



See Me in Work Protection from Discrimination Reasonable Adjustments

What kinds of reasonable adjustments can be made?

What is reasonable for one employee and employer may not be reasonable for another. You must consider the individual and their needs, and what is reasonable in the circumstances. For example, a small employer may have a lower threshold about the time off that a disabled employee can take off work, or the needs of the business may mean that work hours cannot be easily adjusted. On the other hand, a larger employer may be expected to make a range of adjustments before it is considered to be unreasonable to do more.

Someone with a degenerative condition may require a range of reasonable adjustments over the course of their employment.

Some conditions require different reasonable adjustments to cope with particular phases. For example, someone with depression may require adjustments to working hours when they are experiencing particular symptoms and impacts. At other times, they may be able to work normal hours, but find it helpful to be able to take time out from the shop-floor so they can avoid excessive stress building up.

Reasonable adjustments may be required at any point in the employment cycle. The examples below provide a selection of solutions and are categorised but some of the examples could be useful at other stages – for example, having quiet space to take time out may be appropriate in recruitment, during employment, and when someone is coming back to work in a phased return.

Recruitment

- ✓ Assistance with completing forms or CVs, or offering an alternative way of providing the information such as a telephone conversation or recording for someone who has difficulty with filling in forms.
- ✓ Offering a quiet space for a candidate to sit in before an interview so they are not affected by a noisy background.
- ✓ Adjusting times for practical tests at interview for someone who has a mental health problem that affects their concentration.
- ✓ Making arrangements so that preparation for practical tests can be done in advance of the interview as far as possible rather than under stressful conditions just before the interview. (The practical test would still be under conditions that showed the employee's own work).
- ✓ Changing the way skills are assessed if the method selected is unsuitable for a disabled candidate (e.g. the ability to analyse and discuss information can be tested through a paper-based exercise and questions where someone has difficulty making a presentation, and the job doesn't require the person to be able to make presentations).

When someone is unwell or experiencing particular problems

- ✓ Allowing someone to work part-time or have a phased return to work on reduced hours with reduced pay (or no loss of pay) for a period of time.
- ✓ Adjusting policy provisions such as triggers for sickness absence, or being able to bring forward leave.
- ✓ Ignoring disability-related absence in whole or in part when assessing the amount of sick leave.
- ✓ Allowing a companion to attend interviews to take notes where the employee is experiencing difficulty with concentration and memory.



During employment

- ✓ Providing a work “buddy” or mentor for support.
- ✓ Changing work-hours or providing flexible working to assist e.g. someone with temporary circumstances that are contributing to stress, or whose sleep is being disrupted by medication.
- ✓ Creating a quiet (break-out) space for someone with particular conditions that are made worse by noise or who needs to take rest-breaks from work or from computers; allow more frequent breaks; finding different ways of noise reduction- e.g. use of noise-reduction headphones.
- ✓ Assisting with appropriate equipment e.g. light-box, or support to work from home for a period e.g. answering machine or laptop.
- ✓ Changing the way someone communicates to let them reflect and take their own time e.g. email instead of phone or face-to-face or taking voicemail messages rather than answering calls.
- ✓ Providing access to a counselling service or occupational health support.
- ✓ Allocating some of the employee’s duties to other colleagues.
- ✓ Redeployment to another role (without the need for competitive interview), including to a higher graded post where there is no role at an equivalent grade.



- ✓ Disability leave provisions so that an employee with a disability can take leave with pay for disability related reasons e.g. assessment, rehabilitation, flare-ups of conditions, treatment, time off while reasonable adjustments are made to the workplace; adjusting to becoming disabled, episodes of stress related to caring for someone with a disability; where a disability means some extra recovery time is needed (e.g. where someone with asthma gets a cold).
- ✓ Allowing time off for clinical treatment to assist recovery – whether this is with a clinician or some form of prescribed self-help.
- ✓ Retraining or refresher training.
- ✓ Enabling an additional companion to attend to support an individual going through grievance or disciplinary procedures to reduce stress.

