Reasonable adjustments being considered / implemented.</li> <li>• Complaints / grievances received in relation to policy.</li> </ul>	<p>Reported to and discussed at People Committee where required</p>	<p>Head of HR People Partnering will address any actions or changes required.</p>	<p>Any change in practice will be identified and:</p> <ul style="list-style-type: none"> <li>• process updated with HR People Partnering team.</li> <li>• HR People Partnering / line manager training implemented.</li> <li>• policy updated where required.</li> </ul>