# Process for Agreeing Reasonable Adjustments for Existing Staff.

## Introduction

At the University of Nottingham, we have a process to agree, implement, record and review adjustments for existing staff. Under the Equality Act 2010, we hold a legal responsibility to implement reasonable adjustments for disabled staff.

In its un-abridged form, the process is made up of three meetings (a supportive open conversation, explorative meeting and outcome meeting) with additional pause points, as necessary. However, if an individual’s situation doesn’t need all three meetings to be carried out individually, we encourage colleagues to use their professional judgment to ensure adjustments are in place in the most efficient manner by combining meetings if appropriate.

## Guidance

This alternative text version is intended for applicants who prefer to have the text read aloud. We recommend accessing this version on Microsoft Word to enable full use of the accessibility features available.

### Further support

Visit [Microsoft Word's immersive reader support webpage](https://support.microsoft.com/en-gb/office/use-immersive-reader-in-word-a857949f-c91e-4c97-977c-a4efcaf9b3c1#PickTab=Windows) for information on accessing the immersive reader function.

Visit [Microsoft Word's navigation support page](https://support.microsoft.com/en-gb/office/use-the-navigation-pane-in-word-394787be-bca7-459b-894e-3f8511515e55#:~:text=To%20go%20to%20a%20page,tab%20and%20choose%20Navigation%20Pane.) for information on accessing the navigation pane.

## The Process

### Start of process

The first step of the process is where a potential need for an adjustment is identified. There are many reasons this can happen, for example, changes for an individual, e.g. their health, circumstances, or role and changes at the University policies, procedures and ways of working in the way the University works can mean that they now need an adjustment or that an existing adjustment needs to be reviewed.

Once the need for an adjustment has been identified, the line manager should initiate a supportive and open conversation to understand the employee’s situation, explain the process and signpost the relevant resources. Here, a pause point might be necessary to allow the staff member the space to complete sections one to three of the passport if they need to reflect on their circumstances or seek additional advisory information from the Human Resources Employee Relations team, Occupational Health or some other source to help inform their completion of sections one to three of the passport.

Once the staff member has completed sections one to three of the passport, the line manager should arrange the second meeting (explorative). The line manager and staff member should come together to discuss potential adjustments that could help. The line manager should determine if the adjustments being proposed are goods related, workspace related or related to the contract of employment. It’s likely that a pause point will be necessary here to allow the line manager space to confirm the reasonableness of the adjustment and follow any necessary operational processes.

### Goods related adjustments

If the adjustments proposed are goods related, and the cost is under £5000, the adjustment should be funded from the local budget and no additional authorisation is required. If the cost is over £5000, or the line manager finds the adjustment unreasonable, the line manager should refer the request to the support channel for a decision to be made. If the support channel find the adjustment reasonable and it relates to a workspace, the line manager should inform the Campus Service Manager or the Workplace Experience Team. The line manager should then arrange the outcome meeting with the employee and together they should complete section 4 of the passport. The line manager is then responsible for arranging the implementation of the agreed adjustments using the local budget and ensuring the employee is kept informed with progress updates.

End of process

### Contract of employment related adjustments

If the adjustments proposed are related to an employee’s contract of employment, the line manager should decide whether they feel the adjustments are reasonable. If the line manager is unsure or feels that the adjustment is unreasonable, the line manager should refer the request to the support channel for a decision to be made. If the support channel find the adjustment reasonable, the line manager should direct the employee to any sub-process documentation that needs to be completed such as a flexible working adjustment etc. The line manager should then arrange the outcome meeting with the employee and together they should complete section 4 of the passport. The line manager is then responsible for arranging the implementation of the agreed adjustments using the local budget if necessary and ensuring the employee is kept informed with progress updates.

End of process

### Workspace related adjustments

If the adjustments proposed are workspace related, the line manager should contact the Campus Service Manager or Work Experience Manager to allow them to collate the required information to help determine reasonability. The Campus Service Manager or the Work Experience Manager will then refer the request (and additional information) to the Review Panel who will determine whether the adjustment is reasonable or not. If the Panel is unsure or feels that the adjustment is unreasonable, they should refer the request to the support channel for a decision to be made. If the support channel find the adjustment reasonable, the line manager should then arrange the outcome meeting with the employee and together they should complete section 4 of the passport. The line manager is then responsible for raising the Helpdesk Ticket on the relevant platform. Once the ticket is received, normal Estates and Facilities approval processes apply, and the relevant team is then responsible for delivering the implementation of the adjustment and keeping the line manager informed. The line manager is responsible for sharing these progress updates with the employee.

End of process.

### Channels of support

At any stage of the process where a request is felt to be unreasonable, or the decision maker is unsure and in need of further guidance there are clear channel of support available to ensure the decision-making process is robust and equitable.

A line manager is supported by their Human Resources Business Partner.

The Business Partner is supported by the Review Panel.

The Review Panel are supported by the Pro-Vice Chancellor for People and culture and the Deputy Director of Human Resources.

If a staff member is dissatisfied with the line managers decision, the line manager must seek guidance from their Business Partner. If this does not resolve the situation for the staff member, they have the right to raise the matter with the Review Panel for re-consideration.

As a result of the channels of support, every request that is deemed unreasonable will have been checked by at least one other party and the individual seeking the adjustment has a clear pathway to dispute the decision, if necessary, by self-referring their case to the Review Panel and subsequently the Pro-vice Chancellor and the Deputy Director of HR.

End of document.