

Pioneering Care Partnership (PCP) Reasonable Adjustment Policy and Procedure



Purpose

The Pioneering Care Partnership (PCP) has a duty to ensure it adheres to legal requirements regarding working with disabled people. This policy does not seek to explain how we will approach every situation; it is intended as a general statement of PCP's willingness to deliver reasonable adjustments. PCP recognises that it must take reasonable steps in the way that we work with disabled people to ensure they are not disadvantaged in comparison to people who are not disabled.

Definition

A person is disabled under the Equality Act 2010 if they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities.

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

A progressive condition is one that gets worse over time. People with progressive conditions can be classed as disabled.

However, a person automatically meets the disability definition under the Equality Act 2010 from the day they're diagnosed with HIV infection, cancer or multiple sclerosis.

Scope

This Policy applies to all PCP employees, self-employed, contractors, applicants, service users and volunteers.

As an employer and organisation, we must make reasonable adjustments when:

- we know, or could reasonably be expected to know, someone is disabled
- a disabled employee or job applicant asks for adjustments
- someone who's disabled is having difficulty with any part of their job or accessing the organisation
- someone's absence record, sickness record or delay in returning to work is because of, or linked to, their disability

What is a Reasonable Adjustment

ACAS describes reasonable adjustments as changes an employer or organisation makes to remove or reduce a disadvantage related to someone's disability.

Examples of reasonable adjustments include:

- a) Doing things another way, such as allowing someone who experiences social anxiety to have their own desk instead of hot-desking.
- b) Making physical changes, such as installing a ramp for a wheelchair user or an audio-visual fire alarm for a deaf person.
- c) Allowing a disabled person to work somewhere else if requested, such as on the ground floor for a wheelchair user or someone with a mobility impairment.

- d) Changing the employees' equipment, such as providing a more appropriate keyboard if they have chronic arthritis.
- e) Allowing employees who become disabled to make a phased return to work, for example working flexible hours or part-time.
- f) Allowing applicants invited for interview to have sight of the questions in advance.

What 'reasonable' means

What is reasonable depends on each situation PCP will always discuss adjustments with the individual, and not make assumptions. PCP will then carefully consider if this:

- will remove or reduce the disadvantage
- is practical to make
- is affordable
- could harm or cause detriment to the health and safety of others

PCP will not be able to make adjustments that change the basic nature of the job role or service offered or make adjustments which are unreasonable.

Reasonable Adjustment Procedure

Making a request

We encourage an environment where any person can feel safe and comfortable to talk about disability. Many of PCP's employees, volunteers and service users benefit from reasonable adjustments and we encourage open communication to discuss and agree what might be reasonable.

If you need a reasonable adjustment it is your responsibility to inform PCP. You should do this through:

- Speaking with your line manager if you are an employee or self-employed contractor. Line managers will record this conversation on Sage HR by adding a note to the employee file.
- Speaking with your volunteer supporter if you are a volunteer
- Speaking with your primary contact if you are a person engaged in one of our services

The line manager, volunteer co-ordinator or primary contact is responsible for recording the request. For employees this must be recorded in the notes section on the individuals Sage HR file and also recorded in the employees next supervision

Approval/Agreement

Any reasonable adjustment requests for employees or self-employed contractors must be submitted to the Senior Leader and HR Department for agreement before they are implemented.

Any reasonable adjustment requests for volunteers and any person engaged in one of our services must be submitted to the Senior Leader of that service and Operations Manager for agreement before they are implemented.

All reasonable adjustments agreed must be confirmed in writing.

Review

Reasonable adjustments must be reviewed regularly. At least annually, or sooner if there is an incident.

Reviews must be fully documented and, for employees, recorded on Sage HR.

Further support for Employees

Access to Work

Access to Work is a government scheme. It helps people with a physical or mental health condition or disability to get or stay in work. You might be eligible for a grant to help pay for practical support.

[Find out more about Access to Work on GOV.UK](#)

Health adjustment passport

A disabled person can use a 'reasonable adjustments passport' to keep a record of:

- how their disability affects them at work
- the reasonable adjustments they've agreed with their employer
- any reasonable adjustments they think they might need in the future

To create a reasonable adjustment passport, you can use or adapt the [Health Adjustment Passport on GOV.UK](#).

If someone has worked in the armed forces and has a disability, they can use a Service Leavers Adjustments Passport. [Find out more about Service Leavers Adjustments Passports on GOV.UK](#).

PCP Wellness Action Plan (WAP)

Our WAP template allows for a discussion on reasonable adjustments relating to mental health. This document is a useful guide for an open and transparent discussion between the line manager and employee. The template can be requested from HR.

Responsibility

Senior Leaders are responsible for ensuring that the Policy is reviewed, disseminated, and implemented addressing any concerns raised through this Policy.

Line Managers/Volunteer Supporters are responsible for applying the Policy and communicating the Policy to employees/volunteers. They will ensure discussions take place where applicable and inform their Senior Leader and HR of any considerations outlined in this policy.

Employees are responsible for applying the Policy and communicating the Policy to service users. They will ensure discussions take place where applicable and inform their Senior Leader and Operations Manager of any considerations outlined in this policy.

Human Resources (HR) will review and confirm in writing all requests for reasonable adjustments along with any adjustments provided to employees.

Related Policies and Procedures

This Policy should be read in conjunction with the following PCP policies and procedures:

- Health and Safety Policy Statement
- Risk Assessment Policy/Procedure
- Equality, Diversity, and Inclusion Policy
- Recruitment, Selection and Appointment Procedure
- Absence Management Policy
- Dignity at Work Policy

Monitoring and Review

This Policy will be reviewed by Human Resources annually to ensure that it remains compliant. A full formal review will also take place every 3 years by Senior Leadership Team as part of the Policy Review Cycle.

November 2024

Policy Document Tracking

Action	Date
Draft to SLT:	9 October 2024
Approved by SLT	28 October 2024
Approved Policy uploaded and shared with staff:	28 October 2024
Interim Review Date:	September 2025 September 2026
Main Review Date:	September 2027
SLT Lead for Review	Operations Manager

If this policies or procedure is not reviewed in line with the review date indicated then this version remains valid until such time it is updated and reviewed.