**Managers Guidance for Supporting Disabled Employees**

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1. **Introduction**

Croydon Council are fully committed to the principles of equality of opportunity and promoting diversity. As a [Disability Confident Employer](https://www.gov.uk/government/publications/disability-confident-guidance-for-levels-1-2-and-3/level-2-disability-confident-employer) the council is aware that disabled people together with other groups may be discriminated against whilst seeking employment or promotion. The council is determined to ensure that all its functions and services (including employment) are free from unlawful discrimination.

As an employer, we aim to create an environment in which all staff, whatever their disability status, feel equally welcomed and valued. Furthermore, we are aiming to remove or exclude all barriers preventing disabled employees from playing a full role in the council’s workforce and enjoying all the benefits of their working life.

This guidance draws together all the resources on disability currently available and aims to assist line managers who:

* Are recruiting disabled employees to their teams and help them to support these employees after they start work
* Need to support individuals who become disabled during their working career.

The aim is to help support line managers in creating an inclusive culture in the workplace and highlight resources to help provide appropriate support for employees with disabilities.

Managers should be aware that using Workplace **Adjustment Profiles** may be a useful tool for both management and employees to document and review any reasonable adjustments agreed and should be advocated for use wherever reasonably practicable.

1. **What is the definition of disability?**

* The Equality Act 2010 drew together all the legislation on discrimination, including the Disability Discrimination Act 1975 (as amended).
* Within the Act, 'disability' is defined as a physical or mental impairment, which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities.
* Impairments can include sensory impairments, such as sight and hearing, or mental impairments such as learning disabilities, dyslexia and mental illness (including depression). A severe disfigurement counts as a disability. Cancer, HIV infection and multiple sclerosis are deemed disabilities as soon as they are diagnosed.
* Impairments can also include fluctuating conditions such as arthritis, asthma, musculoskeletal conditions (such as back problems), epilepsy and type 1 diabetes.
* If an individual has been disabled in the past due to a condition from which they have since recovered or from which they are in remission (e.g. Cancer), then they are still protected from discrimination, victimisation or harassment by the Act.
* Under the **Equality Act 2010** people with disabilities have protection from discrimination as disability is a [protected characteristic.](https://www.equalityhumanrights.com/en/equality-act/protected-characteristics)
* It is unlawful to [discriminate](http://www.legislation.gov.uk/ukpga/2010/15/part/2/chapter/2) on the grounds of
* someone’s disability
* perception that someone may have a disability
* association with someone who is disabled
* Indirect discrimination is also unlawful as well as harassment (including by a third party) and victimisation.

1. **Challenges facing disabled individuals (based on Office of National Statistics (ONS) stats 2021)**

* There are 4.4 million people in employment in the UK who have a disability
* Only 53% of disabled people are in employment (compared to 81% for those without a disability)
* 1 in 5 of the working age population are classified as disabled
* The increasing number of people reporting a disability is being largely driven by an increase in mental health conditions
* Disabled workers move out of work at nearly twice the rate (8.8%) of non-disabled workers (4.9%)

1. **Manager actions and support**

There are some practical things line managers can do to create an inclusive culture within their service and team, and to support disabled employees in the workplace:

Generally:

* Enhance your own knowledge and skills by accessing e-learning such as:
  + Supporting staff though mental ill-health
  + Disability and Discrimination
  + A guide to reasonable adjustments
  + Learning Disability Awareness
  + Managing Diversity

These courses can be accessed via the [Croydon Learning](https://croydon.learningpool.com/totara/dashboard/index.php) (under the Equality & Diversity category.)

* Be aware and make your employee aware that [**Workplace Adjustment Profiles**](#_5.1__) are available and can be used to record and review reasonable adjustments agreed (see below)
* Make sure all of the team are aware of the council’s policies relating to equality and bullying and harassment (e.g., Grievance Procedure and Code of Conduct). These policies can be found in the [HR handbook](https://intranet.croydon.gov.uk/working-croydon/hr/hr-handbook)
* Make sure everyone in the team (including new starters) has completed the ‘[Equality and Diversity Essentials’ and ‘Unconscious Bias’ e-learning](https://intranet.croydon.gov.uk/working-croydon/equalities-valuing-diversity-our-values-and-staff-networks/valuing-diversity-0) which is part of mandatory learning (via [Croydon Learning](https://croydon.learningpool.com/totara/dashboard/index.php))
* Challenge any discriminatory comments or ‘banter’ firmly and immediately. Simply explaining to staff why something they’ve said is inappropriate is often an effective way to make them think about it and to change their behaviour.
* Talk about the impact of disability (both visible and hidden) and the impact this can have for employees and service users in your team meetings. Invite representatives from the [disability network group](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/disability-staff-network)  and/or [mental health and wellbeing network group](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/mental-health-and-wellbeing-staff-network) to your team meeting to speak on these topics.
* Don’t be afraid of saying (or doing) the wrong thing to assist a disabled colleague just remember to ask if any assistance is required.
* Refer to the [Disability Confident intranet page](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/disability-support-croydon/disability-support-croydon) for support and resources
* Talk to disabled colleagues about their experiences at work and how any changes can be made to remove barriers and improve accessibility.
* Encourage all colleagues to complete their [diversity disclosure information](https://intranet.croydon.gov.uk/working-croydon/equalities-and-diversity/update-your-equality-data) and take part in staff surveys. Talk about why disclosing protected characteristics (such as disability) is important for the council and your team.
* Use inclusive language in any communications to your services and teams.
* Show your support at by attending any [disability network group events](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/disability-staff-network) or [mental health and wellbeing group events](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/mental-health-and-wellbeing-staff-network).

1. **Specifically supporting the individual:**

**5.1 Workplace adjustment profiles**

* When workplace adjustments are agreed, employees and managers should consider recording specifics within a workplace adjustment profile document. (See [appendix 1](#appendix)). Whether this document is appropriate to use in every case should be mutually agreed between the employee and management.
* If agreed for use**, the purpose of the profile is to capture all agreed workplace adjustment requirements** of Croydon council employees whether they be physical or non-physical.
* The aim is to minimise the need to re-negotiate workplace adjustments every time an employee moves post, moves between departments or is assigned a new line manager. The document belongs to the employee and their line manager should have a copy. Each time the employee changes roles and obtains a new line manager the document should be moved with the employee and be discussed with the new line manager.
* Workplace adjustment profiles should be reviewed every twelve months by the employee and line management to check if the adjustments need to be amended or changed. However, employees or managers can raise any issues regarding adjustments more frequently if this is required by either side.

**5.2. During recruitment**

* When writing job descriptions, line managers should focus on the tasks they want completed rather than using the exiting jobholder as a model.
* The person specification should outline the skills, abilities, relevant experience and qualifications that are required to carry out the tasks.
* Be careful when asking for specific qualifications and/or skills (e.g., driving ability) within a person specification. This may be indirectly discriminatory if no reason can be shown as to why these skills/qualifications are needed for a particular job.
* Be aware that as a [Disability Confident employer](https://intranet.croydon.gov.uk/working-croydon/disability-support-croydon-0/disability-confident), if a disabled candidate meets the **minimum** criteria for the role, they are guaranteed an interview at the council.
* Be prepared to support individuals with [reasonable adjustments](https://www.gov.uk/reasonable-adjustments-for-disabled-workers) during the assessment or interview process if requested by the candidate.
* Reasonable adjustments can cover a variety of options including (for example): adjusting the timing of the interview; ensuring that communication needs are met (by using a signer); allowing the candidate to be accompanied by a support worker; allowing a longer time period for a written test.
* All interviewers should be trained in recruitment and interview skills (see [Croydon Learning](https://croydon.learningpool.com/totara/dashboard/index.php))

**5.3 When a disabled employee starts employment**

* When the candidate accepts employment with the council, the line manager should communicate with the individual as early as possible (before they start work at the council) to discuss any support or [reasonable adjustments](https://www.gov.uk/reasonable-adjustments-for-disabled-workers) that are required to perform the role. Ideally reasonable adjustments should be in place before the employee starts their role.
* It may be appropriate for the employee to seek support also from [Access to Work](https://www.gov.uk/access-to-work).
* A [risk assessment](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/risk-assessments/generic-risk-asessments) may be appropriate depending on individual circumstances. Advice should be sought from [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/managing-health-and-safety).
* A [DSE assessment](https://intranet.croydon.gov.uk/working-croydon/hr/health-and-safety/workstation-assessments/your-workstation) must also take place for every working location of the employee (which may include their home).
* Depending on the nature of the adjustments needed the line manager could seek further advice/assistance from: [HR Consultancy](https://intranet.croydon.gov.uk/working-croydon/hr/contacting-hr); [Tech Support](https://intranet.croydon.gov.uk/working-croydon/assistant-chief-executive-directorate/croydon-digital-service/tech-support-%E2%80%93); [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/health-and-safety-guidance-managers) and [Occupational Health Service](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing-staff/occupational-health-service)
* Line managers should be aware that any equipment identified for use as part of the reasonable adjustments required to support the employee may (depending on the cost) be subject to approval by the [Spend Control Panel](https://intranet.croydon.gov.uk/working-croydon/finance-and-commissioning-and-procurement/spending-control-panel). The service will also be responsible for any payments for the adjustments as there is no central budget available.
* The consideration of any reasonable adjustment is required by management and if assessed as cost effective by the service should be implemented as soon as possible. **However, line managers must escalate the requirement via their HR Consultant if they do encounter any internal delays (see** [**appendix 3 – escalation form**](#_Appendix_3_–)**)**
* **After the employee starts work**, managers must consider:
* Providing additional time to meet with the employee and discuss how they can be supported (including checking directly verbally at the beginning of the probation period, if any reasonable adjustments are needed)
* Scheduling regular 1-1 meetings and catch ups to keep up to date.
* If a ‘buddy’/colleague may be of use/assistance to the employee
* Signposting the employee to any information and resources that might be of interest (such as staff network group - see list at the end of this guidance)
* **At the middle of the probation period,** line managers should also check with employees verbally if any reasonable adjustments are required or needed.
* **At the end of the probation period**, line managers must also meet with employees and check again (verbally) if any reasonable adjustments are required to assist the individual with their role.
* The benefits of documenting any reasonable adjustments agreed via a [Workplace Adjustment Profile](#appendix) should also be discussed.

**5.4. When an existing employee discloses a disability**

* Managers should be aware of the sensitivities regarding disclosure of a disability by an existing employee. This disclosure could be triggered by a previous sickness absence or the on-going management of a long-term condition.
* It is important for managers to show support and empathy for the employee at this time (which may be personally challenging).
* Managers should also be aware that employee may disclose a chronically progressive illness (e.g., Multiple Sclerosis) which may need on-going advice, adjustments and reviews as their condition may deteriorate over time.
* Managers should meet with the employee as soon as is reasonably practical to discuss:
  + Whether any immediate [reasonable adjustments](http://www.acas.org.uk/index.aspx?articleid=4986) are required to support the employee in their role and manage their health condition in the short or long term.
  + It may be appropriate to conduct a [risk assessment](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/risk-assessments/generic-risk-asessments). A [DSE assessment](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/workstation-and-display-screen-equipment-dse-assessments) must also be considered. Advice should be sought from [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/managing-health-and-safety).
  + If any [occupational health advice](https://intranet.croydon.gov.uk/working-croydon/hr/your-health-and-wellbeing/occupational-health-service) is needed to feed into management over the longer term.
  + The benefits of documenting reasonable adjustments agreed via a [Workplace Adjustment Profile](#appendix) should also be highlighted
  + If any flexible/hybrid working options may assist
  + Signposting the employee to any further information or support resources (e.g. [EAP](https://intranet.croydon.gov.uk/working-croydon/your-health-and-wellbeing/employee-assistance-programme) or [mental health first aiders](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/mental-health-and-wellbeing/contact-mental-health-first-aider))
  + Setting up regular review meetings with the employee to review their situation and consider whether further adaptations are needed

1. **Where to seek help and advice**

* In the first instance, advice should be sought from [HR Consultancy.](https://intranet.croydon.gov.uk/working-croydon/hr/contacting-hr)
* For information on risk assessments and reasonable adjustments, information should be sought from [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/health-and-safety-guidance-managers).
* For information regarding technology adaptations/equipment, help should be sought from [Tech Support](https://intranet.croydon.gov.uk/working-croydon/assistant-chief-executive-directorate/croydon-digital-service/tech-support-%E2%80%93).
* Line managers should be aware that any equipment identified for use as part of the reasonable adjustments required to support the employee may (depending on the cost) be subject to approval by the [Spend Control Panel](https://intranet.croydon.gov.uk/working-croydon/finance-and-commissioning-and-procurement/spending-control-panel). The employee’s service will also be responsible for any payments for the adjustments as there is no central budget available.
* The consideration of any reasonable adjustment is required by management and, if assessed as cost effective by the service should be implemented as soon as possible. **However, line managers must escalate the requirement via their HR Consultant if they do encounter any internal delays (see** [**appendix 3 – escalation form**](#_Appendix_3_–)**)**
* Further information about supporting employees with a disability can also be found on the intranet on the [Disability Confident pages](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/disability-support-croydon/disability-support-croydon).
* Support for employees with mental health concerns can be found by contacting [Mental Health First Aiders](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/mental-health-and-wellbeing/contact-mental-health-first-aider). Personal learning for managers to support employees is also available via [Croydon Learning](https://croydon.learningpool.com/totara/dashboard/index.php) (under the Equality and Diversity category)

1. **Disclosure and confidentiality**

The council will ensure that individuals' personal data, including data relating to their health, is handled in accordance with the **workforce data protection policy.** Any breach of confidentiality will be treated very seriously and dealt with under the council's disciplinary procedure.

1. **Council policies and resources**

The Council has a range of different equality related policies in place to support all staff including disabled employees at work. These include the following:

* [Equal Opportunities Statement](https://www.croydon.gov.uk/community-and-safety/equality-and-diversity/strategies-and-publications/equality-policy-statement)
* Code of Conduct for Council Staff, (Module 11, Chpt 1) in the [HR Handbook](https://intranet.croydon.gov.uk/working-croydon/hr/hr-handbook)
* [Employee Assistance Programme](https://intranet.croydon.gov.uk/working-croydon/your-health-and-wellbeing/employee-assistance-programme)
* [Disability Confident](https://intranet.croydon.gov.uk/working-croydon/disability-support-croydon-0/disability-confident)
* [Disability Network Group](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/disability-staff-network)
* [Mental Health and Wellbeing Network Group](https://intranet.croydon.gov.uk/working-croydon/our-culture/staff-networks/mental-health-and-wellbeing-staff-network)
* [Mental Health First Aiders](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/mental-health-and-wellbeing/contact-mental-health-first-aider)
* [Mental Health Resource pages](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing/mental-health-and-wellbeing/mental-health-and-wellbeing-support)

1. **Useful contacts**

* Scope: <https://www.scope.org.uk/>
* Mencap: <https://www.mencap.org.uk/advice-and-support/local-groups>
* MIND: <https://www.mind.org.uk/>

***This guidance was developed by members of the Disability Network Group in conjunction with Human Resources***

# **Appendix 1 – Workplace Adjustment Profile**

**Workplace Adjustment Profile**

*Personal when completed*

The purpose of the profile is to capture all agreed workplace adjustment requirements of Croydon council employees whether they be physical or non-physical.

The aim is to minimise the need to re-negotiate workplace adjustments every time an employee moves post, moves between directorates or is assigned a new line manager.

* **This document belongs to the employee and is entirely voluntary to complete**.
* **The line manager should also have a copy of the profile**
* **If the line manager changes, the employee should agree to share this document with their new manager.**
* **The profile can also be kept on the employees HR file if agreed by the employee**

|  |  |
| --- | --- |
| **Section 1** | |
| **Name:** | **Name of line manager:** |
| **Team/Service** | **Department** |
| **Date adjustment/requirements identified/agreed & implemented:** | **Date of last review and 12-month review: (As a minimum this must be reviewed annually)** |
| **Section 2 – to be completed by the employee**  Details of adjustments/individual requirements:  This section should include:   * the aspects of the job which require adjustment(s) * the adjustments required i.e., physical e.g., ergonomic keyboard, or non-physical, e.g., flexible working * how the adjustments will help you   If you have a health condition/disability which fluctuates please indicate how requirements may change from ‘good days’ and ‘bad days’  Please do not disclose anything you do not feel comfortable with. | |
| **Section 3**  **This section outlines the details of adjustments that have been agreed with your line manager**  Some examples may be work objectives, flexible working hours, job design, coping strategies, consideration points and any relevant development that you are undertaking. | |
| Line manager signature:  Employee signature | Date:  Date: |
| **Please indicate who has copies of this profile (as agreed by employee)**  Line Manager: Yes/No  HR Consultancy: Yes/No  Employee: Yes/No  **Employee signature……………………………………..** | |

**This is a template for you to use in your directorate – please do not amend it although you can add information at the bottom.**

The following table is used to keep a written record of when the Profile is reviewed and/or amended.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Review date  (DD/MM/YYYY) | Amendments made | Reason for amendment | Employee signature | Line manager signature |
|  |  |  |  |  |
|  |  |  |  |  |

**Section 4: Optional additional supporting information**

|  |  |
| --- | --- |
| **Has a** [**Display Screen Equipment Assessment**](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/workstation-and-display-screen-equipment-dse-assessments) **been carried out?**  Yes/No  If answered Yes, please attach it to this document | If further appropriate assessments have been carried out – please list them below: |
| On arrival in a new post, line managers must discuss issues with you and help you complete a [Personal Emergency and Evacuation Plan (PEEP)](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/evacuation-and-emergency-procedures) (if required)  Consultation may be necessary with the [HR consultancy](https://intranet.croydon.gov.uk/working-croydon/hr/contacting-hrs) and/or [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/health-and-safety-policies). | |
| [Personal Emergency Evacuation Plan (PEEP)](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/evacuation-and-emergency-procedures) required?  Yes/No | Has an [Occupational Health Referral](https://intranet.croydon.gov.uk/working-croydon/hr/your-health-and-wellbeing/occupational-health-service) been conducted?  Yes/No |
| **Emergency contact (if necessary):** | |
| For all of the above if the answer is ‘Yes’ then records of these will be retained by the individual and by their line manager. It can then be shared (by agreement) with a new line manager. In the case of a PEEP this would be given to the appropriate person such as Fire Warden. | |
| Employee signature: | Line manager signature: |

The council will ensure that individuals' personal data, including data relating to their health, is handled in accordance with the **workforce data protection policy.** Any breach of confidentiality will be treated very seriously and dealt with under the council's disciplinary procedure.

# **Appendix 2 – Workplace Adjustment Profile FAQ’s**

[**1.** **What is a Workplace Adjustment Profile?** 13](#_Toc97653913)

[**2.** **What is the purpose of a Workplace Adjustment Profile?** 13](#_Toc97653914)

[**3.** **Who has control of the profile/how is it stored?** 13](#_Toc97653915)

[**4.** **How often should the adjustments agreed on the profile be reviewed?** 13](#_Toc97653916)

[**5.** **What conditions does the term ‘disability’ cover?** 14](#_Toc97653917)

[**6.** **What does a ‘reasonable adjustment’ mean?** 14](#_Toc97653918)

# **1. What is a Workplace Adjustment Profile?**

This is a live document which records adjustments agreed between employees and their line manager to support the individual at work if they have a health condition, impairment or disability.

The profile means that disabled employees who move roles, or have a change in line manager, do not have to re-explain their agreed reasonable adjustments.

# **2. What is the purpose of a Workplace Adjustment Profile?**

The profile’s main purpose is to:

* Make sure that everyone is clear about what adjustments have been agreed and to keep a record of this
* Reduce the need to reassess and re-agree adjustments every time an employee changes jobs or is relocated or re-assigned a new line manager
* Provide an employee and manager with the basis for future conversations about adjustments.

# **3. Who has control of the profile/how is it stored?**

The completion of a Workplace Adjustment Profile is completely voluntary. As such the employee has the ultimate control of the profile, although it is advisable for line managers to also retain a copy of the document.

If the employee gives consent this document can also be retained on their HR personal file.

If the line manager changes, the employee should give consent to share this document with their new line manager. It would be advisable at this point to discuss the adjustments with the incoming line manager and agree forthcoming review dates.

# **4. How often should the adjustments agreed on the profile be reviewed?**

As a minimum the profile and reasonable adjustments should be reviewed at least once a year (this could be alongside appraisal).

However, reviews can take place at any time if the employee or line manager requests or if there a significant change to the employees’ job or personal circumstances.

Reasonable adjustments may also need to be reviewed in cases of restructures or after cases of long-term illness.

# **5. What conditions does the term ‘disability’ cover?**

Within the Equality Act, 'disability' means a physical or mental impairment, which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities.

* Impairments can include sensory impairments, such as sight and hearing, or mental impairments such as learning disabilities, dyslexia and mental illness (including depression).
* A severe disfigurement counts as a disability.
* Cancer, HIV infection and multiple sclerosis are deemed disabilities as soon as they are diagnosed. It is important to note that cancer is lifetime disability (even if the employee is in remission).
* Impairments can also include fluctuating conditions such as arthritis, asthma, musculoskeletal conditions (such as back problems), epilepsy and type 1 diabetes.

# **6. What does a ‘reasonable adjustment’ mean?**

All employers must make reasonable adjustments to make sure workers and employees with disabilities, or physical or mental health conditions, aren’t substantially disadvantaged when doing their jobs.

This applies to all workers and employees, including trainees, apprentices and contract workers.

Reasonable adjustments can be wide ranging and inexpensive. They could include (as examples)

* changing the recruitment process so a candidate can be considered for a job by for example, giving a candidate extra time to complete a test or allowing someone to do a handwritten test rather than using a computer
* doing things another way, such as allowing someone with social anxiety disorder to have their own desk instead of hot-desking
* letting a disabled person work somewhere else, such as on the ground floor for a wheelchair user
* changing their equipment, for instance providing a special keyboard if they have arthritis
* allowing employees who become disabled to work flexibly, including compressed hours or part-time working

# **Appendix 3 – Disability Reasonable Adjustments Escalation Form**

|  |  |
| --- | --- |
| **Disability - reasonable adjustments escalation form** | |
| This form is intended for use by any employee or manager of the council who wants to escalate a request they have made regarding a reasonable adjustment for disabled employee that has not been resolved.  This form should be submitted to the relevant Human Resources Head of HR   * Debbie Calliste – Head of HR, Adults, Social Care and Health; Children, Young People and Education * Jennifer Sankar – Head of HR, Housing; Sustainable Communities, Regeneration and Economic Recovery * Gillian Bevan – Head of HR, Assistant Chief Executive; Resources   **N.B: Please note that this form should only be used after all attempts to obtain the reasonable adjustment have been made via the usual requests route and within a reasonable timescale (e.g., around 6 – 8 weeks)** | |
|  | |
| **Employee's name:** |  |
| **Employee's job title:** |  |
| **Employee's department:** |  |
| **Managers Name/Title:** |  |
| **Date:** |  |
| **Is the employee new to the council?** | Yes/No |
| **Which department/area (s) have you contacted regarding the adjustment?** |  |
| **When was the adjustment first requested (date)?** |  |
| **Summary of current position:** | |
| Please set out the details of the topic (providing as much detail as possible, particularly dates, times, e-mails and conversations had with specific people). You may attach additional sheets if required. | |
| **Outcome requested:** | |
| Please set out how you would like the question to be resolved (what is the ideal outcome)? | |
| **For completion by the council:** | |
| Date form received by Human Resources: |  |
| Name of recipient and job role: |  |
| Signature: |  |

# **Appendix 4: Flowchart overview of Line managers role in supporting disabled employees in accessing reasonable adjustments**

Line manager becomes aware that current or new employee has a disability

Line manager should get in touch with employee to discuss their disability and if any reasonable adjustments are required.

Discussion with the employee may also indicate if [Access to Work](https://www.gov.uk/access-to-work)  assistance is required

Line manager should speak to their [HR Consultant](https://intranet.croydon.gov.uk/working-croydon/hr/contacting-hr) in the first instance. Advice may also need to be sought from [Occupational Health](https://intranet.croydon.gov.uk/working-croydon/health-and-wellbeing-staff/occupational-health-service)

**Line manager must ensure that:**

* [DSE Assessment](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/workstation-and-display-screen-equipment-dse-assessments) is carried out for all employee workstations
* [Health and Safety](https://intranet.croydon.gov.uk/working-croydon/health-and-safety/health-and-safety-guidance-managers) are consulted regarding any risk assessments and guidance
* [Tech Support/Littlefish](https://intranet.croydon.gov.uk/working-croydon/assistant-chief-executive-directorate/croydon-digital-service/tech-support-%E2%80%93) are approached regarding technical equipment requirements
* They speak to their Head of Service regarding any potential approach to the [Spend Control Panel](https://intranet.croydon.gov.uk/working-croydon/finance-and-commissioning-and-procurement/spending-control-panel)
* **They** [**escalate their request to the Head of HR**](https://intranet.croydon.gov.uk/working-croydon/hr/contacting-hr) **if they encounter any delays in obtaining any required equipment or adjustment**