

Workplace/Reasonable Adjustments

Employee Policy

People Consult

1. Policy Statement

Under the Equality Act 2010 there is a legal duty for NHSBT to make reasonable adjustments where an employee or job applicant is deemed to have a disability under the Act, and who could be placed at a substantial disadvantage compared with people who do not have a disability.

A reasonable adjustment is a change that must be made to remove or reduce a disadvantage related to an employee or job applicant with a disability, when applying for or doing their job. A reasonable adjustment could offer support by making changes to:

- the workplace
- equipment or services provided
- the ways things are done

This policy aims to reduce barriers that impact on the career and workplace experiences of employees and job applicants who are disabled. Not everyone who is considered to have a disability has a formal diagnosis or describes themselves as disabled for example, people who are neurodiverse, have mental health conditions or have other hidden disabilities. However, they are still legally entitled to reasonable adjustments. Conditions which recur sporadically or for short periods can still be considered as a disability.

This policy applies to:

- NHSBT employees (including permanent employees, people on a temporary contract, people on secondments)
- Job applicants
- Office holders such as board members and non-executive directors
- Volunteers doing work for, in partnership with, or on behalf of NHSBT

Others not directly employed with NHSBT, such as contractors and agency workers, would be supported by their own organisation's policies, however, where highlighted to us, we would work with their employee to ensure they receive the appropriate support.

Others that may wish to tell us of a disability, that we may be able to support and consider a reasonable adjustment include:

- Visitors
- Those attending training or development courses
- Those attending organisation related social or other events
- Donors

This policy should be read in conjunction with the following:

- Attendance Policy
- Flexible Working policy

- Wellbeing Policy
- Mental Health Policy
- Menopause Policy
- Time off Work Policy
- The Code of Conduct
- Reasonable Adjustments FAQs

*This list is not exhaustive

2. Process

Identifying the need for adjustments

NHSBT must consider making adjustments to support when:

- We know, or could be expected to know, you have a disability.
- As an employee with a disability, you ask for adjustments. You can ask for adjustments at any time during your working life.
- As an employee with a disability, you are having difficulty with your job.
- Your absence record, or delay in returning to work, is because of, or linked to your disability.
- Hosting an event, as it is good practice to proactively ask if attendees' have any access requirements.

We will ask you about adjustments when:

- Any of the above occur.
- If appropriate as part of a People process e.g., disciplinary, capability, or grievance.

Agreeing the adjustment

Firstly, you should have a conversation with your manager about what adjustment(s) might be needed. This conversation can happen as part of an induction, a wellbeing conversation, a 1:1, a PDPR, a return-to-work conversation, or at any other appropriate point. We acknowledge that you are the expert in relation to your own condition and therefore it is also your responsibility to report your requirement to your manager or HR Direct. Therefore, we will be guided by you as a first step. We know that your needs are individual to you, and more than one adjustment may be required. There is no requirement to seek additional input if you and your manager can agree on adjustments between you. However, if you do need further support in identifying what adjustments are required, contact HR Direct.

Other resources available to offer advice include:

- Health, Safety and Wellbeing advisors who can complete a workplace assessment, they are able to visit you whilst you are working to observe the environment, activities, and tasks, and are able to advise regarding any workplace adjustments or equipment that may support you.
- Trade Union Reps
- [Health and Wellbeing Champions](#)
- [Disability and Wellbeing Network](#) and [Neurodiversity Network](#) – and [Diversity and Inclusion](#)
- In complex cases, Occupational Health can support in making recommendations about working environment and practices. Your manager with your agreement, can refer you to Occupational Health or you could make a 'self-referral' if you felt it was necessary.
- In some cases, HR will seek alternative support such as from other Government funded schemes e. g. [Access to Work](#) or Specialist organisations for disabled people e.g., [Remploy](#)

Evidence of your disability or condition through a formal diagnosis will not normally be required.

Any cost incurred to support adjustments should be sought from department budgets. Government funded schemes such as [Access to Work](#) are also available but may be subject to an assessment.

What is a reasonable adjustment?

What is reasonable will be different for everyone. We will explore and work positively with you to try to remove any disadvantages and support you with any Workplace adjustments we are able to make.

We will consider if the adjustment:

- Will support you by removing or reducing the disadvantage to you
- is practical to make
- could harm the health and safety of others

Implementing the adjustment

Once you have agreed adjustments with your manager, it is your manager's responsibility to implement them immediately, where possible. It is understood that ordering specialist equipment may incur a delay therefore it is expected that adjustments will be fully implemented within three months.

Adjustments from internal departments may be requested using the following:

- [Order equipment via I-Procurement](#)
- [Request a job via Estates and Facilities](#)
- [Contact HR Direct](#)
- [Log a request with DDTS](#) for Accessible IT equipment

Your manager should complete a review with you in the first month of a new adjustment being implemented to check it is working well for you and to understand if any further changes are needed.

Recording the adjustment

When an adjustment has been agreed, it must be recorded as soon as possible on the [Workplace Adjustments Form](#). This ensures both you and your manager have an accurate record of the adjustments which have been agreed. It also means that if you have a change of manager, you will not have to re-negotiate the adjustment. You should agree with your manager which of you will complete the form. On submission of the form the system will automatically generate an e-mail copy of your responses, which is sent to you and your manager. You should both retain this for your records.

If you agree with your manager that adjustments aren't currently needed but they may be needed in the future, you can use the form to record this conversation if you wish. This can set out your plan for when adjustments will next be reviewed.

Reviewing the adjustment

Your manager should review your adjustments with you at an appropriate interval. This may be during your PDPR. A review is an opportunity to discuss any changes to your situation, whether existing adjustments are effective, and whether any changes need to be made. The frequency of reviews will vary depending on your circumstances but ideally within one month of the adjustment

being implemented. For a short-term health condition, reviewing every 3-6 months may be appropriate. For a lifelong condition e.g., diabetes, reviewing every 3 years may be appropriate. Your manager should agree the frequency of reviews with you.

If your job role or your condition changes, it may be appropriate to have a review to ensure that the adjustments are still appropriate for the new role. The review process can be stressful for employees therefore adjustments should not be reviewed more frequently than necessary. The outcome of the review should also be recorded on the [Workplace Adjustments Form](#) and linked to the original submission.

Moving role, centre, or manager

Following a change in role, centre, or manager, the default position is that your adjustments should continue as previously agreed. You should share the adjustments recorded on the Workplace Adjustments Form with your new manager. Your new manager should ensure that your adjustments continue to be implemented and are still relevant and appropriate to support you. Any equipment which has been supplied to support you would remain in place if it is still required and relevant in your new job role. The exception to this is if your new role or centre means that an adjustment is no longer necessary or appropriate. Your new manager should then conduct another review with you.

Confidentiality

Your manager will keep information you choose to share about your condition confidential. If your manager seeks advice from HR or elsewhere, they will not name you without your permission.

Workplace Adjustments Form submissions are only viewable by:

- The person who fills in the form (you or your manager)
- The Health, Safety and Wellbeing Team

When an adjustment is implemented, your colleagues may become aware of this and may ask questions about it. If you are concerned about this, discuss with your manager how this will be managed.

Adjustment refusal

If your manager is unable to agree the adjustment requested, they will discuss alternatives with you, and seek to reach a supportive compromise. During these discussions both parties may wish to involve others with a view to reaching an agreement. For example, trade union representative, HR, or an advocate from one of the staff networks.

We will endeavour to make adjustments to accommodate and support any employee and circumstance. However, there may be occasions where, after careful consideration, a requested adjustment cannot be accommodated. In these circumstances, and before the decision is confirmed to you, a member of the Senior Leadership Team (Assistant Director) within the Directorate will review your request and your manager's assessment.

Where the adjustment cannot be accommodated, the final decision, will be given in writing to you by your manager and it will detail their reasons clearly to include:

- What your condition is that requires adjustments
- What adjustment(s) were requested, and what was refused
- Why they were refused

Your manager should also record this on the [Workplace Adjustments Form](#) and provide you with a copy of the response.

Should you feel that your manager has not given full consideration to agree the adjustment requested or has not followed the process, you will have the right to appeal their decision. Your appeal must be in writing to your manager's manager, stating your full reasons for appeal within 14 calendar days of receiving the written outcome letter. The manager receiving the appeal should contact HR Direct to report the appeal and to seek appropriate advice and support.

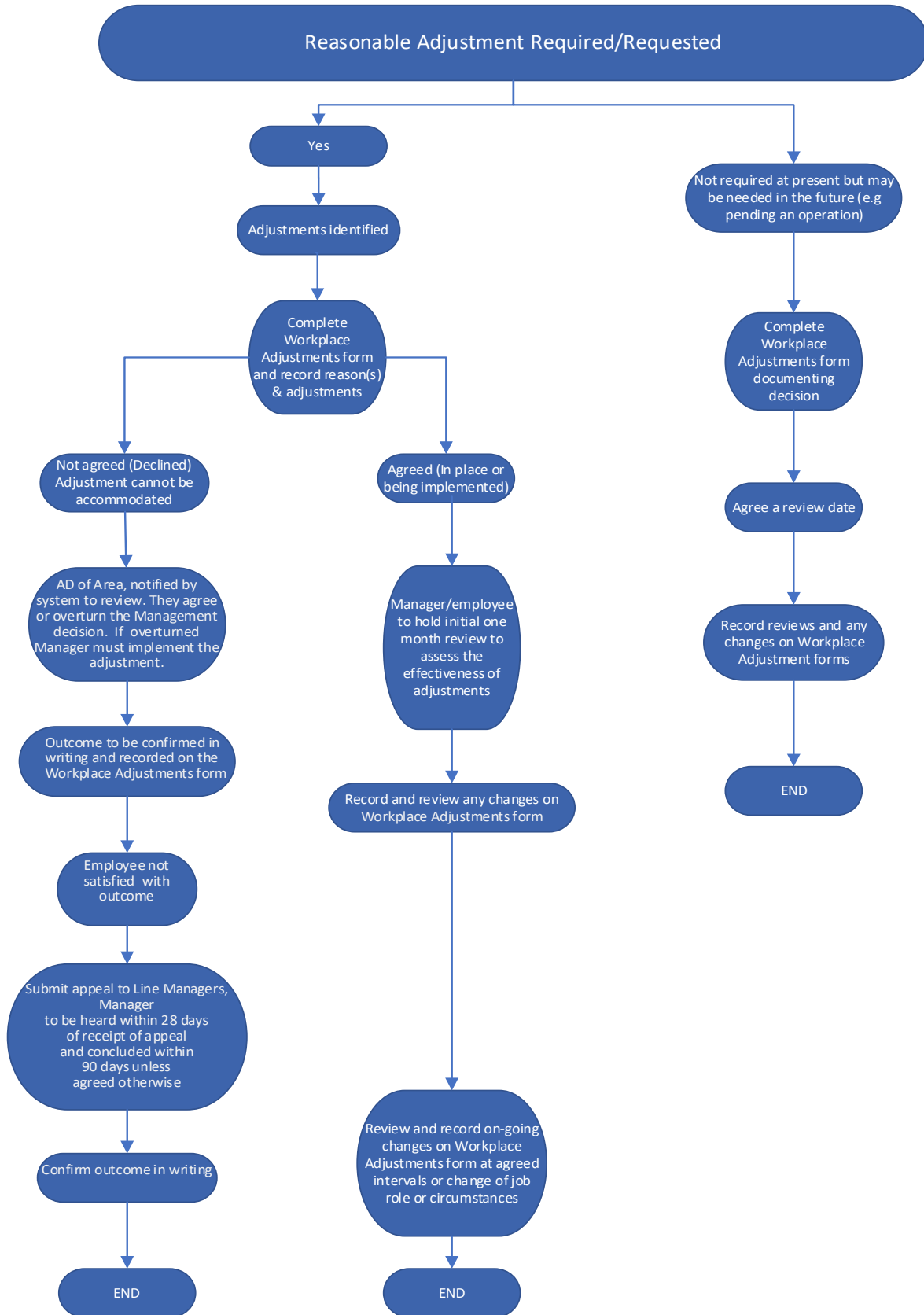
An appeal meeting will be held without reasonable delay. Chaired by a manager not previously involved and supported by a representative from HR. You have the right to representation by a representative of a Trade Union you belong to, not acting in a legal capacity, or to be accompanied by an NHSBT employee. The appeal Chair will decide if the policy has been followed and your request appropriately considered. They will listen to any information you or your manager wish to present. You will receive the outcome of the meeting in writing within 7 calendar days. There is no further appeal stage after this.

Job applicants

NHSBT will consider making reasonable adjustments for the recruitment process if it has been made known, or if they could be expected to know, that the job applicant has a disability.

When a person with a disability applies for a job within our organisation and declares that they have a disability on their application form, or requests adjustments prior to interview we adhere to Disability Confident criteria, meaning we offer a guaranteed interview to any applicant who declares that they have a disability, providing they meet the minimum criteria for shortlisting for the job role. All invitations to interview must include a reference to making adjustments, and who the applicant should contact if they need adjustments. If a candidate requires adjustments to attend for the interview process, the recruiting manager will work with the recruitment team to organise this.

Workplace Adjustments



3. Policy Approval and Review

Policy version	UCD/People/Workplace Adjustments040v1.1
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