



## Reasonable Adjustments for Adults

### **What is a Reasonable Adjustment?**

As per the Equality Act 2010, Reasonable Adjustments must be made in any employment or education setting where an individual has a diagnosis of a registered disability (Autism Spectrum Disorder, Attention Deficit Hyperactivity Disorder and Dyspraxia / Developmental Coordination Disorder are classed as disabilities under this Act). Adjustments are legally required to achieve 'inclusion' for the individual. 'Inclusion' means implementing adjustments so that the individual can achieve the same outcomes as others; outcomes include mental health wellbeing, academic attainment, and social success.

What is reasonable in one setting may not be to another; this will depend on the size of the organisation and the resources that are available.

*This document is to be used as a guide. It is important to understand your own profile of needs when arranging Reasonable Adjustments to ensure that the correct strategies are put in place for you to access a service.*

Sections within this document include:

1. Reasonable Adjustments in Employment
2. Reasonable Adjustments for Job Applications and Interviews
3. Reasonable Adjustments in Further and Higher Education
4. Reasonable Adjustments for Accessing Services
5. Useful Links

## **1. Reasonable Adjustments in Employment**

### **What can you ask for?**

Reasonable Adjustments in employment may come under one of three categories: changing practice, changing a physical feature or providing auxiliary aids.

Below are some examples of Reasonable Adjustments that you might be able to arrange with your employer:

#### Changing practice

- Allowing flexible working hours
- Allowing more frequent breaks, not to the detriment of performance reviews
- Providing a clear routine and work schedule

#### Changing a physical feature

- Changing the lighting levels in the area that you will be working
- Providing a personal workstation rather than hot-desking
- Providing an office or desk in a quiet area

#### Providing auxiliary aids

- Giving information in alternative formats
- Providing visual timetables / resources
- Allowing the use of headphones
- Allowing some variation to a work uniform for example, loose fitting clothing, alternative fabrics and so on

### **How to ask for Reasonable Adjustments in Employment**

In order to be able to ask for a specific adjustment, the effect of not having this adjustment in place must put you at a substantial disadvantage compared to your colleagues.

You should talk to your manager and arrange a meeting with them. It is important that the outcomes of this meeting are written down and a copy is shared with you – this will act as confirmation of the conversation that you had and what adjustments were agreed on. You should read this document as soon as you are given a copy and let your manager know if anything that you discussed is missing.

## 2. Reasonable Adjustment for Job Applications and Interviews

### What can you ask for?

If you feel comfortable informing an interviewer of your diagnosis, it can mean that they are able to make adjustments to their usual recruitment and selection process.

For example:

- You may be able to request a clear outline of job description and person specification, written in plain English and avoiding any jargon
- You may be able to receive additional information prior to interview, for example directions and photographs of the building, procedure for arriving at the premises, who you will be meeting and so on
- The interviewer can adapt the style of interview, for example avoiding hypothetical and non-specific questions
- You may be allowed to have a supporter with you
- You may be able to arrange for a work trial, rather than a traditional verbal interview

### How to ask for Reasonable Adjustments in Job Applications and Interviews

On most application forms for jobs, college, university and so on, there is space to disclose any disabilities that you have.

When filling in online forms, ticking the 'disability' box may trigger further questions with regard to Reasonable Adjustments and allow you to input any relevant information. If this option is not available, you can provide this information in a follow up email or you may be able to attach a document to your application.

### **3. Reasonable Adjustments for Further and Higher Education**

As above, informing your student support team of your diagnosis can allow them to implement Reasonable Adjustments to the college or university's usual way of working. Examples of these adjustments could be:

- Providing materials in alternative formats, for example easy read online textbooks
- Clear deadlines which can be tailored, with more flexibility for extensions
- Avoiding being called on in lectures or tutorials for answer/thoughts
- Allowing more regular breaks
- Ensuring that content is taught in a way that can be understood, for example avoiding figurative language
- Exam support, for example extra time or a reader/scribe

#### **How to ask for Reasonable Adjustments in Further and Higher Education**

If you receive your diagnosis prior to starting your course, you should inform your college or university so that they can ensure that appropriate adjustments are in place for you. To do this, you can tick the box in your application stating that you have a disability.

You can also apply for DSA (Disabled Students' Allowance) either through your Student Finance account, or by using the DSA1 form if you do not require student finance. As part of this, a Needs Assessment will take place (more information and guidance on DSA and the Needs Assessment in the Useful Links section below).

If you receive your diagnosis whilst you are studying, you should contact your college or university's Student Support Team – they may go by a different name, for example Additional Learning Support Coordinator or Student Services. The exact procedure can vary between institutions, however in most cases there will be a form to complete, which Student Support will be able to help you with if needed. They will be able to advise on the adjustments that can be made – this is usually confirmed via email.

#### **4. Reasonable Adjustments for Accessing Services**

As well as education and employment settings, Reasonable Adjustments can also be requested when accessing other services in order to make your experience more comfortable. Examples of these services include:

- GP/medical professional
- Dentist
- Therapy
- Job Centre
- Social Services

However, it is important to note that you can ask for Reasonable Adjustments in any service that you access.

You may find it useful to create a Health Passport that can be shared across the healthcare services that you use. The 'Useful Links' section at the end of this document includes a template example and guidance of how to complete a Health Passport.

#### **What can you ask for?**

What is 'reasonable' may differ between services. Examples of Reasonable Adjustments that you can ask for include:

- Ensuring that you see the same GP each time
- Specific appointment times e.g., morning to reduce chance of delay
- Being able to wait in a quieter place, e.g., your car
- Having someone attend your appointments with you
- Assistance with filling in forms
- Being given written information as a recap of your conversation
- Reduce the number people you have speak to, e.g., doctor liaising directly with receptionist or pharmacist
- Avoiding last minute changes of appointments
- Avoiding jargon and provide easy read documents
- Flexibility of appointment length
- Allow time to process information, check understanding and provide necessary breaks
- Being aware of your sensory profile and adjusting the environment accordingly

- Appointment reminders
- Having a conversation about what information might be distressing to you and how you would like this to be presented

### **How to ask for Reasonable Adjustments in other services**

It is beneficial to request Reasonable Adjustments at the first opportunity when accessing a new service. This might be on an appointment form or new client questionnaire. You can also do this over the phone when arranging an appointment. However, if you are already engaging with a service you can request that Reasonable Adjustments are put in place at any point. Most healthcare providers will keep a record of your diagnosis and agreed adjustments on your file.

If you are comfortable doing so, you may also be able to request Reasonable Adjustments when accessing other services, for example utility providers, shops or hairdressers. Examples of things that you may be able to ask for in these settings include:

- Assistance with completing forms
- Avoiding using jargon and illustrative language
- Allowing longer processing time
- Adjustments for your sensory needs
- Providing details of anyone who will be visiting the house, e.g., name and photograph

Many of these services will not need proof of your diagnosis in order to put adjustments in place. If you do wish to disclose your diagnosis, you could use your To Whom It May Concern Letter or Alert Card. You can also verbally disclose your diagnosis.

## 5. Useful Links

Government Guidance on Reasonable Adjustments

[www.gov.uk/reasonable-adjustments-for-disabled-workers](http://www.gov.uk/reasonable-adjustments-for-disabled-workers)

CIPD Neurodiversity at Work Guidance

[www.cipd.co.uk/knowledge/fundamentals/relations/diversity/neurodiversity-work#gref](http://www.cipd.co.uk/knowledge/fundamentals/relations/diversity/neurodiversity-work#gref)

Mental Health at Work Guidance for an Autism Friendly Workplace

[www.mentalhealthatwork.org.uk/toolkit/making-your-workplace-more-autistic-friendly/](http://www.mentalhealthatwork.org.uk/toolkit/making-your-workplace-more-autistic-friendly/)

Neurodiversity Hub Resources for Universities

[www.neurodiversityhub.org/resources-for-universities](http://www.neurodiversityhub.org/resources-for-universities)

Government Guidance on Disabled Students' Allowance

[www.gov.uk/disabled-students-allowance-dsa](http://www.gov.uk/disabled-students-allowance-dsa)

NAS Guidance for Disability Discrimination in Further and Higher Education

[www.autism.org.uk/advice-and-guidance/topics/education/resolving-differences/disability-discrimination-in-further-and-higher-ed](http://www.autism.org.uk/advice-and-guidance/topics/education/resolving-differences/disability-discrimination-in-further-and-higher-ed)

Transition from University to the Workplace

[www.agcas.org.uk/write/MediaUploads/Resources/Disability%20TG/Reasonable Adjustments - Neurodiversity.pdf](http://www.agcas.org.uk/write/MediaUploads/Resources/Disability%20TG/Reasonable Adjustments - Neurodiversity.pdf)

Dyslexia and Dyspraxia Toolkit for work within the Civil Service

[civilservice.blog.gov.uk/wp-content/uploads/sites/86/2020/03/Dyslexia-Dyspraxia-Dyscalculia-and-Dysgraphia-Line-Manager-Toolkit.pdf](http://civilservice.blog.gov.uk/wp-content/uploads/sites/86/2020/03/Dyslexia-Dyspraxia-Dyscalculia-and-Dysgraphia-Line-Manager-Toolkit.pdf)

DMA's Talent Employer Guide for ADHD

[dma.org.uk/uploads/misc/dma-talent-adhd-employer-guide-nm.pdf](http://dma.org.uk/uploads/misc/dma-talent-adhd-employer-guide-nm.pdf)

Health Passport

[www.autism.org.uk/advice-and-guidance/topics/physical-health/my-health-passport](http://www.autism.org.uk/advice-and-guidance/topics/physical-health/my-health-passport)

Guidance for completing PIP forms

[www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form-pip/](http://www.citizensadvice.org.uk/benefits/sick-or-disabled-people-and-carers/pip/help-with-your-claim/fill-in-form-pip/)