

## **Reasonable Adjustments Roles and Responsibilities**

This document outlines the roles and responsibilities of individuals in the reasonable adjustment process and should be followed when an individual requires reasonable adjustments on medical grounds for a disability or health condition.

The [Adjustments Policy](#) underlines the process and sets out details of Adjustment Agreements. All parties involved in a request for reasonable adjustments are encouraged to read the [Adjustments Policy](#) in addition to this guidance.

### **Employee:**

- The employee should complete an [Adjustments Agreement](#) and then discuss the reasonable adjustments suggested with their line manager/People Partner.
- The employee should consider whether they are eligible for support from [Access to Work](#) and if appropriate complete an individual assessment which should then be shared with their line manager/People Partner.
- The employee should complete a Personal Emergency Evacuation Plan (PEEP), independent assessment tool, if the employee requires assistance to evacuate a building:  
<https://warwick.ac.uk/services/healthsafetywellbeing/guidance/fire/assistedevacuation>.  
This should also be shared with their line manager/People Partner.

### **Line Manager:**

#### **Receiving and actioning reasonable adjustments requests**

- Upon receipt of an Adjustments Agreement, the line manager should arrange a meeting with the employee to consider and discuss the Agreement and the requested adjustments. The line manager should liaise with their People Partner if advice is required.
- At the meeting it should be discussed as to whether the employee has explored if [Access to Work](#) is appropriate for them. Where it is, the line manager should encourage the employee to complete an individual assessment. Once completed, Access to Work will provide the employee with a list of adjustments to be considered by the line manager and will provide details of where any recommended adjustments can be sourced from. Access to Work will provide some funding for this equipment with the rest being funded by the University. See below for information on the Reasonable Adjustments budget and Access to Work.
- Line managers should ensure the employee has completed a PEEP independent assessment tool if they require assistance to evacuate a building  
<https://warwick.ac.uk/services/healthsafetywellbeing/guidance/fire/assistedevacuation> and ensure any follow up actions are completed.
- The line manager may complete a referral to Occupational Health (OH) (with support from their People Partner) where medical advice and guidance is required (for example there is a new health diagnosis, there are complex requirements, there is specific equipment needed or if the employee and line manager are unsure of support required or what



adjustments / equipment would support the employee). It may be that Access to Work have already confirmed the equipment requirements or that the employee has received a Doctor / other medical professional's advice on this. The People Partner can assist as to whether a referral is required.

- Line managers should signpost to additional support that may be required e.g. Employee Assistance Programme (EAP).
- Once requested and wherever possible, reasonable adjustments should be agreed within **2 weeks** of the request from the employee (<https://www.disabilityemploymentcharter.org/blank>) and implemented as soon as possible after that.
- If particular equipment is needed or changes to buildings required, firstly the line manager should check whether that equipment can be obtained from within the University / whether the change requested is possible. In relation to:
  - Core furniture i.e. standardised chairs and desks (including height adjustable desks), the line manager should check whether the department has any existing core furniture available that may be suitable for the employee or consider ordering this from their departmental budget. The Interior Design, Furniture and Equipment Team within Estates can assess whether the equipment can be adjusted and is in working order. Please note that this team cannot however confirm if the adjustments made to such equipment are suitable for the employee's specific needs. Where a core item is confirmed as in working order, a [DSE assessment](#) should be carried out by the employee to see if the adaptations available are suitable for them. If further advice is needed, contact can be made with a University DSE assessor. The Health and Safety Team will be able to advise further on who these are. Please note that as core furniture is normally funded by the department requests for such items through the reasonable adjustment budget will not normally be approved. Please see below for further information on this budget.
  - For non-standardised chairs e.g. specialised ones, again the Interior Design, Furniture and Equipment Team within Estates can assess whether the equipment can be adjusted and is in working order however this team cannot confirm if the adjustments made to such equipment are suitable for the employee's specific needs. In order to check whether the non-standardised chair is suitable, a specialist assessment is required. This is carried out by Workspace Health which is arranged through Occupational Health. Where there is limited supporting information on the needs of the employee then an Occupational Health referral may be beneficial in the first instance to ensure this is the appropriate route. However, where there is clear evidence of the needs of the employee then Occupational Health can refer to Workspace Health without formal OH referral and assessment. There is a departmental cost of £175 plus VAT. This should be done before the use of any funds from the reasonable adjustment budget is requested where an existing chair is available.



- Computer hardware/software – seek advice from IDG where the requested adjustment is in relation to computer hardware / software. The list of available software can be found at [Software List - IDG - University of Warwick](#). If IDG are not able to provide the software / hardware and are happy that the requested items do not cause any compliance or security issues, then the University's approved suppliers can be approached for a quote for the item. The Department Administrator for the employee should contact Procurement for guidance on how to make such purchases.
- Adjustments to the built environment – Please speak to the Estates Accessibility Team via [accessibility@warwick.ac.uk](mailto:accessibility@warwick.ac.uk). They will be able to advise on possible adjustments before registering a project.
- If equipment is not available within the University already, the line manager should liaise with their Departmental Administrator (DA) to order equipment related adjustments.
- Once ordered, the line manager should keep the employee updated on progress of the implementation of reasonable adjustments.

## Use of the Reasonable Adjustments Budget

- The University holds a modest budget to fund Reasonable Adjustments for staff. If your department requires assistance with funding in relation to a request for reasonable adjustments, please contact [HRadjustments@warwick.ac.uk](mailto:HRadjustments@warwick.ac.uk) confirming:
  - The employee's name, role and department.
  - Whether the employee has completed an Adjustment Agreement.
  - In addition, whether you have received Access to Work, Occupational Health or a Doctor / Medical professionals' advice / evidence about what adjustments that are needed.
  - What equipment / adjustments are required and what the cost is for these (with quotes were applicable).
- The budget will then be reviewed and funding confirmed where available and appropriate. Where approved you will be provided with the cost code to charge the adjustments against.
- If the funding is linked to an Access to Work request, you must ensure that deadlines are adhered to, and relevant funding is claimed back – see below for some useful tips.

## Access to Work - helpful tips

- 1) Keep all expenses / emails with all the prices and details of the order as you will need these for the Gov.Uk forms (to reclaim the money back). It may be useful to make a digital copy of them as well as having a hard copy.
- 2) The letter from DWP Gov.uk in relation to adjustments has a reference number on, keep a note of this as if you have any questions or need support from them they will ask for this.
- 3) They will ask you to complete a form called DP224JP. It can be found here - <https://www.gov.uk/government/publications/access-to-work-staff-guide/access-to-work-staff-guide>



- 4) This will need to be sent off by post; make a copy of everything you send.
- 5) It is worth contacting the finance team [accountsreceivable@warwick.ac.uk](mailto:accountsreceivable@warwick.ac.uk) to give them a heads up as the payment from Access to Work will initially come back to them and they'll need to know which cost code the money will need to go back into.
- 6) It is also worth touching base with your own finance team too, so they are aware to expect the payments back from gov.uk.

## After you have implemented reasonable adjustments

- Ensure the Adjustments Agreement is kept up to date with adjustments agreed/delivered, dates of meetings and key decisions.
- Regularly review reasonable adjustments (at least 6 monthly) to ensure they are beneficial.
- Ensure relevant equipment is returned if the employee leaves the University.
- Ensure that the [Space Management](#) team are made aware of any employees with Adjustment Agreements before any office moves take place and a space change request form is completed with this detail. The employee must be consulted, and their Adjustment Agreement reviewed if they are required to move to a different workspace. If adjustments to the built environment are required in the new workspace, these will need to be agreed as 'reasonable' with the employee and Estates before the employee/team is moved.

## **Responsibilities**

### **People Partners:**

- Provide advice and guidance to employees and line managers on reasonable adjustments.
- Attend meetings with employee and line manager if required.
- Signpost to additional support that may be required e.g. EAP.
- Support line managers with OH referrals.

### **Occupational Health:**

- Undertake health assessments following receipt of a OH referral.
- Provide medical advice and guidance to employee and line manager in a report.
- Recommend suitable reasonable adjustments.
- Arrange ergonomic assessments via Workspace Health for non-standardised core equipment i.e. specialised chairs.
- Signpost to relevant external agencies if required.

### **Estates:**

- Arrange to visit the employee to assess potential reasonable adjustments to the built environment where required.



- Provide relevant reasonable adaptations to the built environment once an Adjustments Agreement has been completed and a project has been raised with suitable cost codes.

## **IDG:**

- Respond to requests for software/hardware raised via the IT Service Desk:  
<https://warwick.service-now.com/sp>
- Install relevant software/hardware.
- Provide technical IT support and advice.

## **Useful Resources:**

- Social Inclusion Team: <https://warwick.ac.uk/services/socialinclusion>
- Business Disability Forum: <https://businessdisabilityforum.org.uk/>
- Approved taxi supplier for agreed transport arrangements:  
[https://warwick.ac.uk/services/finance/procurement\\_and\\_insurance/approved\\_supplier/s/currentcontracts/taxi](https://warwick.ac.uk/services/finance/procurement_and_insurance/approved_supplier/s/currentcontracts/taxi)
- Accessibility webpages: <https://warwick.ac.uk/services/estates/accessibility>
- Furniture webpages:  
[https://warwick.ac.uk/services/estates/service\\_centre/furniture/order/](https://warwick.ac.uk/services/estates/service_centre/furniture/order/)
- [Projects registration webpage: Project Registration Form | Estates Office | University of Warwick](#)
- PEEP independent assessment tool -  
<https://warwick.ac.uk/services/healthsafetywellbeing/guidance/fire/assistedevacuation>
- Disability Employment Charter: <https://www.disabilityemploymentcharter.org/blank>

