

# Guidance for Reasonable Adjustment Requests

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# Guidance for Reasonable Adjustment Requests V1.0

## Summary

At BrisDoc, we want to make sure everyone is supported to be their best. We recognise disabled co-owners have more challenges when it comes to work, and as a Disability Confident Employer, we commit to supporting Reasonable Adjustments for all co-owners.

Reasonable Adjustments are changes an employer is legally obligated to make in order to remove or reduce a disadvantage related to someone's disability.

If a reasonable adjustment is identified through Occupational Health or supportive conversations between a co-owner and their manager, they must discuss whether the adjustment is reasonable and then, if reasonable, implement the change or order equipment. Any requests that can be enacted simply and immediately should be done so.

For advice or support on anything in this guidance, contact the People Team at [workforcesupport@brisdod.org](mailto:workforcesupport@brisdod.org)

## Purpose

The purpose of this guide is to outline the process for identifying, assessing, implementing, and reviewing reasonable adjustments to ensure BrisDoc Co-owners with disabilities or specific needs are supported to be their best at work.

BrisDoc strives to ensure equality and fairness for all in our employment and care. We greatly value the right of every co-owner to be fairly treated, receive equal opportunity, and be protected from unlawful discrimination.

## Definitions

### Reasonable adjustments

Reasonable adjustments are changes an employer is legally obligated to make in order to remove or reduce a disadvantage related to someone's disability. For example:

- Change a rule or way of doing things - for example the hours you have to work, an application process or how they contact you
- Change a physical feature of a building - for example steps, toilets or lighting
- Give you equipment or help - for example if you need induction loops for your hearing aid, a screen reader or support to complete a form

### Disability

The Equality Act 2010 defines disability as a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out day-to-day activities.

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## Recognising Intersectionality

BrisDoc recognises that individuals may face multiple, overlapping forms of disadvantage based on the intersection of characteristics such as disability, race, gender, sexual orientation, age, religion, and socio-economic background.

We are committed to applying an intersectional lens to the provision of reasonable adjustments. This means:

- Understanding that people's needs may be shaped by a combination of factors, not just one aspect of identity
- Avoiding assumptions based on any single characteristic or diagnosis
- Recognising how power dynamics and social inequalities may influence an individual's experience at work and their willingness to disclose needs

Our approach to reasonable adjustments will be holistic, person-centred, and responsive to the full context of each individual's circumstances. We will work collaboratively to ensure that adjustments are not only compliant with the Equality Act 2010 but are also inclusive, equitable, and enabling.

## Menopause

Menopause may be classified as a disability under the Equality Act 2010 if its symptoms result in a substantial and long-term negative effect on a person's ability to carry out normal daily activities. As such, co-owners experiencing menopausal symptoms have the right to request reasonable adjustments in the workplace to support their wellbeing and ensure they are not disadvantaged. These could include flexible working hours, access to quiet or well-ventilated spaces, and adaptations to dress codes.

## Responsibilities

**Co-owners:** Communicate their needs and participate in the assessment and implementation process

**Managers:** Facilitate and monitor adjustments for their team members

**People Team:** Provide further guidance on decision making and the implementation of reasonable adjustments for employees

## Discussing Reasonable Adjustments

### Onboarding and Occupational Health

As part of the onboarding process, the People team will provide managers with information regarding any reasonable adjustments that have been disclosed as part of the recruitment process. This is usually done following completion of an Occupational Health review if the new starter has disclosed they have a health condition or disability that might affect their work, and which might require special adjustments to their work or at the workplace. **It is therefore important to ensure all new starters have completed any necessary OH assessments prior to their start date.**

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Due to limited appointments with Occupational Health, it may be necessary to complete a risk assessment in order for the new starter to commence employment. If this happens, the risk assessment should be discussed by the People team, line manager, and co-owner to ensure any needs or adjustments are applied.

## Supportive Conversations about Reasonable Adjustments

Managers should conduct supportive conversations with team members about their needs and how best to support them at work, and this should involve a conversation about any necessary reasonable adjustments.

Supportive conversations should be carried out with new starters and after a period of absence (please refer to BrisDoc Sickness Management and Wellbeing Support Policy) – but also as an ongoing conversation for all co-owners.

## Decision Making

Managers determine whether the change is reasonable. The following should be considered:

- The extent to which taking the step would prevent the effect in question
- The extent to which it is practicable for the manager and BrisDoc to take the step
- The financial and other costs which would be incurred by the manager and BrisDoc in taking the step
- The extent to which taking the step would disrupt any of the co-owner's activities
- The extent of BrisDoc's financial and other resources
- The availability of financial or other assistance with respect to taking the step

If the adjustment request is not reasonable, managers should work with the team member to find other adjustments that support them.

## Recording Conversations

Discussions about Reasonable Adjustments should be documented, including any decisions or refusals made and justifications. Any actions implemented or order requests should also be documented.

Following a supportive conversation, managers should add the 'Reasonable Adjustment Conversation' badge to the co-owner's personnel file on RotaMaster:

1. Open RotaMaster Admin Portal
2. Select 'Personnel Manager'
3. Search for co-owner's name
4. Select 'Employment' from the menu on the left side
5. Select 'Badges'
6. Add new badge by clicking the green plus sign. Select the correct badge and record any information requested

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## Requesting Reasonable Adjustments

Any requests that can be **enacted simply and immediately** should be done so by managers.

Requests that involve the ordering of **specific equipment** to support the co-owner in their working space should follow the procedure in the Display Screen Equipment (DSE) Policy.

Requests that involve the **alteration of working spaces** e.g. installing ramps, or large alterations, should be sent to the People Team at [workforcesupport@brisdac.org](mailto:workforcesupport@brisdac.org).

Any requests falling outside of these categories should be sent to the People Team at [workforcesupport@brisdac.org](mailto:workforcesupport@brisdac.org)

## Challenging a Refused Reasonable Adjustment

If a reasonable adjustment has been refused, but the co-owner feels this decision was incorrect or unjust, the decision can be challenged.

The procedure for escalating such concerns should initially be sent to the Director for the relevant service or an Employee Trust Director.

See further advice here: <https://www.citizensadvice.org.uk/law-and-courts/discrimination/check-what-type-of-discrimination-youve-experienced/duty-to-make-reasonable-adjustments-for-disabled-people/>

## Monitoring and Review

Managers should check in with the co-owner as part of ongoing conversations to review the adjustments and make any modifications necessary.

BrisDoc will collect data on the number of reasonable adjustment requests, financial cost, and co-owner feedback and review on a regular basis. This data, and all reasonable adjustment documentation, will be used and stored in accordance with the BrisDoc's data protection and confidentiality policies.

## Examples of Reasonable Adjustments

Examples of reasonable adjustments could be:

- Flexible Working Arrangements: Allowing flexible hours or remote work options
- Assistive Technology: Providing screen readers or speech-to-text software
- Physical Accessibility: Installing ramps, handrails, and accessible toilets
- Modified Workspaces: Offering ergonomic furniture and quiet areas for concentration
- Alternative Formats: Providing materials in braille, large print, or digital formats

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## Advice to Co-Owners

The Access to Work scheme offers grant funding for people to help them stay in work if they have a physical or mental health condition or disability. Access to Work can also advise BrisDoc as an employer if changes should be made as Reasonable Adjustments.

Access to work can help with:

- A grant to help pay for practical support to work
- Support with managing mental health at work
- Money to pay for communication support at job interviews
- Employer grants to help pay for reasonable adjustments

Co-owners can check eligibility and apply for Access to Work grants through the government website: <https://www.gov.uk/access-to-work>