

Reasonable Adjustments Policy and Procedure

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1. Introduction

- 1.1. The University of Greenwich is committed to fostering an inclusive culture where every individual is valued and able to carry out their job without barriers and have a sense of belonging.
- 1.2. This policy and its procedures ensure all staff and line managers understand the legal duties placed on the university to make reasonable adjustments for disabled people, and sets out:
 - a) What a reasonable adjustment is.
 - b) The university's legal duties and responsibilities.
 - c) How the university supports staff with disabilities and health conditions.
 - d) An employee's guide when requesting reasonable adjustments.
 - e) A line manager's guide to implementing reasonable adjustments.

2. Scope

- 2.1. This policy and its procedures apply to all job applicants during the recruitment process and all employees, agency workers, self-employed contractors, casual workers and students who are also employees.

3. The university's legal duties

3.1. The Equality Act (2010)

The law prohibits unlawful discrimination, harassment, and victimisation, of anyone in the workplace or in the wider society who falls under these nine protected characteristics:

- a) Age
- b) Disability
- c) Gender reassignment
- d) Marriage and Civil Partnership
- e) Pregnancy and Maternity
- f) Race
- g) Religion or Belief (includes non-belief)
- h) Sex
- i) Sexual Orientation

The Equality Act states that employers must make reasonable adjustments when:



- a) *They know, or could reasonably be expected to know, someone is disabled.*
- b) *A disabled staff member or job applicant asks for adjustments.*
- c) *Someone who is disabled is having difficulty with any part of their job.*
- d) *Someone's absence record, sickness record or delay in returning to work is because of, or linked to, their disability.*

A person has a disability under the Equality Act 2010 if they have a physical or mental impairment and if the impairment has a substantial and long-term adverse effect on their ability to participate in working life equally with their

colleagues. Further information on the definition of the terms ‘impairment’, ‘substantial’ and ‘long-term’ can be found on the Equality and [Equality and Human Rights Commission](#) website.

The Equality Act 2010 states that a person who has cancer, HIV infection or multiple sclerosis (MS) is a disabled person. This means that the person is protected by the Act effectively from the point of diagnosis. Further examples of health conditions covered by the definition of a disability can be found on the [Equality and Human Rights Commission](#) website.

3.2. The Public Sector Equality Duty

The Equality Act also requires public bodies such as the University of Greenwich to consider how their decisions and policies affect people with different protected characteristics (or a combination of these).

The university is committed to promoting equality of access and outcome for all, celebrating diversity, and providing an inclusive learning and work environment for all students, staff, and visitors. The university will ensure they pay ‘due regard’, to:

- a) the need to eliminate discrimination, harassment, and victimisation.
- b) advance equality of opportunity.
- c) foster good relations between people, irrespective of their age, disability, gender re-assignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex and sexual orientation’.

Paying ‘due regard’ means the university will consciously consider or think about the need to do the above.

4. What is a “reasonable adjustment”?

4.1. A “reasonable adjustment” is a legal term under the Equality Act 2010, which requires employers to ensure that a disabled employee with a physical or mental impairment, is not placed at a substantial disadvantage when doing their job, compared to a non-disabled employee. Therefore, the university is required to make ‘reasonable adjustments’ to remove workplace barriers, for job applicants, employees, agency workers and self-employed contractors, including casual workers and students who are also employees, who have a disability.

5. What does “reasonable” mean?

5.1. The law does not specify what is or isn’t “reasonable”, therefore it is the university’s responsibility to consider what might be reasonable or not reasonable by working collaboratively with the employee and taking advice from relevant parties (for more information on relevant parties see [How to Manage a Request](#) in Appendix A: Line Managers Guide to Reasonable Adjustments).

The [Equality and Human Rights Commission](#) provide robust guidance on how to make a decision when determining whether a request is reasonable. When considering any request, the university will consider the following:

- a) how effective the change will be in preventing the disadvantage the disabled person would otherwise experience.
- b) whether it is practical.
- c) the cost and availability of resources, including external funding, e.g. Access to Work.
- d) the type and size of the employer.
- e) whether the adjustment could harm the health and safety or cause disruption to others and the extent of these.

6. Policy

6.1. Whilst the university will endeavor to meet the needs of employees wherever possible and accommodate a reasonable adjustment request, it may not always be possible to agree to an adjustment. When an employee's request is declined, the Reasonable Adjustments Form will be used to document the process and the reasons why the university are unable to agree to the request (line managers and employees should refer to '[When adjustments are declined](#)' in Appendix A: Line Managers Guide to Reasonable Adjustments).

6.2. The university is committed to making reasonable adjustments to support employees who have a mental or physical condition or disability where barriers need to be removed to enable them to carry out their role. Every request for reasonable adjustments is unique and will be considered on a case-by-case basis. The points noted at 5.1 (a-e) will form the basis for determining whether or not a request can be agreed.

6.3. The initial discussion regarding a reasonable adjustment request will be a collaborative one between the employee and their line manager. Details of the request and the discussion should be recorded in writing by the line manager using the **Reasonable Adjustments Request Form (located on the staff portal)**. Once this discussion has taken place the line manager must notify the People Directorate by raising a Help Desk Request via Horizon at the soonest opportunity. The line manager should work proactively with the People Directorate to understand the next steps and the timeframe for considering the request, so that this can be communicated to the employee without delay. The line manager must act promptly when they receive a request and where the adjustment is deemed reasonable it should be implemented as soon as is reasonably practicable. Delays can be considered a failure to comply with the Equality Act.

6.4. Further resources, information, guidance and examples of reasonable adjustments can be found on the [Equality and Human Rights Commission](#) website.

6.5. Funding

6.5.1. When considering whether a request is 'reasonable' the university must consider the cost and availability of resources, including the availability of

university funding and external funding (see [5. What Does Reasonable Mean?](#)).

6.5.2. The employee is not expected to pay for the cost of implementing a reasonable adjustment, therefore the source and the means of funding should be established by the employee's line manager in conjunction with the budget holder and the People Directorate. The line manager must liaise with the budget holder where appropriate.

6.5.3. External funding may be obtained for part or all of the cost of funding for an employee's reasonable adjustments. With guidance from the People Directorate the line manager and the employee should explore external funding options through 'Access to Work' government funding (see [Funding for reasonable adjustments](#) in Appendix A: Line managers guide to reasonable adjustments).

7. Employee Guide – How to request reasonable adjustments

7.1. Sharing disability information with the university

Employees and job applicants are encouraged to share their disability or medical condition with the university:

- a) When applying for a job.
- b) When joining the university.
- c) At any point during employment.

How an employee shares this information is outlined below. Employees and job applicants are not obliged to share their disability with the university and can decide not to, however, by not sharing their disability the individual may not be able to access the full range of support available.

7.1.1. **Job applicants** can disclose that they have a disability at application stage on their application form, without sharing the details of their disability. They can also request any reasonable adjustments that they need to attend an interview or for any part of the recruitment process.

7.1.2. **New employees** who have received a job offer have the opportunity to notify the university of their disability or health condition via the pre-employment questionnaire. New employees are also encouraged to talk to their line manager during the onboarding process about their disability or health condition and the reasonable adjustments they require, if this has not already been discussed during the interview process. When considering any request for adjustments from a new employee, line managers should seek advice from the People Directorate in the first instance.

7.1.3. **Existing employees** can voluntarily share their disability information via the employee home page in Horizon, by selecting the **'Me' tab > Personal Information Tile > Personal Details Tile > select the pencil under disability info.**

The information about the employees' disability submitted on Horizon will only be visible to the People Directorate and accessed by them if appropriate. The People Directorate will not automatically share disability information with the employees' line manager unless the employee requests them to do so, however employees should note that the implementation of reasonable adjustments will require approval from the employee's line manager, therefore sharing this information will be necessary. The People Directorate will discuss this with the employee first.

If the employee wishes to request reasonable adjustments, they should normally contact their line manager to discuss the full range of support that may be available. They could do this by requesting a confidential meeting with their line manager or by discussing it in their regular one-to-one meeting if it is timely.

7.1.4. Employees returning from long-term sickness absence. Where an employee's long term sickness absence has resulted from a disability due to illness or injury and the employee has notified the university, they will be supported to return to work. Line managers should refer to the *Sickness Absence Policy and Procedure* for further guidance on helping an employee to return to work from long-term sickness absence. On their return the employee can choose to update their personal information in Horizon with details of their disability.

7.2. Adjustments Passport

7.2.1. The Adjustments Passport is a tool that can be used to record the reasonable adjustments agreed between an employee and their line manager. **The Adjustments Passport form is located on the staff portal.** The form is completed by and owned by the employee, meaning it is portable. It provides continuity if the employee changes roles or manager and is intended to minimise the need for the employee to renegotiate their adjustments. It can be used to help the employee to explain the impact of their disability or health condition on them at work. However, completing an Adjustments Passport is optional and there is no obligation for the employee to complete one.

7.2.2. Once the employee has completed their Adjustments Passport they should keep a copy of it. If the employee chooses to share their passport with the People Directorate it will be held confidentially and securely on their employee file only accessible by the People Directorate. The People Directorate will not share the passport with anyone without the employee's consent but the employee can choose to share the passport with whomever they wish to.

7.2.3. The Adjustments Passport is a record of the reasonable adjustments agreed between the employee and their line manager, therefore if for any reason the employee wishes to make a change to their passport they should discuss this with their line manager in the first instance (for further details on [Reviewing reasonable adjustments](#) see Appendix A: Line Managers' Guide to Reasonable Adjustments).



7.2.4. *In the event that an employee changes roles within the university, the Adjustments Passport may be a useful tool for the employee to use when discussing their disability and required adjustments with their new line manager.*

7.3. Accompaniment at meetings

7.3.1. An employee may choose to be accompanied at any meeting to discuss their request for reasonable adjustments. Their companion at a meeting can be a workplace colleague or trade union representative or an official employed by the trade union. Contact details for the university's four recognised trade unions can be found on the university staff portal [here](#).

7.3.2. The companion should not answer questions on behalf of the employee but may make representations and ask questions. The employee and companion may talk privately at any time during the meeting.

7.3.3. If the chosen companion is not available at the time offered, the employee can request that the meeting is postponed to an alternative time provided this is not more than five working days after the original date.

7.4. Occupational health referrals

Where an employee has a mental or physical condition or disability where barriers need to be removed to enable them to carry out their role, it may be appropriate to obtain medical advice from the university's occupational health provider. Further information on occupational health referrals can be found in the line managers guide [here](#).

7.5. Funding for reasonable adjustments

Access to Work is a government scheme funded by the Department for Work and Pensions that can help an employee to stay at work if they have a physical or mental health condition or disability. An eligible employee may be able to obtain funding from the scheme to help pay for practical support in relation to their work and/or support with managing their mental health at work. Employees can check their eligibility for an Access to Work grant on the gov.uk website and further information can be found in the line managers guide [here](#).

8. Employee, worker, and contractor data protection

8.1. The university has a duty to comply with GDPR when storing and processing employee, worker, and contractor data.

8.2. Information about the university's responsibilities for storing and processing of university data can be found in our [Information compliance policies](#).

8.3. Details of how the university processes employee, worker and contractor personal data both during and after employment can be found in our [Staff Privacy Notice](#).

9. Support and resources

The following list of support and resources is neither exhaustive nor exclusive:

<u>UOG SUPPORT AND RESOURCES</u>	<u>EXTERNAL SUPPORT AND RESOURCES</u>
<p>Employee Assistance Programme (EAP)</p> <p>Staff members can access free information, advice and confidential support (including counselling), available 24 hours a day, 7 days a week, 365 days a year. Full details can be found here.</p>	<p>AbilityNet <i>Providing specialist services and support to create accessible digital technology</i> abilitynet.org.uk</p>
<p>Disabled staff community</p> <p>University of Greenwich Disabled Staff Community.</p>	<p>Access to Work Government funding for practical and mental health support. Employees can check their eligibility and apply for an Access to Work grant on the gov.uk website. Mental health support information can be found here. See also ‘Funding for Reasonable Adjustments’ in this policy.</p>
<p>Neurodiversity in the workplace</p> <p>University of Greenwich Neurodiversity in the Workplace Guidance.</p>	<p>National Autistic Society autism.org.uk</p>
<p>Mental Health First Aiders</p> <p>The ‘wellbeing assistance’ on the SafeZone App allows you to chat with a mental health first aider during office hours. Find out more and download the app here.</p>	<p>Disability Network disabilitynetwork.co.uk</p>
<p>Staff Wellbeing Network</p> <p>The university’s Staff Wellbeing Network is a social community whose aim is to improve staff wellbeing through positive activities, signposting, and open</p>	<p>Disability Rights UK disabilityrightsuk.org</p>
	<p>The Dyslexia Association dyslexia.uk.net</p>
	<p>British Dyslexia Association bdadyslexia.org.uk</p>
	<p>Genius Within <i>Specialised support for neurodivergent adults</i> geniuswithin.org</p>
	<p>Mencap</p>

<p>conversations about mental health. Staff can find out more and join here.</p>	<p><i>Supporting people with learning disabilities, their families and carers</i> mencap.org.uk</p>
<p>Mental health and wellbeing at the university</p> <p>Details about the university's support for staff can be found here.</p>	<p>Mental Health Foundation mentalhealth.org.uk</p>
<p>Menopause</p> <p>UoG menopause web page</p> <p>Menopause Guidance</p> <p>Join the Menopause Teams Hub here</p>	<p>Mind Mental health support and information mind.org.uk</p> <p>Scope Equality for disabled people scope.org.uk</p> <p>Equality and Human Rights Commission What do we mean by reasonable? Examples of reasonable adjustments</p>

10. Other policies and guidance

All of the following policies and guidance can be found on the university staff portal.

- Equality and Diversity Policy Statement.
- Sickness Absence Policy and Procedure.
- Flexible Working Policy and Procedure.
- Working Principles and Guidelines.
- Assistance Dogs in the Workplace Guidance.

11. Forms

11.1. Reasonable Adjustments Request Form

This form should be downloaded from the university staff portal.

11.2. Adjustments Passport

This form should be downloaded from the university staff portal.

This policy will be reviewed regularly.

Appendix A: Line managers guide to reasonable adjustments

Reasonable adjustments can be a complex area and as such we have provided this guidance document for line managers. The People Directorate will support line managers who are encouraged to reach out for advice.

How to manage a request

This guidance for managers should be read in conjunction with the reasonable adjustments policy.



It is the employee's choice to share information about their disability and any request for reasonable adjustments is led by the employee. However, if a line manager knows, or could be reasonably expected to know, an employee is disabled, regardless of whether the employee has shared this information or not, they are advised to seek advice from the People Directorate.

If an employee wishes to request reasonable adjustments, they should normally contact their line manager to discuss in the first instance by:

- Requesting a confidential one-to-one meeting, or
- By discussing it in their regular one-to-one meeting.

If the employee requests a one-to-one meeting to discuss their request for reasonable adjustments, they may wish to invite a colleague or trade union representative (see [7.3 Accompaniment at meetings](#)). The line manager should contact their People Directorate representative at the soonest opportunity to seek advice before commencing the meeting.

If the line manager receives a request in any form, they are responsible for taking swift action. They should meet with the employee and record details of the request using the **Reasonable Adjustments Request Form (located on the staff portal)**. They must then notify the People Directorate by raising a Help Desk Request via Horizon at the soonest opportunity. The line manager should work proactively with the People Directorate to understand the next steps and the timeframe for considering the request, so that this can be communicated to the employee without delay. The line manager must act promptly and reasonably when they receive a request and where the adjustment is deemed reasonable it should be implemented as soon as is reasonably practicable. Delays can be considered a failure to comply with the Equality Act 2010.

If an employee is returning to work, following an illness or injury which has resulted in the employee acquiring a disability, the line manager must ensure any required reasonable adjustments are implemented promptly and reasonably to prevent a delay in them returning to work (see [Implementing Reasonable Adjustments](#)). Refer to the university's *Sickness Absence Policy and Procedure* for further guidance on returning to work from long term sickness absence.

Whilst determining whether a request is reasonable will be a collaborative process with the employee, it may also be appropriate to collect information from one, some, or all the following:

- The employee's GP or other healthcare professional (dependent on the individual circumstances and preference of the employee).
- Occupational health and/or the People Directorate (See [Occupational Health Referrals](#) in this guidance).
- The IT Service Desk, Estates and Facilities Directorate or Health and Safety Unit, where appropriate (Where the adjustments involve equipment, software, or changes to the built environment).

Line managers should be aware that:



- *an employee may share their disability but say they do not need any adjustments, or*
- *an employee may have a disability but may not see themselves as disabled or as needing any adjustments to do their job.*
- *Every employee should be treated as an individual and their wishes respected.*

The university's policy on supporting employees with reasonable time off for all disability and health-related appointments can be found in the university's Sickness Absence Policy.

Supporting neurodiversity and mental health

What is Neurodiversity?

Neurodiversity describes natural variations in the human brain. It relates to differences in the way we think, process, learn and behave. The symptoms, and associated behaviours and traits are the result of a person's brain developing differently during the key stages of development before they were born or as a very young child. This differs from mental illness, which refers to patterns of behaviour where a person experiences a 'state of mind' that is different from their 'normal self' (See also [Supporting Employee Mental Health](#) in this guidance).

Most people are "neurotypical" meaning that the brain functions and processes in the way that society expects. An estimated 1 in 7 people in the UK, nearly 15%, are "neurodiverse", meaning their brain functions differently in one or more ways than is considered standard or typical. Their unique traits are often characterised as 'neurodiverse conditions'. However, a large proportion of people who have a neurodiverse condition don't know that they have. The University of Greenwich will most likely already have a neurodiverse workforce.

There are a range of neurodiverse conditions, including, although not limited to:

- **Autism Spectrum Condition (ASC) (also known as Autism Spectrum Disorder (ASD)) including Asperger's Syndrome:**
Social and communication problems. Obsessive interests. Difference in imagination.
- **ADHD (Attention Deficit Hyperactivity Disorder):**

A group of behavioural symptoms including inattentiveness, hyperactivity, and impulsiveness.

- **Dyslexia**
Symptoms including difficulty with words; reading, writing, spelling, speaking, listening.
- **Dysgraphia**
Difficulties affecting handwriting which can interfere with learning to spell.
- **Dyscalculia:**
Difficulties with number concepts and calculation
- **Dyspraxia/DCD:**
Difficulty with planning, movements, co-ordination, and practical tasks.
- **Tourette's Syndrome:**
Verbal and physical ticks

Supporting neurodiverse employees

The university's [Neurodiversity in the Workplace Guidance](#) aims to increase awareness amongst all staff and provide line managers with advice on how best to support employee's at the university who are neurodivergent. The guidance explains some of the conditions in more detail.



Line managers should always remain aware of the possibility that if an employee has not shared their neurodiverse condition or it remains unknown to them, this could be the reason or a contributing factor to the employee's wellbeing and potentially their performance or behaviour in the workplace.

If an employee does not have a formal diagnosis but suspects they are neurodiverse and shares this with their line manager, they should encourage the employee to talk to their GP in the first instance but also endeavour to understand if their condition is impacting on their ability to do their job and discuss how they can be supported at work. Where there are adjustments that can be put in place, these should be explored without delay and implemented.

If it is diagnosed, a neurodiverse condition may be a disability as defined under the Equality Act 2010 and therefore it may be appropriate to discuss the employee's diagnosis with them, if they wish to, and explore whether there are any reasonable adjustments required by the employee, following the guidance in this policy and procedure.

Supporting employee mental health

We all have mental health, just as we all have physical health. Both are equally as important, and the university treats mental health with the same care as physical health.

Mental health includes our emotional, psychological, and social wellbeing. It affects how we think, feel, and behave. The mental health charity Mind describes good mental health as ‘being generally able to think, feel, and react in the ways that you need and want to live your life’, and that ‘good mental wellbeing doesn’t mean you’re always happy or unaffected by your experiences, but poor mental wellbeing can make it more difficult to cope with life’.

A mental illness (or mental health condition or mental disorder) is a diagnosable health condition. However, a person living with a mental illness can function well day to day and have good mental health. Equally, a person experiencing poor mental health does not necessarily have a diagnosable mental illness.



Line managers should remain aware that whilst some staff may have a diagnosed mental illness, they may not recognise this as a disability. It is important that line managers provide a supportive environment where employees feel able to share this information so that they can access the full range of support available to them.

Problems with a person’s mental health can:

- a) happen suddenly because of a specific event in someone's life or can happen for no specific or apparent reason.
- b) build up gradually over time.
- c) be hard to spot because everyone has different signs and symptoms.
- d) be hidden because many people find it difficult to talk about their mental health.
- e) fluctuate over time which means that an employee's ability to cope with the demands of their job might change.

Everyone's mental health is different and can fluctuate over time. This means that identifying, agreeing, and monitoring the support a staff member needs can take time. Employees are encouraged to talk openly with their line manager to ensure their needs are met when exploring reasonable adjustments.

The university’s Wellbeing and Mental Health Champions are located across faculties and directorates (contact details can be found on the university’s staff portal). Further support and resources can also be found in this policy.

Supportive conversations with employees

General guidance for line managers when approaching a conversation with their staff member regarding reasonable adjustments.

- a) **Ask, don’t assume:** Not all disabilities are obvious or visible therefore, line managers should not make any assumptions and should not be afraid to ask questions to understand the employee’s situation and how their disability is affecting them at work.
- b) **Be open-minded and flexible:** Remember that different employees with the same circumstances may deal with them differently. A similar disability or health condition doesn’t mean they require the same support.

- c) **Listen:** Most people will know what they need and will tell you. Listen to what someone is requesting and accommodate where it is reasonable to do so. Some adjustments will be simple, low cost and easy to apply, in which case they should be put in place as soon as is reasonably practicable.
- d) **Be honest:** if an employee requests an adjustment and you are unsure whether it can be provided or what support is available, explain this to them but commit to getting back to them with a response by a specific date once you have explored this. Be aware that the situation may be causing them some anxiety.
- e) **Seek advice:** Seek advice from the People Directorate at the soonest opportunity and meet with the employee to let them know the outcome. If the request is not possible to implement refer to [When Adjustments are declined](#) in this policy and procedure for further guidance.

Occupational health referrals

Where an employee has a mental or physical condition or disability where barriers need to be removed to enable them to carry out their role, it may be appropriate to obtain medical advice from the university's occupational health provider.

Occupational health may be able to advise on the impact of any disability or health condition on the employee's ability to perform their role, including any recommended reasonable adjustments that should be considered.

The line manager should discuss this with the People Directorate and seek an occupational health referral if it is deemed appropriate. Line managers can also seek guidance on making an occupational health referral from the university staff portal.

Any recommendation made by the university's occupational health provider should be considered as one element of the reasonable adjustment request and should not be the only determining factor in implementation of a reasonable adjustment.

Funding for reasonable adjustments

Access to Work is a government scheme funded by the Department for Work and Pensions that can help an employee to stay at work if they have a physical or mental health condition or disability. An eligible employee may be able to obtain funding from the scheme to help pay for practical support in relation to their work and/or support with managing their mental health at work.

Practical support: Access to Work could provide a grant to help pay for practical support such as:

- a) BSL interpreters, lip speakers or note takers.
- b) Adaptations to a vehicle so that the employee can get to work.
- c) Taxi fares to work if an employee cannot use public transport.
- d) Support worker or job coach to help in the workplace.

Employees can check their eligibility and then apply for an Access to Work grant on the [gov.uk](https://www.gov.uk) website.

Following a grant application submitted by the employee, someone from Access to Work will contact the employee directly to discuss their application. They may seek permission from the employee to speak to the university and may arrange for an assessor to call or visit the university. Access to Work will contact the employee in writing to confirm the decision, how much the grant will be and what it should pay for. They will also advise how to claim the money from the grant. The university may need to pay some costs up front and claim them back later. Access to Work will contact the university directly to arrange reimbursement.

Mental health support: The Access to Work Mental Health Support Service is a workplace mental health support service delivered by **Maximus**.

The service is fully funded and is available at no charge to any employee with depression, anxiety, stress, or any other mental health issues affecting their work. Employees can qualify for nine months of workplace support if they are employed and have a diagnosed or undiagnosed mental health condition that has resulted in absence or is making it difficult to remain in work. Support might include:

- a) A nine-month support plan to keep you in or return to work.
- b) Ideas for workplace adjustments to help you fulfil your role.
- c) Practical advice to support with any mental health conditions.

Employees can find further information, check their eligibility, and complete a self-referral by clicking [here](#). However, with the employee's consent, somebody from the university e.g., their line manager, can make a referral on the employee's behalf by completing the online referral form for them, or with them.

Hybrid working

The university operates *Working Principles and Guidelines*, which offers hybrid working and may assist an employee to work flexibly where it is appropriate for their role. Employees should discuss hybrid working with their line manager in the first instance.

Implementing reasonable adjustments

Implementing reasonable adjustments means putting the requested and suggested changes in place and this should only take place once the line manager, the budget holder and the People Directorate have all agreed that the request is likely to be reasonable (see [5. What does "reasonable" mean?](#)). The process of implementing the agreed reasonable adjustments should however be a collaborative process with the employee.

The line manager should record all details of the request using the **Reasonable Adjustments Request Form (located on the staff portal)**. The employee should be given a copy of the form, which will include the following:

- a) details of the request.
- b) the discussion had with the employee.
- c) the outcome of the request.

- d) details of reasonable adjustments agreed.
- e) detailed reasons why the request has not been agreed (if appropriate).

If the employee has completed an Adjustments Passport the line manager should refer to the appropriate section in this policy to ensure they understand the purpose of it.

If the line manager has determined that the request is not reasonable and therefore not implemented, this should also be recorded in detail on the Reasonable Adjustments Request Form. When making this decision the line manager should refer to [‘When adjustments are declined’](#) in this guidance.

Reviewing reasonable adjustments

Following implementation of reasonable adjustments, the line manager should conduct a review at a future date agreed with the employee, no less than three months after implementation. Following this initial review, the line manager should continue to check in with the employee on an annual basis. to ensure the adjustment has been and remains effective for the employee. If there is a significant change to the employee’s objectives or work requirements the line manager should meet with the employee to discuss whether the changes will impact on the employee’s existing reasonable adjustments.



Line managers should note that the purpose of any review or check-in with the employee is to ensure the adjustment has been and remains effective. The employee should not be expected to justify their reasonable adjustments.

If the employee has reasonable adjustments in place and their circumstances change, they are encouraged to discuss this with their line manager at the soonest opportunity.

The line manager should consider any employee’s request to change their reasonable adjustments in line with this policy. Any changes made, including if the adjustments are no longer required, should be recorded on the Reasonable Adjustments Request Form. The employee should update their Adjustments Passport accordingly (if they have one).

Support measures for non-disabled staff



In addition to providing reasonable adjustments for employees who have a disability or health condition covered by the Equality Act, the university is committed to ensuring the best access and experience for all its employees wherever possible. Simple changes could be enough to help an employee to remain at work and to work well.

Line managers are advised to listen carefully to their staff members. If a staff member does not have a disability but their mental or physical health is affecting their ability to do their job, consider the support available at the university and consider whether some temporary support measures to their working conditions may be appropriate.

Menopause: The university is committed to supporting all staff affected by the associated symptoms of menopause, including trans and non-binary staff who do not identify as a woman but who will still experience menopause. For further information and support see the university’s Menopause Guidance, available on the staff portal, or

contact the Menopause Champion for your faculty or directorate (contact details can be found on the staff portal).

When adjustments are declined

Whilst the university has a legal duty to make reasonable adjustments, and every effort will be made to accommodate an employee's request (See [5. What does "reasonable" mean](#)), sometimes a change will not be possible, and the reasons for this will be determined by considering all aspects of the request and the guidelines in this policy and procedure. The request will therefore be considered 'unreasonable,' and the university can lawfully decide to decline the request. However, the line manager must be satisfied that they have explored all the options outlined in this policy.



The line manager must talk to the employee and explain the decision. Before doing this, they should discuss how they approach this conversation with the People Directorate. The line manager should be sensitive but clear about the reasons why the university has determined that they believe the adjustment is not reasonable and explain the reasons to the employee. The Reasonable Adjustments Form will assist this by documenting the process and the outcome.

If an employee is not satisfied with the outcome of their request for reasonable adjustments or feel that their request has not been adequately considered, they are entitled to raise their concerns via the university's Grievance Policy which can be found on the university's staff portal.

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1.0	First Draft	Vanessa Roots Senior Workforce Policy Officer	JNC	12/12/2025

Flow chart for line managers

