

Reference Number: FOIAH2324/352
From: Private Individual
Date: 28 September 2023
Subject: Hospital Policy on Reasonable Adjustments for Patients with Disabilities under the Equality Act 2010

I am writing to make a formal request for information under the Freedom of Information Act 2000 regarding any policy and procedures related to the identification and implementation of reasonable adjustments for patients with disabilities, in accordance with the Equality Act 2010.

The Equality Act 2010 imposes a legal duty on organisations, including healthcare providers, to make reasonable adjustments to their services to ensure that they are accessible to individuals with disabilities, and on par with services provided to individuals without disabilities. It has come to my attention that you utilise the Reasonable Adjustment Flag on the National Care Records Service (NCRS) to record, share, and view details of reasonable adjustments for patients across the NHS in England. I am interested in understanding how you implement and adhere to this policy to ensure equitable healthcare access for patients with disabilities.

Therefore, I kindly request the following information:

- Q1 A copy of your policy or guidelines regarding the identification and implementation of reasonable adjustments for patients under the Equality Act 2010.
- A1 [Information not held we do not have a specific policy for patients. However, the attached policy is primarily aimed at staff and individual patients are assessed through the Electronic Patient Record system. We always provide any adjustment needed for our children, young people, and families.](#)
- Q2 Information on the processes and procedures in place for health and care workers within your organisation to record and communicate reasonable adjustments for patients, including the use of the Reasonable Adjustment Flag on the NCRS.
- A2 [Staff are able to add a flag to the EPR when a reasonable adjustment is identified. We do not use the flag on NCRS.](#)
- Q3 Details about the categories of adjustments and types of adjustments that can be recorded for patients on the Reasonable Adjustment Flag, as specified in the NHS guidance.
- A3 [The trust does not categorise specific reasonable adjustments, they are included in the patient's record under a flag as free text.](#)
- Q4 Any documents or guidelines that you provide to your staff regarding the assessment and recording of patients' needs for reasonable adjustments, including communication requirements and impairments.

- A4 As per A1
- Q5 Information on how you ensure that reasonable adjustments are applied promptly and consistently across all care settings within the hospital.
- A5 Our learning disability team undertake a review of any new flags added for reasonable adjustments.
- Q6 Any data or statistics related to the number of patients within your organisation who have been flagged as needing reasonable adjustments, and the types of adjustments commonly provided.
- A6 As this is assessed on an individual basis and the special indicator flag may be used for reasons other than reasonable adjustments it is not possible to provide numbers of patients this applies to. Common adjustments may see more than one parent able to be resident, provision of food for resident parents, change in type of bed / furniture in the room, support of LD nurses for general anaesthetic etc.
- Q7 Information on how you comply with the legal obligation under the Equality Act 2010 to make anticipatory reasonable adjustments, particularly in cases where patients are referred or present for care.
- A7 As per A1
- Q8 Any additional documentation, reports, or guidance related to your efforts to satisfy your legal obligations under the Equality Act 2010 and NHS contracts.
- A8 Please see the Alder Hey website at [Alder Hey Children's Hospital Trust](#)
- Q9 Details on any training or education provided to staff within your organisation regarding reasonable adjustments for patients with disabilities.
- A9 Staff undertake equality and diversity training and can be supported in practice by the learning disability team if needed.
- Q10 The contact information of the designated individual or department responsible for overseeing the implementation of reasonable adjustments within your organisation.
- A10 The learning disability team oversee reasonable adjustments, acutelaisonteam@alderhey.nhs.uk.

E47 - REASONABLE ADJUSTMENTS POLICY

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Version	Date	Author	Status	Comment
1	March 2023	Gill Foden, Katie Jones, Julie Worthington, Kerry Turner, Jillian Jenkins, Tony Johnson, Jeanette Chamberlain, Angela Ditchfield	Current	Introduction of new policy

Record of changes made to Reasonable Adjustments Policy – Version 1			
Section Number	Page Number	Change/s made	Reason for change
All	All	New Policy written	Policy on Reasonable Adjustments needed within the Trust, agreed at JCNC

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1 Introduction

Alder Hey Children's NHS Foundation Trust recognise that reasonable adjustments can be of significant benefit to support people in the world of work and support overall health and wellbeing. People who may benefit from reasonable adjustments include employees who consider themselves as or are identified as disabled, and those who have been identified as benefiting from reasonable adjustments as an outcome of an occupational health assessment.

The policy acts as an enabler of the Equality Act 2010, which protects individuals with a disability and covers areas including application forms, interview arrangements, aptitude or proficiency tests, job offers, terms of employment, promotion, transfer and training opportunities, dismissal, or redundancy, disciplinary and grievance. In addition, it places a legal obligation on organisations to provide reasonable adjustments as far as this is reasonably possible.

1.1 What Are Reasonable Adjustments?

A reasonable adjustment is a change or adaptation to the physical or working environment that has the effect of removing or minimising the impact of the individual's impairment in the workplace so that they can undertake their duties. As a result, people with a disability or condition, or are neuro divergent will have the same access to everything that is involved in doing and keeping a job as a non-disabled person.

Reasonable adjustments may be required when a disabled person applies for and is recruited to a post, when an employee becomes disabled or develops a long-term health condition, when the impact of an impairment or medical condition deteriorates for an employee, when there is a change to the workplace or employment arrangements, or when there is need for a disabled employee to undertake further training.

Approximately 10% of our employees have been identified as fit to work by the Trust's occupational health provider with adjustments in place. It is to the benefit of all that the Trust, as an employer, work with employees to support them, and to help find mutually beneficial arrangements, maximising staff retention and wellbeing, as well as supporting staff to remain in work, return to work following a period of long-term sickness absence, maintain service provision and seek promotion opportunities.

In recognition of this, and in line with organisational values, this policy outlines a range of options, linked to personal circumstances as well as to promote understanding. It highlights the need for recognition of the psychological impact being reflected in organisational policy and practice, as well as the physical impact, addressing any potential for occupational health provision and line manager support; and identifies where advice and support can be found. This policy also outlines the actions for managers and employees to maximise wellbeing.

This policy has been created in partnership with trade unions as a commitment to work to improve response to reasonable adjustments within Alder Hey. It recognises the potential impact on wellbeing at work and the risk of being unable to attract or losing quality staff who might otherwise have been retained. It seeks to raise awareness with managers and colleagues to ensure that employees receive a sympathetic, supportive, and compassionate response so that appropriate ways of support can be offered, in line with service need; and defines the needs of individuals in supporting this transition.

1.2 Equality, Diversity, and Inclusion Statement

The Equality Act 2010 (The Act) requires the Trust to make 'reasonable adjustments' where provision, criterion, function, practice, and/or physical, environmental conditions of features in premises occupied by the Trust, places a disabled person at a substantial disadvantage when compared with people who are not disabled.

The Trust is committed to promoting equality and embracing diversity in its performance as an employer and service provider. It will observe legal and performance requirements, embedding equality and diversity principles throughout its policies, procedures, and processes.

The Trust drives the design and implementation of policy documents that meet the diverse needs of our services, our workforce, and our communities. We will ensure that none are placed at a disadvantage over others. We will respect the requirements of the Equality Act 2010, providing equal opportunities for all.

The Trust will make reasonable adjustments to support any employee, however there may be occasions where, after consideration, a requested adjustment cannot be accommodated. In such circumstances, the request will not be considered as reasonable by the Trust.

This document has been reviewed to ensure that no one receives less favourable treatment on the protected characteristics of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.

Consideration will also be given, using Human Resource best practice and adherence to all relevant employment legislation. The intentions of the Trust will be to ensure that the different needs of different protected equality groups in their area are respected and supported. This applies to all the activities for which the Trust are responsible, including policy development, review, and implementation.

2 Duties and Responsibilities

2.1 Chief People Officer

- To ensure that the reasonable adjustments policy adheres to the principles in current employment and equality legislation so that the Trust meets its statutory employment duties.
- To promote the fair and consistent application of this policy and to monitor its implementation across the Trust.

2.2 Line Managers

- Should familiarise themselves with the content of this policy, their role within it and be aware of support available within the Trust.
- Encourage employees with a disability/long-term condition to declare their information, enabling Alder Hey to act upon requests for reasonable adjustments and help employees feel confident that they will be supported by the Trust.
- When notified an employee has a health condition and requires support, line managers should seek advice from Occupational Health, HR and the Equality, Diversity and Inclusion Lead.
- Have open discussions about reasonable adjustments, appreciating the personal nature of the conversation, and treating the discussion sensitively and professionally.
- Co-ordinate the implementation of reasonable adjustments following recommendations from Access to Work, Occupational Health, Health & Safety etc.
- Record all reasonable adjustments agreed, ensure actions are implemented and that all agreed reasonable adjustments are supported within the workplace.
- Ensure ongoing, open dialogue with the employee regarding reasonable adjustments, that risk assessments are regularly reviewed to ensure they remain appropriate.
- Consider if other team members may need to be informed especially if the adjustment involves change of work, hours or change in work location. This should be done in consultation with the employee concerned and conveyed in a sensitive manner, respecting the confidentiality of the individual.
- Reach out to HR for advice if the adjustments are not deemed to be reasonable in nature.

2.3 Employees

- Have a responsibility to understand that people with an impairment or long-term health condition that impacts upon their daily activities, may require reasonable adjustments from their employer. Such adjustments are intended to tackle discrimination and create equality in opportunity for disabled employees and are carefully designed so that they do not impact negatively on the work of other staff or the organisation.
- Should notify their line manager if they have additional needs and assist with the consideration of and implementation of reasonable adjustments as required.

- Should maintain appropriate, timely communication with their line manager if they believe they have developed an illness or condition that may fall within the boundaries of the Equality Act and reasonable adjustments may be required to support them to undertake their role. Refer to Employee Leaflet - [Appendix B](#).
- Take personal responsibility to look after their health.
- Be open and honest in their conversations with line/department managers, a HR representative, SALS and the Occupational Health Service, as appropriate
- Ensure they contribute to a respectful and productive working environment.
- Be willing to help and support colleagues, being mindful of any reasonable adjustments in place.
- Attend occupational health appointments and complete risk assessments with their line manager to identify support.
- Ensure individual equality monitoring section on ESR is up to date.

2.4 Staff Advice and Liaison Service (SALS)

- Provide support to employees who approach the team in a safe and confidential manner.
- To offer a one door listening service available to anybody who works within the community of Alder Hey. There are no referral forms needed nor criteria to be able to access the service if people are currently working within the umbrella of the Alder Hey Community.
- Support with signposting and resources as well as tailored individual support when required.
- Provide a confidential, impartial service for all employees of Alder Hey Staff.

2.5 Occupational Health Service

- The service can be utilised to provide appropriate medical advice to support and enable reasonable adjustments to be made, as required, to enable employees to fulfil their role, in a safe, supportive manner.
- A discussion with a line/department manager will take place so that they can complete a referral into the service on an employee's behalf.

2.6 HR Business Partner Team

- Take proactive measures to encourage disclosure of reasonable adjustments agreed and the rationale behind decisions. This can be done through adopting positive publicity, environment and workplace culture, promotion of this policy and via the recruitment, interview, appointment, or other registration processes.
- Provide advice and guidance to employees and line managers alike on specific policies and practices to support with reasonable adjustments e.g., sickness management, organisational change etc. Also, to support managers if there are concerns that the adjustments are not deemed reasonable.

2.7 Equality, Diversity, and Inclusion Lead

- Seek the voice of staff with disabilities to inform on-going equality, diversity, and inclusion work in relation to making reasonable adjustments, and ensuring the needs of individuals are met and there is equity of access to Trust services.
- Ensure annual return of the Workforce Disability Equality Standard and any associated action plan is progressed in a timely and effective way.
- Provide the Trust leadership team with accurate and up-to-date information on the governance and compliance requirements in relation to disability.
- Extend active support for people with a disability as a protected characteristic, in partnership with Human Resources and Trade Union representatives as requested.

3 Reasonable Adjustments in Practice

The Equality Act does not provide employers with a complete list of adjustments as they will vary for each member of staff, depending on their experience of their impairment and the type of work they carry out. It is important not to make assumptions about the needs or capabilities of a person. Reasonable adjustments are dependent on the needs of the individual and the most important thing is for managers to ask the member of staff. Some examples are provided below (this list is not exhaustive), including those frequently considered, however each case must be considered on an individual basis, regarding suitability.

3.1 Examples of Reasonable Adjustments

Examples of reasonable adjustments are listed below. Managers must also seek advice from Occupational Health, HR, Health and Safety and Equality, Diversity and Inclusion, as applicable.

Mobility impairment (including dexterity impairments)

- Ramps
- Accessible lifts
- Handrails
- Height adjustable workstations
- Accessible computer keyboards
- Adapted office furniture
- Speech-recognition (speech-to-text) software

Hearing impairments

- Hearing loops
- Vibrating or visual alarms
- Live captioning
- Video phones
- Subtitling
- Access to BSL

Sight impairments

- Screen-magnification or screen-reading software
- Magnification software for Personal Digital Assistants (PDAs) and mobile phones
- Braille machines and printers
- Video magnifiers for reading printed material
- Contrasting work surfaces or trays
- Braille

Mental health conditions

- Flexible working arrangements (e.g. working from home, working part-time, change of start/finish times)
- Longer or more frequent breaks
- Partitioned area or private office to reduce noise/distractions
- Division of large projects into smaller tasks
- 'To-do' lists or checklists
- Regular meetings with supervisors

Learning disability

- Smartphones or PDAs to assist with memory and planning
- Task cards
- 'To-do' lists or checklists
- Screen-reading software
- Speech-to-text dictation software
- Provide different coloured paper
- Verbal instructions

Long-term or chronic health condition

- Air-conditioning
- Height-adjustable workstations
- Changes to lighting (e.g., increased natural light, removal of fluorescent lighting)
- Flexible working arrangements (e.g., working from home or working part-time)
- Progression planning may be required for degenerative conditions (e.g., car parks, ramps, lifts, or bathroom modifications)

Common workplace adjustments

- Allowing some flexibility in working hours, such as working part-time or starting and finishing later
- Moving to a different location (e.g., a site closer to their home, the ground floor or allowing them to work from home)
- Moving furniture, widening a doorway, or providing a ramp so that a person using a wheelchair or other mobility aid can get around comfortably and safely

- Redistributing some minor duties (not inherent requirements of a job) that the person finds difficult to do due to their health condition
- Allowing a person reasonable time off during working hours for rehabilitation, assessment, treatment (e.g., physiotherapy or psychotherapy appointments) or counselling. e.g., time for appointment plus half an hour to travel to and from the appointment
- Providing additional training, mentoring, supervision, and support
- Purchasing or modifying equipment, such as speech recognition software for someone with vision impairment, an amplified phone for a person who is hard of hearing, or a digital recorder for someone who finds it difficult to take written notes
- Making changes to tests and interviews so that a person with a health condition can demonstrate their ability to do the job
- Providing readers who will read out documents for someone with low vision or learning disability, providing technology solutions
- Transcribing or modifying instructions, e.g., accessing formats for written documentation/electronic documents
- Allowing the person to work in a private room if open-plan office is not ideal, if practical
- Allowing extra breaks for staff who suffer with fatigue
- Redeployment of an employee into a suitable alternative role (advice from Occupational Health and HR must be sought prior to this)
- Review and adjustment of the sickness absence triggers (advice from Occupational Health and HR must be sought prior to this)

3.2 Reasonable Adjustment Checklist

Long term reasonable adjustments need to be kept under review and be monitored using the Reasonable Adjustment Checklist - [Appendix C](#).

The Reasonable Adjustment Checklist should be completed within three months of the disability being highlighted to management. It is a living document and should be reviewed regularly by both the employee and manager and amended as appropriate by either side. Expert advice from third parties, such as Occupational Health, Access to Work or Remploy may be needed before changes can be agreed and implemented.

The purpose of Checklist is to:

- Ensure that the employee and manager, have an accurate record of what has been agreed.
- Minimise the need to re-negotiate reasonable adjustments every time an employee changes jobs, is relocated or assigned a new manager within the organisation.
- Provide an employee and their line manager with the basis for discussion about reasonable adjustments during future meetings.

New line managers of employees with a Reasonable Adjustment Checklist should accept the adjustments outlined as reasonable and ensure that they continue to be implemented, wherever possible. The Checklist may need to be

reviewed and amended later, but this should not happen until both parties have worked together for a reasonable period of time.

3.3 Reasons Why People May Not Declare

New and existing employees may not declare they are disabled or that they have a long-term health condition. The line manager has a role in ensuring that employees feel supported and are therefore more open to declaring their needs. Reasons can include:

- They feel that they will not get a job, training, development, or promotion.
- Their impairment is hidden, and they feel embarrassed about bringing it up.
- It may be seen as trivial.
- Previous negative experiences in employment have left them worried about raising it.
- They may not like to ask for help or feel that they can manage and want to fit in.
- Fear of losing their job.
- They think that they will be received unsympathetically or be told to 'just get on with it'.
- Disability or long-term condition diagnosis during employment, rather than at the beginning of employment.

4 Reasonable Adjustments and the Law

The Health and Safety at Work Act (1974) The Act requires employers to ensure the health, safety and welfare of all employees. Under Management Regulations of this Act, employers are required to carry out risk assessments. This legislation is prioritised above the Equality Act (2010) as employers are not expected to place disabled and other staff at inappropriate risk.

The Equality Act (2010) The Act protects people from discrimination in the workplace because of 'protected characteristics' and includes both direct and indirect discrimination and harassment. The protected characteristics are:

- age
- disability
- gender reassignment
- marriage or civil partnership pregnancy and maternity
- race
- religion or belief
- gender
- sexual orientation

The duty places a legal obligation on the organisation to consider how it can positively contribute to a fairer society through paying due regard to eliminating unlawful discrimination, advancing equality of opportunity, and fostering good relations between people who share a 'protected characteristic' and those who do not.

This includes:

- Removing or minimising disadvantages suffered by people due to their protected characteristics.
- Taking steps to meet the needs of people from protected groups where these are different from the needs of others.

5 Impact

The need to implement reasonable adjustments can result in several different approaches being undertaken, dependent upon the individual circumstances.

5.1 Recruitment Process

Applicants and employees who classify themselves as disabled may be eligible to an interview if they meet the essential criteria for a role as detailed in the job description and person specification. Additional information is available in the Recruitment and Selection Policy.

The Trust ensures that their commitment to Equality, Diversity & Inclusion is clearly stated on recruitment adverts to advise people they can highlight individual needs as part of recruitment activity.

5.2 Temporary Redeployment

From time to time, there may be a need to seek temporary redeployment for the employee as the individual may be fit to work, but unable to undertake their substantive role for a short time. When such a need arises, the line manager must seek the advice of Occupational Health and HR in the first instance. Further advice can be sought from the Equality, Diversity and Inclusion Lead if required.

Where Occupational Health advice supports a temporary redeployment, the line manager is required to follow the steps outlined in [Appendix A](#) – Temporary Redeployment Flowchart.

A temporary redeployment will initially be considered for a period of 12 weeks, a shorter period can be arranged if applicable. Following the 12-week period:

- The individual may be able to return to their post therefore the redeployment case cease.
- The individual would benefit from the temporary redeployment being extended and this can be accommodated.
- Further consideration as to whether redeployment is required on a permanent basis will be required. Occupational Health advice must be sought in relation to permanent redeployment. Upon receipt of the Occupational Health advice, the line manager must consult with their HR Representative, after which a formal meeting will be required with the employee and their staff side representative or workplace colleague if they wish to be accompanied.

5.3 Existing Health Conditions and Disabilities

If a person has an existing condition, they may need time off for medical appointments or treatment for that condition. It may also be necessary to review any triggers for sickness activity as a reasonable adjustment. Managers are required to seek Occupational Health advice in such situations.

5.4 Other Possible Actions

There are a range of activities that individuals, teams, Divisions and Trust may consider including:

- Asking all employees on appointment if they have any additional needs and what they may be, rather than asking if a person has a disability. Providing an explanation of why they are being asked, who will be informed about the information, storage and how it will be used to trigger follow up support/adjustments.
- Providing on-going opportunities for disclosure through discussions and meetings e.g., 121, supervision etc between the employee and their line manager.
- The Trust Disability Network group.
- Projecting a clear welcoming message to the public and staff through a variety of ways including recruitment, Trust Annual Reports, website and using appropriate language in all written and pictorial materials.
- Signpost employees during induction and core mandatory training to key aspects of the policy in context of Equality & Human Rights awareness.

6 Support

Alder Hey Children's NHS Foundation Trust is committed to supporting and maximising the wellbeing of its workforce and the provision of fair, respectful, compassionate, and inclusive working environments for all. The reasonable adjustments policy is underpinned by the principles of a compassionate culture, offering support, and raising awareness. It aims to provide information and support for employees who are directly and indirectly affected.

The organisation has a positive attitude to reasonable adjustments and will work proactively to make working adjustments where possible, linked to service provision, as part of our commitment to employees. The Trust recognises that the reasonable adjustments is a very individual experience therefore different levels and types of support and adjustments may be needed.

Employees who are members of a trade union can access support and signposting from their staff side representative or directly from their recognised trade union. Employees can seek support from the Freedom to Speak Up Guardian (FTSU).

6.1 Signposting for Self Help

An employee can take active steps to support themselves, including:

- Apply to Access to Work.
- Discuss any difficulties faced with their line manager so they are aware of the challenges that maybe faced.
- Have a wellbeing discussion or a wellness action plan.
- Have a stress risk assessment
- Record and monitor their symptoms and/or severity to understand how individual wellbeing may be being affected and how to seek support.
- Consider a change in working hours or pattern or remote working, if applicable to your job role via our Flexible Working Policy
- Consider a reduction in travel, dialling into some meetings or holding virtual meetings instead of face-to-face, if applicable.
- Accessing the Cheshire and Merseyside Resilience Hub who have extensive resources and access to additional support.
- 'How are you feeling toolkit'.

Financial

- Apply
- support available on the Alder Hey Intranet Hub.
- Staff Networks

Accessing the Staff Advice and Liaison Service maybe useful for both employees and line managers to seek advice and support for any employee who may need reasonable adjustments. The service aims to treat staff as individuals and support them in a compassionate and confidential way.

6.2 Practical Support from Line Managers

When an employee shares issues that may result in the need for reasonable adjustments, managers should gain an understanding of what the employee is likely to need and use the information provided in this policy to help start a conversation about potential reasonable adjustments. Things to consider include:

- Ensure information is treated in the strictest confidence and is not shared further without the employee's consent.
- Listen to and gain an understanding of any concerns the employee has about their issues or symptoms, avoiding assumptions.
- Discuss timescales and leave requirements if raised as part of the discussion.
- Take account of individual and business needs and be supportive when dealing with requests for work flexibility or leave, being mindful of the importance of being supportive of attendance at appointments and the potential unpredictability of symptoms.
- If required, work with the employee to develop a support plan to identify the adjustments to the working arrangements needed.

- Provide dedicated time and quiet space for 1:1s; promote avenues of support, signposting and links to organisational resources including guidance, flexible working, special leave, use of annual leave, reduced hours, and any changes to the working environment that you can facilitate, as applicable.
- Where additional support is required, provide information on specific health and wellbeing services.
- Promote a culture and environment that values diversity, shows dignity, respect, fairness, and equality and not tolerate or express what may be considered 'workplace banter'.
- Support with a risk assessment to consider the specific needs of individuals.
- Consider a phased return after sick leave in line with the Support Sickness and Attendance policy, if supported by Occupational Health recommendations.
- Consider any changes impacting performance, attendance, or behaviour.
- Contact HR if there are any concerns regarding being able to make the suggested adjustments. i.e., if they are not deemed to be reasonable.

6.3 Access to Work

This is a government run programme to help overcome barriers that disabled people may come across when moving into or retaining employment. It is provided where the employee requires support or adaptations beyond those "reasonable adjustments" which an employer is legally obliged to provide. It is not there to duplicate funding available from other sources, it is a flexible programme that focuses on the needs of the individual.

Access to Work will fund a Vocational, Ergonomic and/or technology and equipment assessment of need for the employee that is undertaken by an appropriate impairment or medical specialist, and that recommends solutions to any potential barriers. In most cases, Access to Work will fund whole or part of these recommendations.

6.4 Workplace Mental Health Support Service - Remploy

This is a free confidential service, delivered by Remploy and funded by the Department for Work and Pensions is available to any employees with depression, anxiety, stress or other mental health issues affecting their work.

Specialist advisors provide:

- Tailored, work-focused mental health support for six months.
- Suitable coping strategies.
- A support plan to keep employees in or return to work.
- Ideas for workplace adjustments to help employees fulfil their role.
- Practical advice to support those with a mental health condition.

7 Confidentiality

Staff who are made aware of an individual's health condition(s) in confidence must:

- Maintain confidentiality.
- Advise the individual to discuss their needs with their line manager, or other departmental manager, drawing their attention to this policy and other appropriate documents.
- Advise the employee of other sources of support available (such as Staff Advice and Liaison Service (SALs), via staffadvice@alderhey.nhs.uk Occupational Health, Trade Unions, FTSUG or Professional Bodies, Staff Disability Network).
- A breach of confidentiality can only occur where the individual's own safety is at risk, where the safety of others is at risk, or where a failure to disclose may result in criminal activity.
- The Trust recognises in some situations, colleagues may become aware of an individual's situation that requires a reasonable adjustment to be made. Should this be the case, then the information must be treated as confidential and should not be shared more widely without the consent of the person concerned.

8 Monitoring

The approval / ratification committees have ongoing responsibility to agree the monitoring arrangements for the policy. This may be assured via the committee reporting schedule or other agreed mechanism.

9 Further Information

- CIPD Guidance on Reasonable adjustments ([www.cipd.co.uk/knowledge/culture/well-being/reasonable adjustments](http://www.cipd.co.uk/knowledge/culture/well-being/reasonable_adjustments))
- ACAS Reasonable adjustments at Work ([www.acas.org.uk/reasonable adjustments](http://www.acas.org.uk/reasonable_adjustments))
- NHS Employers ([www.nhsemployers.org/articles/reasonable adjustments-and-workplace](http://www.nhsemployers.org/articles/reasonable_adjustments-and-workplace))
- Flexible Working Policy
- Supporting Sickness and Attendance Policy
- Special Leave Policy
- Menopause Policy
- Recruitment and Selection Policy

Appendix A – Temporary Redeployment Flow Chart



Appendix B – Employee Leaflet

Do you need reasonable adjustments at work?

What you need to do....

You may need the Trust to make some adjustments for you in the workplace due to your disability or long-term health condition. These will help you do your job, and they are called ‘reasonable adjustments’.

These changes may be simple, fast, and easy, or more complex to make.

1. I’ve just realised that I need reasonable adjustments in the workplace. What do I need to do first?

In the first instance, you will need to speak to your line manager.

2. What information will my line manager need from me?

You need to be able to explain to your line manager why you need the adjustments you’re asking for. You should tell them why it’s difficult for you to do your job compared to someone without your disability.

3. What happens then?

Your line manager will consider the adjustments that you have requested and if they can be provided. You and/or your line manager may need to speak further with Human Resources, Occupational Health or the Trust Equality, Diversity & Inclusion Lead on how best to support you.

4. Can a line manager or organisation refuse a request for reasonable adjustments?

Adjustments are a legal right. However, the adjustments must be ‘reasonable’. What is considered as ‘reasonable’ depends on your situation. If you or your line manager are unsure, you can contact the Human Resources Department or the Equality, Diversity & Inclusion Manager.

5. I find it a bit awkward starting the conversation about my situation, what can I do?

It can be daunting or distressing to explain about a health condition to someone for the first time. The Trust has introduced a Health Passport to help start the conversation. This can be taken to a meeting between you and your line manager or emailed in advance for discussion.

6. Do I have to use the Health Passport?

No, these are not mandatory or binding, they are just a means to help clarify how we can support you.

7. I'm not sure what reasonable adjustments I need. Who can help me?

If you are unsure as to what adjustments are available or may be helpful, then you can contact **Access to Work**. They are a government body who can come to work and undertaken an assessment with you.

The application to Access to Work must come from you. Your line manager **cannot** contact them on your behalf.

IMPORTANT: Please note that you **MUST** let your line manager know that you have contacted Access to Work so that they are aware that they are attending on site. You will then need to discuss their suggestions with your line manager.

8. What paperwork do I need to complete?

Once you have identified the adjustments you need, you will need to complete the Reasonable Adjustment Checklist, [Appendix C](#). Line managers, workplace structures and situations change, and it is important that any new line managers are aware of your needs to maintain your adjustments.

9. I know what I need and my line manager is happy to accommodate me. I don't need an assessment or OH, what do I do?

That's great, you just need to complete the Reasonable Adjustment Checklist, [Appendix C](#) and access your adjustments.

10. What if my needs change?

It is vital that both you and your line manager meet regularly to review your adjustments in case these need to be amended or reconsidered. Some adjustments don't work as well as they might and may need reconsideration. It is important to review the Reasonable Adjustment Checklist and note any changes that have been made.

11. If I need support with reasonable adjustments and need to speak to someone other than my line manager, who is available?

You should speak with your line manager in the first instance. However, you are able to contact Human Resources, Occupational Health, the Equality, Diversity & Inclusion Lead, Staff Support and Liaison Service, the Freedom to Speak Up Guardian and your Trade Union Representative (if you are a member) if you wish to.

EQUALITY MONITORING

It is helpful for us as an organisation to know how many of our staff have a disability, or a long-term health condition. This is so that we can work to better support staff.

You can update your equality monitoring section on your ESR portal.

Appendix C – Reasonable Adjustments Checklist

Reasonable Adjustments Checklist			
Employee Name:		Manager's Name:	
Detail of long-term condition / disability			
When did this situation start? e.g., from birth		Anticipated end date (if applicable) e.g., operation will resolve situation, no end date – permanent situation	
How does this impact on work?			
Date of discussion		Review date agreed	
Action Plan			
Concern / Barrier identified	Impact on job role?	What adjustment would help?	Agreed actions

This agreement is private & confidential it should only be shared with new managers with the express consent of the employee. This agreement may be reviewed and amended as necessary with the agreement of both parties.

Signed and agreed by:-

Employee:

Date:

Line Manager:

Date:

Occupational Health Advisor:
(If applicable)

Date:

Appendix D - Health Passport

Health Passport Template

Name:

Job Role:

This is your health passport, which you own and take with you as you move through roles within the NHS. The passport is a place you can store information about a disability, long term health condition, mental health issue, or learning disability/difficulty.

How to use the passport

You can use the passport to tell a new line manager about your health and anything you have in the workplace which enables you to carry out your role. For example, this could be:

- different start and finish times
- regular breaks at work
- a specific seat at your desk
- modifications to your desk
- any appointments you regularly need to attend to stay well at work.

You own this passport. It should be held by yourself and your current line manager in the area you work in.

You can make changes to the information within the passport when you need to. These should be shared with your line manager, and then recorded on the back page of the passport.

Information about you

The passport has three sections:

- Things my manager should know about my disability or health condition.
- Things that help me to do my role.
- Things to avoid or that make my work more difficult.

In each section there is a space for you to provide this information, which will help your current and future managers understand quickly and clearly the best way to support you at work.

Note: Keep your passport up to date.

You can record any changes to your condition or to your working environment in the passport.

Add the date and sign it so both you and your manager can check that you have the latest version.

Last updated (date):

Passport owner (signed):

Manager (signed):

Section One - Things to know about my health condition or disability

Include any useful information you would like your line manager or future line managers to know, e.g.

- Any tasks you need help with or cannot do easily.
- Any tasks which may take longer for you to carry out.
- Any diagnosis you feel would be helpful for your manager to know about.
- Any information regarding medication or interventions that you feel are relevant to work.

Section Two - Things that help me do my role

Include information that helps you to access your role and makes your time at work easier. This could be reasonable adjustments you have had put in place to support you.

Time - what times of the day are you able to best work?

Space – what sort of space do you like working in?

Technology and equipment – what technology and equipment helps you at work?

Communicating at work – how do you like to be communicated with in the office and given tasks? For example, you may like to be emailed your work tasks to help you remember or prioritise.

Section Three - Things to avoid or that make my work more difficult

Use this space to say what makes your time at work difficult, such as specific shifts or not having access to specific working arrangements.

Time - what times of the day are you not able to work?

Space – what sort of space do you dislike working in?

Technology and equipment – what technology and equipment do you find difficult to use at work?

Communicating at work – how do you like to be communicated with in the office and given tasks? For example, you may like to be emailed your work tasks to help you remember or prioritise.

Initial Equality Impact Assessment (EIA) Form

This section must be completed at the development stage i.e. before approval or ratification. For further support please refer to the Equality Impact Assessment (EIA) Policy on [DMS](#).

Part 1

Name and Job Title of Responsible Person(s): Gill Foden, HR Business Partner and Angela Ditchfield, Equality, Diversity and Inclusion Lead

Contact Number: via Teams

Department(s): Human Resources

Date of Assessment: 27/02/2023

Name of the policy / procedure being assessed: Reasonable Adjustments Policy

Is the policy new or existing?

New Existing

This is a new policy, created following an initial request from staff side reps.

Who will be affected by the policy (please tick all that apply)?

Staff Patients Visitors Public

Primarily all staff and potential employees are affected by the policy, including managers, senior managers, staff side representatives and consequently to service users, patients and the wider community.

Evidence considered: NHS Employers, ACAS, other NHS Trusts, HR Networks across the Northwest in relation to best practise guides, staff side representatives and managers gave staff experiences via PRG, CIPD research forums.

How will these groups / key stakeholders be consulted with? Stakeholder engagement was undertaken through the Policy Review Group, attended by staff side reps, managers from across the trust, Freedom to Speak Up colleagues, SALS attendees and HR colleagues. As part of this process, the HR Team engaged with staff side colleagues, managers, other NHS Trusts, HRM/HR Networks and expert groups, CIPD, ACAS, and its own legal advice in the review of this policy. Following the introduction of the new policy, management will monitor and review at CBU and Board levels, implementation activity to ensure the aspects of this policy is applied consistency, achieves its original aims and objectives and is fit for purpose. This policy has been developed in partnership with staff side colleagues, expert managers and HR. All outputs have been included in the final proposal. All staff can access the policy via the Trusts intranet. Staff who have problems accessing this policy are directed to the HR department or their Trade Union representative who can provide a hard copy and talk them through the process. Equality monitoring takes place as part of the Trusts equality monitoring processes.

What is the main purpose of the policy? This policy sets out the standards and approach for supporting staff and the organisation when instances of reasonable adjustments activity are required. Ensuring activity is undertaken in a fair, sensitive and supportive way, whilst at the same time recognising the needs of the service and individual needs. As well as supporting the user experience, it is intended to minimise risks, and align with best practice and employment legislation

What are the benefits of the policy and how will these be measured? Reasonable adjustments can be of significant benefit to support people in the world of work and support overall health and wellbeing. People who may benefit from reasonable adjustments include employees who consider themselves as or are identified as disabled, and those who have been identified as benefiting from reasonable adjustments as an outcome of an occupational health assessment. The policy acts as an enabler of the Equality Act 2010, which protects individuals with a disability and covers areas including application forms, interview arrangements, aptitude or proficiency tests, job offers, terms of employment, promotion, transfer and training opportunities, dismissal, or redundancy, disciplinary and grievance. In addition, it places a legal obligation on organisations to provide reasonable adjustments as far as this is reasonably possible. Equality monitoring takes place as part of the Trusts equality monitoring processes. Arrangements for continued monitoring and evaluating the implementation of this change and its impact on different groups (Division Board to identify and raise to board if appropriate). Continued communication via intranet, FAQ's, Newsletters and other appropriate communication channels, making information available to staff and other key stakeholders.

Is the policy associated with any other policies, procedures, guidelines, projects or services? Yes No

If yes, please give brief details: Flexible Working Policy, Supporting Sickness and Attendance Policy, Supporting Staff Policy, Special Leave Policy, Menopause Policy and Recruitment and Selection Policy.

What is the potential for discrimination or disproportionate treatment of any of the protected characteristics?

*Please use the **Equality Relevance** guidance (see on [DMS](#)) to specify who would be affected (e.g. patients with a hearing impairment, staff aged over 50).*

Please tick either positive, negative or no impact then explain in reasons and include any mitigation e.g. requiring applicants to apply for jobs online would be negative as there is potential disadvantage to individuals with learning difficulties or older people (detail this in the reason column with evidence) however applicants can ask for an offline application as an alternative (detail this in the mitigation column)

Protected Characteristic	Tick either positive, negative or no impact			Reasons to support your decision and evidence sought	Mitigation / adjustments already put in place
	Positive Impact (benefit)	Negative (disadvantage or potential disadvantage)	No Impact		
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		Due consideration has been given to the potential for discrimination, inequality or differential impact, as part of the review process for policy work. This will be further monitored to identify any trends and suitable action will take place to minimise or manage these issues. Equality monitoring takes place as part of the Trusts equality monitoring processes.
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See section 6 and 7 of the Policy	
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Refer to Section 1,3,5, 6, and Appendix B and C of the policy	
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Pregnancy and maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	See section 6 and 7 of the Policy	
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<p>If you have identified no negative impact for all please explain how you reached that decision and provide reference to any evidence (e.g. reviews undertaken, surveys, feedback, patient data etc.)</p> <p>This process of review and its subsequent implementation has been managed to ensure that there are equitable processes in place. An inclusive approach taken to consultation mechanisms which have enabled wider groups to understand change and its impact and to ensure no disadvantage between groups. No discernible impact has been identified however mechanisms for scrutiny and monitoring for further development are in place.</p>					

<p>Does the policy raise any issues in relation to Human Rights as set out in the Human Rights Act 1998? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>See Equality Relevance guidance (on DMS) for more details (NB if an absolute right is removed or affected the policy will need to be changed. If a limited or qualified right is removed or affected the decision needs to be proportional and legal).</p> <p>Everyone has the right of respect for his private and family life, his home and his correspondence (Article 8). See section 2, 5 and 6 of the policy</p>			
<p>If you have identified negative impact for any of the above characteristics, and have not been able to identify any mitigation, you MUST complete a Full Equality Impact Assessment. Please speak to the Head of Equality, Diversity and Inclusion and see the Full Equality Impact Assessment (EIA) Form on DMS.</p>			
Action	Lead	Timescale	Review Date
N/A	N/A	N/A	N/A

Declaration	
<p>I am satisfied this document / activity has been satisfactorily equality impact assessed and the outcome is:</p> <p>Continue – EIA has not identified any potential for discrimination/adverse impact, or where it has this can be mitigated & all opportunities to promote equality have been taken</p> <p>Justify and continue – EIA has identified an adverse impact but it is felt the policy cannot be amended. You must complete a Full Equality Impact Assessment (EIA) Form before this policy can be ratified.</p> <p>Make Changes – EIA has identified a need amend the policy in order to remove barriers or to better promote equality You must ensure the policy has been amended before it can be ratified.</p> <p>Stop – EIA has shown actual or potential unlawful discrimination and the policy has been removed</p>	<p>Tick one box</p> <p><input checked="" type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
Name: Gill Foden	Date: 27/02/2023

Approval & Ratification		
Policy Author:	Name: Gill Foden	Job title: HR Business Partner
Approval Committee:	Employment Policy Review Group	Date approved: 14/03/2023
Ratification Committee:	People and Wellbeing Committee	Date ratified: 29/03/2023
Person to Review Equality Analysis:	Name: Gill Foden	Review Date: 29/03/2026
Comments:		