



REASONABLE ADJUSTMENTS GUIDANCE

Author:	Human Resources
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1. Introduction

1.1. We are proud of our diversity at St George's, University of London and are constantly working towards shaping an inclusive organisation.

1.2. We want to operate in an environment where all are valued and everyone in our community can excel and thrive.

1.3. Disability affects us all, either individually or through friends and family and we aim to ensure that any employee that has or acquires a disability whilst working at St George's, University of London is given the support required in order for them to participate fully in our community.

1.4. We are only able to support employees on an individual basis if they choose to disclose a disability. We aim to provide an inclusive environment in which employees feel comfortable in disclosing their disability so they can access the right support. This can be done through updating [MyWorkplace](#) and speaking with a line manager or to the Human Resources Team (HR). Once a disability has been disclosed, discussion can then take place on what support would be appropriate.

2. Definition of disability

2.1. The Equality Act 2010 defines a disability as "A physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities".

- 'Substantial' is more than minor or trivial, eg it takes much longer than it usually would to complete a daily task, such as getting dressed.
- 'Long-term' means 12 months or more, eg a breathing condition that develops as a result of a lung infection.

2.2. A Reasonable Adjustment is a change that must be made to remove or reduce a disadvantage related to an employee's disability when doing their job or a job applicant's disability when applying for a job. This can include:

- changing the recruitment process so that a candidate can be considered for a job;
- doing things another way, such as allowing someone with social anxiety disorder to have their own desk instead of hot-desking;
- making physical changes to the workplace, like installing a ramp for a wheelchair user or an audio-visual fire alarm for a deaf person;
- letting a disabled person work somewhere else, such as on the ground floor for a wheelchair user;
- changing equipment, for instance providing a special keyboard for somebody with arthritis;
- allowing employees who become disabled to make a phased return to work, including flexible hours or part-time working.

3. Disclosing a disability

3.1. Employees are encouraged to tell their line manager or HR that they have a disability. If an employee wishes to disclose this to HR, they should email hrhelp@sgul.ac.uk. A disability can also be recorded in [MyWorkplace](#).

3.2. New employees who are in the process of joining St George's, University of London and wish to disclose a disability can follow the same process or speak with their recruitment contact in HR for advice.

3.3. It is completely up to the individual employee whether they choose to disclose their disability. However, if they wish to discuss or request reasonable adjustments, they will need to share this information with their line manager. Please note that in order to implement reasonable adjustments, the line manager must be involved as adjustments require line manager approval.

4. Reasonable adjustments

4.1. Once an employee speaks to their line manager or HR about their disability, they will then be asked how they wish to proceed and whether they require any reasonable adjustments.

4.2. Reasonable adjustments may be able to be made maintaining confidentiality between the employee and the line manager and HR. However, where adjustments involve making changes that may impact other colleagues in the same office or team, eg adjusted start times or new equipment that might affect office space etc, the line

manager may need to explain the reason for this to the wider team. The line manager will discuss this with the employee, who would then decide how they wish to proceed.

4.3. If the employee has managed their disability and knows what support they require then the process can be straightforward in making reasonable adjustments.

4.4. If an employee is unsure about what support they need in terms of being able to carry out their role at St George's, University of London, then there are two routes that can be taken, which are not mutually exclusive:

- **Route One – HR**

Employees can contact HR for advice and guidance around disclosing a disability and requesting reasonable adjustments. HR can provide advice to individuals and can discuss what might work best for them.

In addition to this, employees can also be referred to Occupational Health via HR. Occupational Health can provide assessments for employees to determine their needs and subsequently advise on reasonable adjustments.

- **Route Two – Access to Work**

Access to work is a Central Government Service that provides advice and guidance free of charge to those that are disabled and in work or about to start or return to work. Any individual can contact them to ask for advice. They will be able to advise on any support they can offer and also what support St George's, University of London could be offering. Access to work can be contacted at <https://www.gov.uk/access-to-work/apply> or by phone on 0800 121 7479 (Monday to Friday, 9am to 5pm).

Access to Work can prepare reports with recommendations of what equipment/adjustments are needed. This information will not be passed automatically to any line manager or HR unless specifically requested by the individual employee. At that point the employee can request that the report be sent to HR or their line manager.

It is completely up to the individual what they would like to share.

5. Implementation of reasonable adjustments

5.1. Once the employee knows the reasonable adjustments they would like to request, they need to agree these with their line manager. This can be done with or without the involvement of HR.

5.2. Under the Equality Act 2010, St George's, University of London has a legal obligation to provide these adjustments so long as they are "reasonable" as defined in the Act (see paragraph 2.2).

5.3. In some cases, implementing reasonable adjustments may involve a financial cost which would come from the Department/Institute budget.

5.4. Once the reasonable adjustments have been agreed, the employee, their line manager and HR should record these via the “Reasonable Adjustments Agreement” found in Appendix 1. This form should be signed by the employee and the line manager.

6. Review

6.1. The Reasonable Adjustments Agreement should list the reasonable adjustment(s) being made and include a date that the Agreement will be reviewed. It is suggested that reasonable adjustments be reviewed after 3 months to ensure the Agreement is working for both parties. However, the Agreement can be reviewed at any time depending on what best suits the employee and line manager.

7. Additional support

7.1. HR can provide confidential advice to employees and/or line managers - hrhelp@sgul.ac.uk.

Appendix 1: Reasonable Adjustment Agreement

Name of individual

Name of Line Manager

Department/Institute

Reasonable Adjustment(s) Agreed

Agreed Date of Review

Signed by individual

Signed by line manager

Date