

## How to ... Reasonable Adjustments

### What is a disability? – Legal Definition

The Equality Act (2010) states ‘a person is defined as disabled if they have a mental or physical impairment that has a substantial long term (more than 12 months) effect on their ability to carry out normal day to day activities’.

Under the above legislation, employers must make 'reasonable adjustments' in the workplace where a disabled person would otherwise be put at a substantial disadvantage compared with their colleagues.

Chapter 6 of the [Employment Statutory Code of Practice](#) provides further information about the duty to make reasonable adjustments.

### What is a reasonable adjustment?

Reasonable adjustments remove or minimise disadvantages experienced by disabled people whether by provision, criteria or practice applied by an employer or by any physical feature of an employer’s premises. The employer has a legal duty to make reasonable adjustments to remove the disadvantage.

The law states that if a disabled worker (or job applicant) is placed at a substantial disadvantage by any provision, criteria or practice applied by an employer, or by any physical feature of an employer's premises, the employer has a legal duty to make reasonable adjustments to remove the disadvantage.

### What is 'reasonable'?

For some jobs, simple changes are easy and can make a big difference. In some types of work, it’s harder to make changes. For example, you can do some jobs from home, but not all. Working out what's possible is what the law calls 'reasonable adjustments'.

There is no set definition of ‘reasonable’, but as a line manager you should consider:

- cost
- practicality
- effectiveness
- disruption
- health and safety

### When must an employer make reasonable adjustments?

An employer must consider making reasonable adjustments if:

- they become aware of an employee’s disability
- it could reasonably be expected to know that an employee has a disability
- an employee asks for adjustments to be made
- the employee is having difficulty with any part of their job

- the employee’s absence record, or a delay in returning to work, is linked to their disability.
- if recommended by Occupational Health

Adjustments can be simple and, in some cases, inexpensive. Being flexible and creative is important when considering solutions.

Some examples of reasonable adjustments include:

|                         |  |
|-------------------------|--|
| Working Hours/Pattern   | <ul style="list-style-type: none"> <li>• Flexible approach to start and finish times</li> <li>• Temporary reduction in hours</li> <li>• Working from home</li> <li>• Phased return after period of absence</li> <li>• Change to start/finish times</li> </ul>                      |
| Physical Environment    | <ul style="list-style-type: none"> <li>• Temporary workplace location</li> <li>• Time away from desk</li> <li>• Phones - time away</li> <li>• Customers contact – phased</li> <li>• Special chair due to back problems</li> <li>• Special keyboard because of arthritis</li> </ul> |
| Support with Workload   | <ul style="list-style-type: none"> <li>• Regular one to ones/catch ups with line manager</li> <li>• Support to prioritise workload</li> <li>• Re-allocating duties amongst the team</li> </ul>   |
| Support from Colleagues | <ul style="list-style-type: none"> <li>• Work place buddy to offer support</li> </ul>  |

For further information please contact [HR@pkc.gov.uk](mailto:HR@pkc.gov.uk)

[How to Reasonable Adjustments - Driving](#)

[How to Reasonable Adjustments – Mental Health](#)