

## Diversity and inclusion

# Reasonable Adjustments Guidance June 2014

## Reasonable Adjustments for disabled & Deaf employees

Employers must make reasonable adjustments to make sure disabled workers are not seriously disadvantaged when doing their jobs, whether an employee becomes disabled or develops a health condition, had a disability or health condition to start with, or their health or disability changes. Failure to make reasonable adjustments can be a form of discrimination and is unlawful.

Disabled workers are [protected by the Equality Act 2010](#).

An employer has to make 'reasonable adjustments' to avoid disabled people being put at a disadvantage compared to non-disabled people in the workplace. Finding a 'reasonable adjustment' can be a creative process as there is no 'one solution fits all' method to use. Sometimes solutions are easy and sometimes they can be more complex, occasionally, there may be no solution, but this is rare and in such circumstances, redeployment may be an option.

Employers have to make reasonable adjustments even if they don't employ the person directly - this includes contract workers, trainees, apprentices and business partners.

## What reasonable adjustments are

Examples could involve:

- doing things another way - eg allowing someone with social anxiety disorder to have their own desk instead of hot-desking
- making physical changes - eg installing a ramp for a wheelchair user
- changing their equipment - eg providing a special keyboard if they have arthritis
- allowing employees who become disabled to make a phased return to work - eg working flexible hours or part-time

# Reasonable adjustments checklist for line managers in Defra

Use with Supporting Information

## Step 1 - Have you discussed reasonable adjustments with the individual?

**No** – you should first discuss with the individual completing the Reasonable Adjustments Requirements form. Go to **Step 2**.

**Yes** – record on Reasonable Adjustments Requirements form. Go to **Step 2**.

- [Reasonable Adjustments Requirements form](#)

## Step 2 - Are you able to assist the individual and put reasonable adjustments into place without a formal assessment or funding?

**No** – refer to [Barry Bennett](#) – (Annex C:[Advanced Ergonomic Assessment Guidance](#)), [occupational health](#), or specialist organisation for further assessment. Raise PO against your local cost centre for funding the assessment. Go to **Step 3**.

**Yes** – record on Reasonable Adjustments Requirements Record. Line Manager & employee to keep copy of the completed Reasonable Adjustments Requirements Record. Go to **Step 8**.

## Step 3 - Receive back the Report following the assessment.

Are any of the requirements IT related?

Consider if any software training will be required.

**Yes** – any IT hardware or software requirements are procured under the IBM contract – see Supporting Information Page 5 & if necessary follow the ‘Exception Process Checklist’. Go to **Step 4**.

**No** – Go to **Step 4**

## Step 4 - Are any of the requirements telephony related?

**No** – Go to **Step 5**.

**Yes** – email [TelephonyStrategyForum@defra.gsi.gov.uk](mailto:TelephonyStrategyForum@defra.gsi.gov.uk) you will then be contacted by your relevant local contact to confirm compatibility with the local service before you purchase. Go to **Step 5**.

## **Step 5 - Does the individual require specialist items or services costing over £500?**

**Yes** –For items required over costing £500, you can apply to the HR Complex Casework Team for access to the Defra central reasonable adjustment budget, they will sign off. Go to Step 6.

### **No – Two options**

#### **(1) – For items/services required costing £100 and under.**

Line Managers can order items required on PO raised against your local cost centre for local funding. Go to Step 8.

#### **(2) – For items/services required from £101 to £500.**

Line Managers have the authority to sign off required items costing between £101 and £500 from the Defra Central Reasonable Adjustment Budget.

Raise a PO against cost centre **54221** & project code **REASONAD** and provide the Complex Casework Team [DefraHRComplexCaseworkTeam@defra.gsi.gov.uk](mailto:DefraHRComplexCaseworkTeam@defra.gsi.gov.uk) with the following, so that payments and items can be monitored and monthly checks undertaken:

- PO number
- Completed Reasonable Adjustment Requirements Record

Go to Step 8.

## **Step 6**

Complete Reasonable Adjustment Requirements Record and send to [DefraHRComplexCaseworkTeam@defra.gsi.gov.uk](mailto:DefraHRComplexCaseworkTeam@defra.gsi.gov.uk) along with quotes for the equipment or services required. Go to **Step 7**.

## **Step 7 - Have the Complex Casework Team authorised the central funding for the item/services?**

**Yes** – order items on a PO raise against cost centre 54221 & project code REASONAD, and provide the Complex Casework Team with the PO number so that payment can be monitored and approved. Go to **Step 8**.

**No** – order items on PO raise against your local cost centre for local funding. Go to **Step 8**.

## **Step 8 - Is a Personal Emergency Evacuation Plan (PEEP) required?**

**Yes** – [Fire and Emergencies](#). For guidance & information to arrange PEEP & update Reasonable Adjustments Requirements Record. Go to **Step 9**.

**No – Go to Step 9**

## **Step 9**

Once all the reasonable adjustments are in place, set a review date and log on Reasonable Adjustment Requirements Record.

Please have regular discussions with the individual to ensure the adjustments are effective for them.

## Supporting information

### What adjustments do I need to make for disabled staff?

Managers will need to consider adjustments when:

- a disabled job applicant takes part in a selection process or interview;
- a disabled employee joins their team;
- an existing employee becomes disabled or the effect of their disability changes;
- when job responsibilities affecting a disabled employee change.

As soon as a manager is informed that an existing, or potential employee is disabled they must discuss with them their individual needs. All solutions and reasonable adjustments should be made in consultation and agreement with the employee. It is important that assumptions are not made about what a person can or cannot do and a manager must not impose solutions that may not suit the individual.

All line managers have a responsibility to make reasonable adjustments for disabled and Deaf employees as part of managing performance – see Managing Performance – Reasonable Adjustments.

Not all disabled employees will need adjustments but it is essential to have a discussion to determine what barriers they may face and how these obstacles can be overcome.

The adjustments may be easily identified from this discussion. For example, a simple change in a working pattern may be all that is needed. However, identifying the most suitable 'reasonable adjustment' may not always be a simple process and an assessment from an expert may be needed and may incur a cost.

Before any assessments or adjustments are arranged, refer to the Checklist for Line Managers & the Reasonable Adjustments Record form to:

- prompt discussion and identify and agree adjustments with the disabled person;
- record & outline any adjustments already in place or required;
- prompt actions required;
- record a review date to ensure reasonable adjustments remain effective.

## How do I arrange an Assessment?

**For Executive Agencies** – For disabled and Deaf employees, please refer to [GOV.UK Access to Work](https://www.gov.uk) and your local agency arrangements.

**For core Defra employees** - assessments can be obtained from a range of sources and it is worth considering which best suits the needs of the individual through discussion with them. The primary providers of formal assessments will be:

- Barry Bennett Assessments. Display Screen Equipment (DSE) Assessment.
- the occupational health providers (OHS) for arranging all other types of assessments including dyslexia & dyspraxia.

### Barry Bennett Assessments

The Advanced Ergonomic Assessments provide in depth information including identification of Musculoskeletal Disorders, historic and current issues, summary and working habits, and will recommend where specialist items or furniture is required. They are not primarily for disability but during an assessment [Barry Bennett](#) may pick up on an issue needing more in depth assessment or advice from OHS and they will put this in the recommendations report for the Line Manager to action.

They also supply training on software and hardware - see order form below for all products – please consider if this is required.

The Line Manager will need to save and complete the form and select an option from the drop down box e.g. : ‘Software Training - 1805201 - Software training - half day training session with certified software trainer - up to 3 hours’. This is funded via the user’s local cost centre.

- [Barry Bennett order form](#)

The completed form to be sent to [TandTrequisitioning@defra.gsi.gov.uk](mailto:TandTrequisitioning@defra.gsi.gov.uk) and they will provide a PO number.

Line Manager to email to PO Number & form to [orders@barrybennett.co.uk](mailto:orders@barrybennett.co.uk) providing:

- PO Number
- Name, Location and contact details of person requiring training/DSE Assessment
- Confirmation of software to be trained in

## Occupational Health Assessment – all other types of assessments

[Occupational Health](#) provides occupational health services and a telephone helpline for managers. They can provide advice on a wide range of adjustments.

[defrahrcaseworkserviceteam@defra.gsi.gov.uk](mailto:defrahrcaseworkserviceteam@defra.gsi.gov.uk) can be contacted for support and can give advice on OH referrals.

### Who Pays?

**For Executive Agencies** – For disabled and Deaf employees please refer to [GOV.UK Access to Work](#) and your local agency arrangements.

**For core Defra** - All assessments are paid from your local cost centre code budget.

Following the assessment, a report is received. If the costs of the reasonable adjustments are less than £100, then you will finance the items/services from your local cost centre code budget.

If the costs of the reasonable adjustments for disabled and Deaf employees are more than £500, you can apply to access the Central Reasonable Adjustment Budget. The Complex Casework Team hold this budget, each case is accessed individually and you will be notified once authorised. Do not purchase any items unless you have received authorisation otherwise, you may have to pay from your local cost centre code budget.

If the costs of the reasonable adjustments for disabled and Deaf employees are **over £100 up to £500**, Line Managers now have the authority to authorise payments from the Defra Central Reasonable Adjustment Budget. Monthly checks will be undertaken by the Complex Casework Team on these payments. Line managers must ensure they send relevant paperwork to the Complex Casement Team of any payments they authorise otherwise authorisation may be withdrawn.

### Purchasing Items

**For Executive Agencies** - please refer to your local agency arrangements.

**For core Defra employees** -

#### IT

Any IT hardware or software requirements follow the process outlined in the below link so that these types of goods/services are procured under the IBM contract:

<http://intranet/working/tools/it-help/advice/equipment.asp#software>

You should not go directly to any other supplier. All software or IT hardware should be procured via the IBM contract. Please make sure you only use this process after making sure that the goods/services are not already included on the IBM Buy4Defra Catalogue.

If item/service is not on the Buy4Defra Catalogue – please follow the '**Exception Process Checklist**' below.

Contact [REDACTED] Defra ICT Service Manager to discuss suitability & capability with Defra IT systems before you order items.

Please consider if training will be required on any software that you will require and order through Barry Bennett.

## Telephony

Before you purchase any telephony, send an email to [TelephonyStrategyForum@defra.gsi.gov.uk](mailto:TelephonyStrategyForum@defra.gsi.gov.uk) then a relevant local contact will contact you to confirmation compatibility with the local system.

## Other items

Check the Barry Bennett catalogue to source other items & services.

- [Barry Bennett order form](#)

Some items or services may be identified on the reports that are not on Buy4Defra therefore, a new supplier will need to be added to the system before it may be purchased.

Some items or services may only be supplied by a very limited number of sources or companies. In the case of only being able to obtain one quote, due to the specialist nature of the item, please ensure you note this on the TandT requisition form.

## Buy 4 Defra Information

Here is a link to Guidance [Buy4Defra - How do I ....](#)

Need more information? Contact the [SSD Enquiries FP](#)

If item/service is not on the Buy4Defra Catalogue – please follow the Defra '**Exception Process Checklist**' below. This exception checklist is the process any Defra employee uses to get items or services onto the goods catalogue.

NB: Ensure that you note on the exception form that the item/service is for a disabled or Deaf employee.



## Exception Process Checklist

Goods Catalogue Exceptions Process (Hardware / Software)

As requestor there are three stages of involvement in the end-to-end exceptions process. Once these three stages have been completed the item will be added to the next Goods Catalogue on Buy4Defra.

### Step A - Complete and submit either a Hardware or Software exceptions form

Part A of either the Hardware (HW) or the Software (SW) exceptions form needs to be completed. Please provide as much information as possible.

- [Hardware \(HW\) exceptions form](#)
- [Software \(SW\) exceptions form](#)

Once you have completed the exceptions form it will need to be submitted to your ICF contact as shown below (information also provided on the form):

Core Defra: [is.hardwareandsoftwareexceptions@defra.gsi.gov.uk](mailto:is.hardwareandsoftwareexceptions@defra.gsi.gov.uk)

Animal Health: [IS.H&S-exceptionsAHVLA@AHVLA.gsi.gov.uk](mailto:IS.H&S-exceptionsAHVLA@AHVLA.gsi.gov.uk)

Natural England: Please log this request on the [SKI ICT support](#) tool

Once submitted the form will enter the exceptions process. For full details of the end-to-end process please see the [Hardware and the Software exception process](#).

\*please note the route that the request goes through will be determined at the technical assessment stage and you will be informed of this.

### Step B - Does the Software / Hardware need to be purchased?

**No** – There is no action for you to take. Proceed to **Step C**

**Yes** – IBM will prepare a quote which will be sent to your ICF contact on a value for money (VFM) form. Once the ICF contact has reviewed this they will forward it to you as the requestor of the item. If you are satisfied with the quote you will need to raise a purchase order for the item as follows:

1. Click on – ‘Non-Catalogue Request’
2. Item Type – Leave as the default – ‘Goods billed by Quantity’
3. Description – Cut and paste this information from Part A of the VFM form (‘Software description’ and also include the ‘Software Supplier Item Code’)
4. Category Code – Type in ‘% non %’ – use the search facility and select ‘ IT-Outsourced Partner Software. Non Standard Software

5. Quantity – self-explanatory – number ordered
6. Unit of Measure- ‘Each’
7. Unit Price – Type 0.00Currency – defaults to UKS
8. Supplier name – ‘IBM’ – select ‘IBM United Kingdom Ltd’
9. Site – Guildford
10. Is this a single tender action? Type - NO
11. Is this requisition on Defra’s standard T&C’s? Type – YES
12. Have internal EU procurement rules been adhered to. Type - YES
13. Then add to ‘Shopping Cart and proceed’
14. Please complete special information section
15. For every asterisked (\*) request please type in “please see attached form”.
16. The only other request that requires completion is ‘users with Vista build please supply workstation ID’.
17. Please note default tax code should be changed to –STD-R

Once the purchase order has been raised IBM will proceed with procuring the item. Go to Step C

If you are not satisfied with the quotation you will need to go back to your ICF Contact to raise your concerns.

### **Step C - Is user acceptance testing (UAT) required?**

**Yes** – All software items will require UAT. IBM will install the software onto the requestors laptop (and any other users listed on the exceptions form (up to five) prior to the item being added to Buy4Defra. The requestor / key tester will need to ensure that the software is fit for purpose and complete and return a UAT Certificate (attached) to IBM. Some Hardware items will also require UAT, however peripheral hardware usually won’t require this.

**No** – Go to **Step D**

### **Step D - What next?**

If a UAT Certificate was required then on receipt of this IBM will be able to add the item to the next catalogue due for release (each catalogue is approved mid-way through each month and then released on the intranet for the 1st of the following month).

If no UAT was required then the item would have automatically been added to the catalogue for review prior to release.

## Addition Information

If you have any queries on the Exceptions Process or the Goods Catalogue please contact

Return to 'Checklist for Line Managers in Defra' and continue to Step 4.

## Personal Emergency Evacuation Plan (PEEP)

PEEPs are the responsibility of individuals and Line Managers. Responsibilities and information are laid out in [Fire and Emergencies](#).

**ANNEX A** - Evacuation of Mobility-impaired and/or Disabled Persons

**ANNEX B** - Template for Personal Emergency Evacuation Plans (PEEP)

Advice locally would only be needed for certain plans – i.e. if premises related information was needed – in which case it would usually be the local Interserve workplace manager, or an email to [dhsu.help@defra.gsi.gov.uk](mailto:dhsu.help@defra.gsi.gov.uk) for general advice in the first instance.

## Examples of reasonable adjustments

There are numerous different adjustments that can be made and the list below is simply a range of examples of the sorts of adjustment that can be made.

- Job re-design: e.g. allowing an employee responsibility for responding to e-mails, instead of phone duties, where the individual is unable to access telephony.
- Altering working hours: e.g. so that an employee who is adversely affected by their medication in the morning can start later in the day.
- Allowing absence during working hours for rehabilitation, assessment or treatment for someone with a mental health condition or physical impairment as set out in the Disability Leave Policy.
- Providing alternative equipment or furniture, e.g. a specialist chair or a trackball computer mouse.
- Providing specialist computer equipment and software e.g. zoom text readers or speech recognition software for those with visual or upper limb impairments or if typing will hinder an existing impairment e.g. If the person has carpal tunnel syndrome or other repetitive strain injury.
- Providing adequate training in the use of implemented equipment.
- Adaptations to premises, e.g. the direction in which a door opens for a wheelchair user.

- Providing individual or extra training if a disabled person needs to learn in a different way from the standard delivery method.
- Providing guidance or reference materials in an accessible format for those with sensory or learning impairments.
- Taking need into account for tests or training courses e.g. providing material in advance or allowing extra time for someone who is dyslexic.
- Providing support, e.g. a buddy or support worker.
- Secure storage for medication or equipment

## Useful Contacts Sheet

Barry Bennett Assessments	<a href="http://intranet/dhsu/information/policy-guidance/index.asp#Accident">http://intranet/dhsu/information/policy-guidance/index.asp#Accident</a> See Annex C: "Advanced Ergonomic Assessment Guidance" <a href="http://www.barrybennett.co.uk/">http://www.barrybennett.co.uk/</a>
Occupational Health Information	<a href="http://intranet/human-resources/health-wellbeing/occupational-health.asp">http://intranet/human-resources/health-wellbeing/occupational-health.asp</a>
SSD enquiries	<a href="mailto:SSD.enquiries@defra.gsi.gov.uk">SSD.enquiries@defra.gsi.gov.uk</a>
T and T Requisitioning	<a href="mailto:TandTrequisitioning@defra.gsi.gov.uk">TandTrequisitioning@defra.gsi.gov.uk</a>
Buy4Defra SSD Guidance	<a href="http://intranet.demeter.zeus.gsi.gov.uk/services/agency/Guidance/NavBuy4Defra-Payments.asp">http://intranet.demeter.zeus.gsi.gov.uk/services/agency/Guidance/NavBuy4Defra-Payments.asp</a>
Exception Process Contact	
SSD Buy4Defra Enquiries	<a href="mailto:SSD.enquiriesFP@defra.gsi.gov.uk">SSD.enquiriesFP@defra.gsi.gov.uk</a>
HR Complex Casework Team	<a href="mailto:DefraHRComplexCaseworkTeam@defra.gsi.gov.uk">DefraHRComplexCaseworkTeam@defra.gsi.gov.uk</a>

Defra Telephony Team	<a href="mailto:TelephonyStrategyForum@defra.gsi.gov.uk">TelephonyStrategyForum@defra.gsi.gov.uk</a>
Defra IT Service Manager	
IBM Contract Advice	<a href="http://intranet/working/tools/it-help/advice/equipment.asp#software">http://intranet/working/tools/it-help/advice/equipment.asp#software</a>
Gov.Uk Access to Work	<a href="https://www.gov.uk/access-to-work/overview">https://www.gov.uk/access-to-work/overview</a>
Fire and Emergency intranet information	<a href="http://intranet.demeter.zeus.gsi.gov.uk/dhsu/information/policy-guidance/index.asp">http://intranet.demeter.zeus.gsi.gov.uk/dhsu/information/policy-guidance/index.asp</a>
Personal Emergency Evacuation Plans advice	<a href="mailto:dhsu.help@defra.gsi.gov.uk">dhsu.help@defra.gsi.gov.uk</a>

## Access to work

### Reasonable Adjustments for disabled & Deaf people - AHVLA, Cefas, Fera, RPA, VMD Only

#### Background

In about 2006, Departments of the Westminster Government agreed to fund all adjustments for staff directly employed by them and based at any location.

#### Exceptions & variations

With the exception of the Home Office and the Department for Work and Pensions, Ministerial Government Departments will not fund adjustments for staff employed by their executive agencies.

As a general example, the National Offender Management Service (HM Prison Service and the Probation Service combined) is an executive agency of the Ministry of Justice; therefore, adjustments required by their staff will be funded by Access to Work. Defra's executive agencies are therefore able to access this Access to Work funding via the disabled person.

#### Access to Work Information

An Access to Work grant helps pay for practical support so disabled people can do their job. How much they get depends on their circumstances.

It's only available in England, Scotland and Wales.

Application for Access to Work funding must be made by the disabled person – not the employer.

The money they get can pay for things like:

- specialist equipment
- travel when they can't use public transport
- a communicator at a job interview
- adaptations to equipment
- special equipment
- a support worker or job coach to help in the workplace
- fares to work if unable to use public transport
- disability awareness training for colleagues
- a communicator at a job interview

For full information and how a disabled person can apply, please link to [GOV.UK - Access to Work](#)

Any enquiries or feedback regarding this document should be sent to:

- [Diversity.team@defra.gsi.gov.uk](mailto:Diversity.team@defra.gsi.gov.uk)

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