



Cabinet Office



Disability Unit

Reasonable adjustments in places of work

What we found out

**Reasonable adjustments
are changes that
organisations can make
to help disabled people
get the support they
need.**



**Easy
Read**

Easy Read

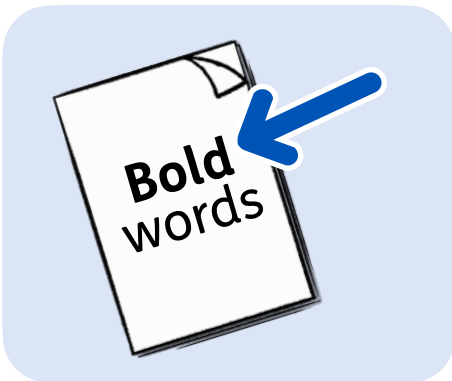


This is an Easy Read version of some information.

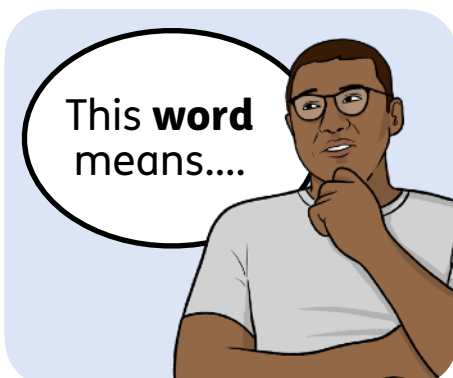
It uses easier words and pictures.



Some people may still want help to read it.



Some words are **bold** to show they are important.



We explain bold words if they are hard to understand.

What is in this booklet

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About this booklet



We are the **Disability Unit**.

We are part of the **Cabinet Office** in the government, which runs the country.



We have been learning about **reasonable adjustments** in places of work.



Reasonable adjustments are changes that organisations can make to help disabled people get the support they need.



This booklet explains what we found out.

Why we wanted to learn about reasonable adjustments

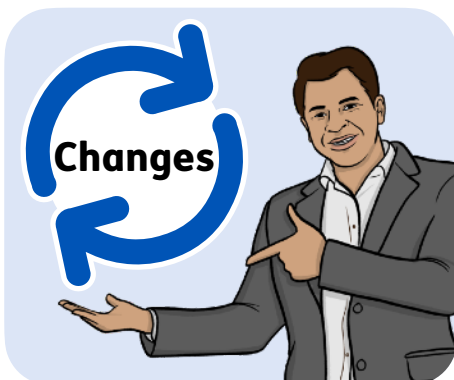
We wanted to find out whether:



- People have problems when they ask for reasonable adjustments at work.



- **Employers** follow the law about reasonable adjustments.
Employers are companies and organisations that hire people to work for them.

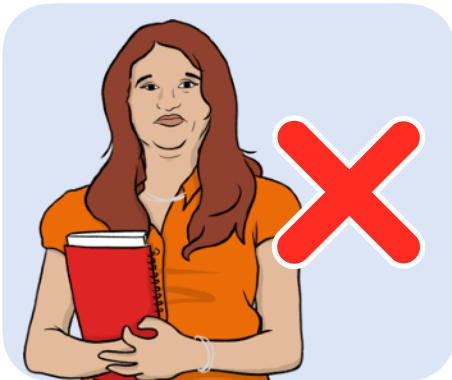


The law says that employers must try to make reasonable adjustments that support people at work.

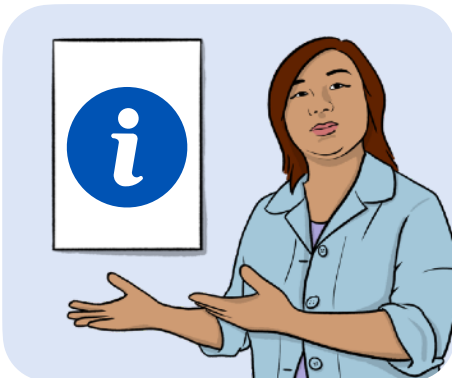
What we did



To find out about reasonable adjustments in places of work, we started by looking at what research has already been done.



But not a lot of research has been done before.



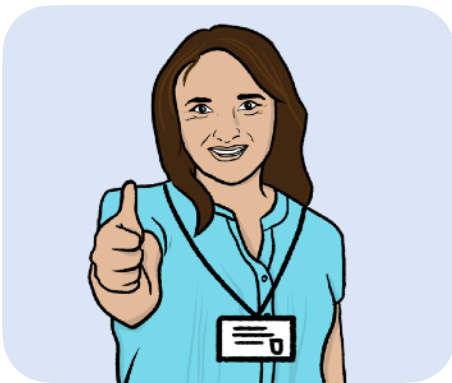
So we could only look at a small amount of information about some employers.



This means what we have found out may not be true for all employers.

What we found out

Asking for reasonable adjustments



We found that most people who have asked for a reasonable adjustment at work have been successful.



But some people have not.

In some cases, employers have refused to make a reasonable adjustment.



We need to find out more to understand why this has happened.

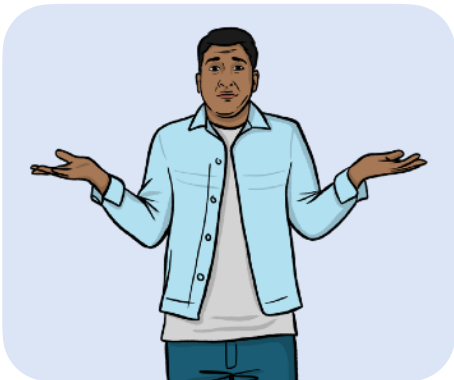
We also found that:



- Some people find it hard to ask for reasonable adjustments.



- Some people do not ask for reasonable adjustments because they are worried their employer might treat them differently.



- Some people do not know how to ask their employer for reasonable adjustments.



- Lots of employers do not have a plan about how to provide reasonable adjustments when they are asked.

Understanding reasonable adjustments



We found that lots of people do not understand what the law says about reasonable adjustments.



This is because the law is not clear about what **reasonable** means.



So people do not understand what kind of reasonable adjustments they can ask for.



Some people do not know they can ask for reasonable adjustments at all.



Employers are also confused about:

- What reasonable adjustments they should make.



- When they are allowed to refuse to make a reasonable adjustment.

Cost of reasonable adjustments



We found that some employers may have refused to make reasonable adjustments because they cost too much.

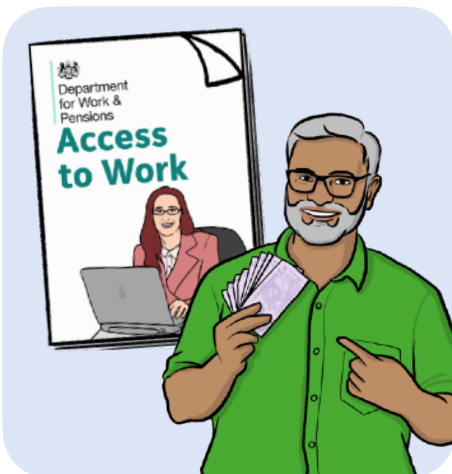


We need to find out more about this.

Support for employers

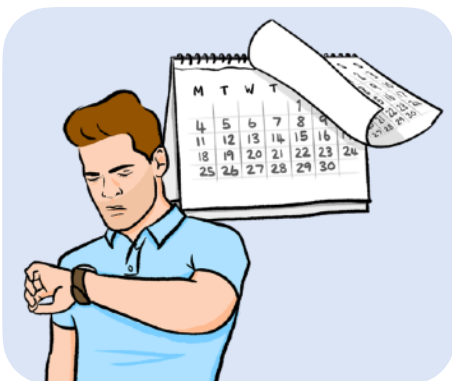


Some employers need support from other organisations to make reasonable adjustments.



For example, employers can get money from **Access to Work** to pay for reasonable adjustments.

Access to Work is extra support at work that the government pays for.



We found that sometimes getting this support and then making reasonable adjustments takes too long.

Refusing reasonable adjustments

We found that when people do not get the reasonable adjustments they need:



- They do not come to work as often.



- They cannot do as much as they would like whilst at work.



- Their health and wellbeing can get worse.

Find out more



You can look at our website here: www.gov.uk/government/publications/reasonable-adjustments-research-into-delays-in-decisions