



Managers guide to Reasonable Adjustments

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The purpose of this how to guide

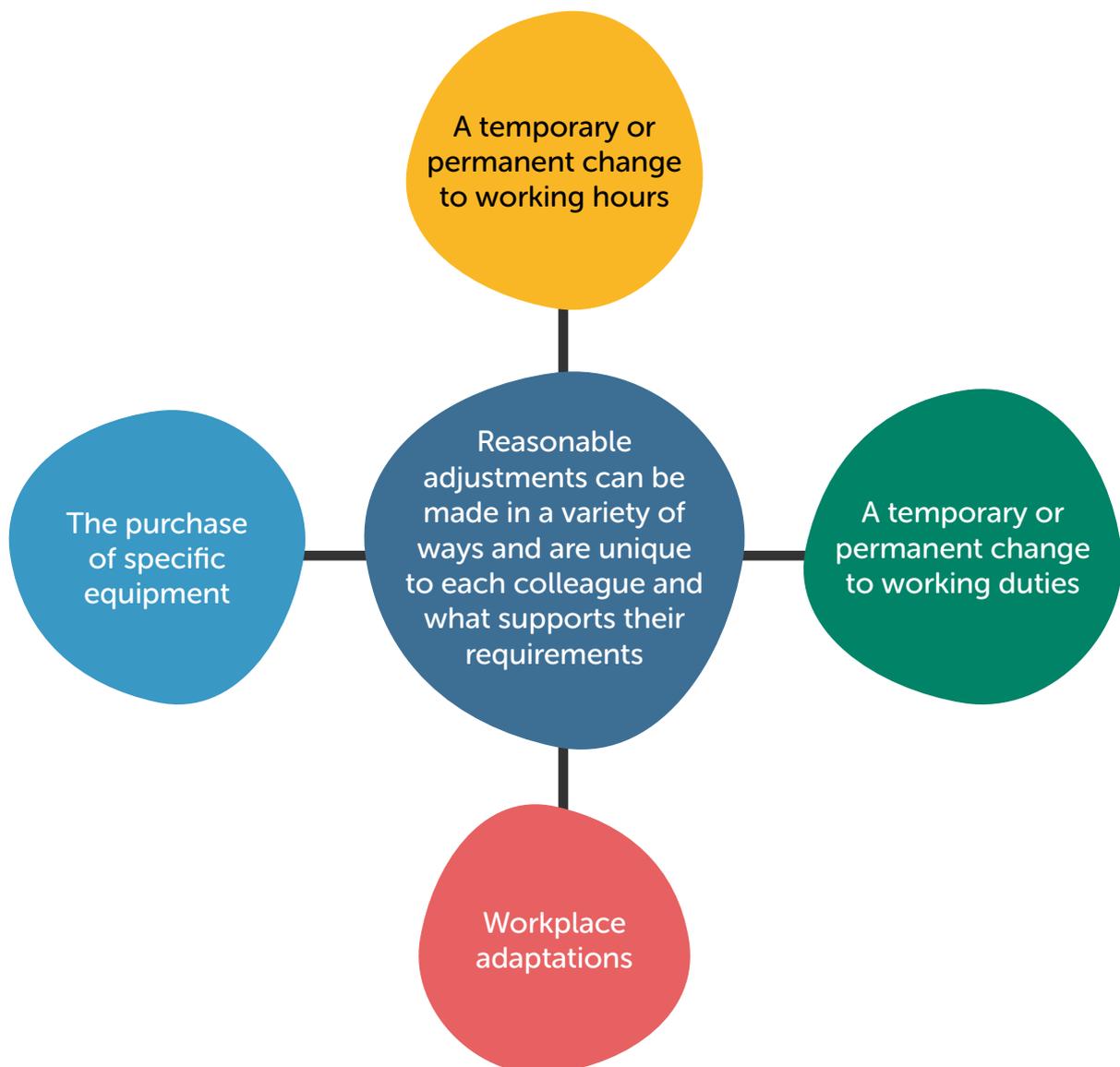
The purpose of this guidance is to provide you with the tools and guidance to manage the process of implementing reasonable adjustments quickly and effectively, ensuring adequate support for the colleague is in place.

Why is it important?

Employers have an obligation under the Equality Act 2010 to make reasonable adjustments for colleagues with disabilities, underlying medical conditions or where further support is needed to enable the colleague to fulfill the duties of their role

What are Reasonable Adjustments?

Reasonable adjustments are changes an employer makes to ensure a colleague's disability or medical condition does not put them at a disadvantage compared to others. If you are unsure whether a colleague has a disability or underlying medical condition, you can speak to your Line Manager or People Advisor for further support.



The Process



1.

You have identified that a colleague may need additional support or reasonable adjustments to their role

- These adjustments could include a change of working hours, duties, or any other aspect of the working environment

2.

Complete a Reasonable Adjustment Passport with the colleague within 14 days of identifying adjustment(s) needed. Discuss the level of support required with the colleague to identify what adjustments are required



3.

Make decisions on what adjustments are reasonable, taking into account the business needs and the effectiveness of the adjustment. You should sense check this with your Line Manager in conjunction with a People Advisor.

4.

Return the completed Reasonable Adjustment Passport to HR Advice, and implement agreed measures, how often they will be reviewed and the date of the next review

5.

Hold a Reasonable Adjustment Review meeting within two weeks of the agreed review date, identifying whether the existing adjustments are still required, or whether further support may be needed



6.

Making use of internal and external support, where possible, to assist a colleagues' overall health and wellbeing

7.

Treat all colleagues fairly and consistently

8.

Always sent completed documents to HR.Advice@midcounties.coop so they can be kept on the colleagues' file

How can I identify what Reasonable Adjustments are required?

- A colleague tells you they require adjustments or support with their role
- Through a GP fit to work note
- Through completing effective Return to Work conversations
- Through an Occupational Health or GP report
- During colleague onboarding (Childcare - review Health Declarations)
- Through support identified during an Absence Review meeting

Examples of Reasonable Adjustments

1. A colleague has injured their back and is struggling with heavy lifting at work

- A reasonable adjustment in this instance could be that for a defined period, the colleague should not do any heavy lifting and is moved to lighter duties to support their back in healing. Once the colleagues back has healed, they can resume normal duties

2. A colleague has recently been diagnosed with a medical condition and requires several GP and hospital appointments for them to obtain the treatment they require

- A reasonable adjustment in this instance could be that the Line Manager is able to accommodate the time off work so that the colleague is able to attend these appointments, or that the Line Manager is able to offer flexibility to the colleagues' working hours or days so that work can fit around the appointments

3. A colleague requires a piece of equipment, such as a height adjustable desk, for them to complete their role effectively

- A reasonable adjustment could be that the Society purchases the equipment for the colleague to use whilst they are at work

Reasonable adjustments can come in many forms; further examples can include:

- A phased return to work
- Removal of specific duties
- Identifying an alternative work location that will better support a colleague's health and wellbeing
- Accommodating additional short rest breaks
- Providing information in accessible formats
- Additional training
- Adapting workplace procedures

How long should Reasonable Adjustments last for?

There is no set time limit, and it is possible for adjustments to be made on a permanent basis where appropriate. Managers should agree a date to review the adjustments with the colleague of no more than 12 months.

Where temporary adjustments have been made, these should be regularly reviewed with the colleague to ensure they are still appropriate and are not continued unnecessarily. It is recommended that you discuss any concerns regarding the length of an adjustment with your Line Manager in the first instance.

When does a Reasonable Adjustments become unreasonable?

Reasonable adjustments can be declined if they are deemed as unreasonable, for example the cost of making the adjustment is too significant or the adjustments being made would become so restrictive that the colleague is unable to complete the majority of their role.

Several factors need to be considered and it's important to note that when assessing the costs of whether an adjustment is reasonable, it should be taken in the context of the size of the whole Society and not just the individual business unit. For example, the cost of making an adjustment may be unreasonable at a site level but considering the overall Society turnover and profits, it may be deemed as reasonable.

You should speak to your Line Manager or People Advisor for advice and guidance before declining any requests for reasonable adjustments. Where adjustments are genuinely deemed as unreasonable the colleague may be entitled to support through Access to Work. Whilst you should highlight this service to the colleague, the Society is not able to apply for this on the colleague's behalf and an application must be made by them. More information on Access to Work can be found here – <https://www.gov.uk/access-to-work>

Occupational Health

Occupational Health is an external service used to help keep colleagues well at work both physically and mentally. Occupational Health services look at the impact that work may have on colleagues' health, ensuring they are supported to conduct the role they are employed to do and manage any risks in the workplace that are likely to give rise to work-related ill health.

Occupational Health is a vital service to be utilised when considering reasonable adjustments. For more advice and guidance on Occupational Health, please see the Managers Guide on Occupational Health (found on Colleagues Connect) or reach out to a People Advisor at HR.Advice@midcounties.coop

What additional support can I signpost the colleague towards?

The Society's employee assistance programme can offer colleague's a wealth of support and assistance for free, on a variety of topics in a confidential manner. Colleagues can contact the confidential **24/7 GroceryAid Helpline** by calling **08088 021 122**. There is also a wide range of guidance and support resources available at www.groceryaid.org.uk



 **Free and Confidential Support**

Call the 24/7 Helpline
08088 021122
or visit groceryaid.org.uk

GroceryAid 

Grocery are here to offer you support, guidance, and a compassionate ear as you navigate this difficult time. You're not alone – our completely free and confidential services are here to help you.

Types of assistance include:

- Legal Advice
- Telephone Information Specialists
- Counselling Support
- Financial Grants
- Online Financial Hub

Call the Helpline any time of the day or night or [click here](#) to learn more about our services.

Everymind

If a colleague is suffering with their mental health, they may find it useful to access Everymind via Colleague connect. The service has been provided by the Society to help educate and empower our colleagues to focus on self-care with a range of services offered. Colleagues can access more information on this through Colleague Connect - [Mental Health Support](#)

Health Guides

Our Occupational Health provider provides the Society with a variety of Health Guides on differing health conditions. These guides can provide colleagues with useful information on conditions they may be suffering with and signpost to further support and resources. These Health Guides are stored on Colleague Connect - [Mental Health and Wellbeing](#)

USDAW

For colleagues who are part of the Union, USDAW can provide advice, guidance and support on a range of topics. They can be contacted via their **national helpline number on 0800 030 8030** or for more information visit [Colleagues Connect - USDAW](#)

If a colleague is after a specific Health Guide and it is not available, please contact your People Advisor who will be able to request one on the colleague's behalf.

