



REASONABLE ADJUSTMENTS TOOLKIT



Liverpool Women's
NHS Foundation Trust

Reasonable Adjustments Toolkit

Introduction

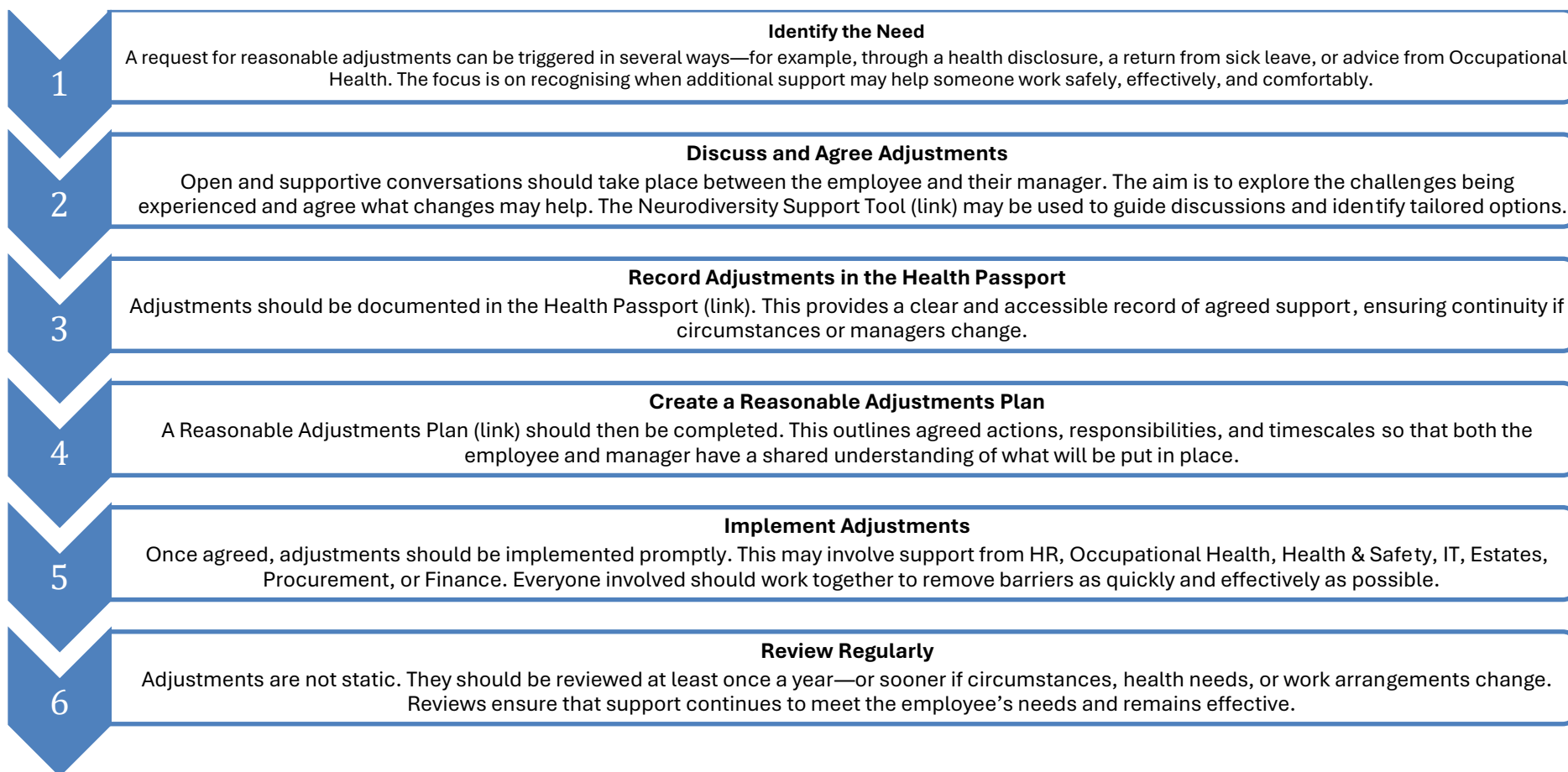
Reasonable adjustments are changes made to support individuals with a disability, long-term health condition, mental health condition, or neurodiverse needs, enabling them to work safely and comfortably. Under the Equality Act 2010, employers have a legal duty to provide these adjustments to remove barriers and promote equity. Importantly, a formal diagnosis is not always needed to request support.

This toolkit has been developed to guide managers and employees through the process of understanding, requesting, and implementing reasonable adjustments. It offers practical examples, clear steps, and helpful resources to make conversations easier and ensure that support is tailored to individual needs.

By using the toolkit, we can create a more inclusive workplace where everyone can thrive.







Step-by-Step Process - The process is designed to make Reasonable Adjustments straightforward, collaborative, and consistent. Each stage helps ensure that support is identified, agreed, and put into place effectively. By following these steps, managers and employees can work together to create a consistent, supportive approach that promotes inclusion and ensures everyone can thrive. More detailed processes and guidance are available in the Toolkit.



Support Tools and Materials

This toolkit brings together a range of practical resources to help managers and employees understand, request, and implement reasonable adjustments. Each tool has been designed to make the process simpler, clearer, and more consistent. Click on the icons to access the tool.

	<ul style="list-style-type: none">• Reasonable Adjustments FAQs A quick reference guide answering common questions about what reasonable adjustments are, who can request them, and how they are put in place.
 Reasonable Adjustment Process	<ul style="list-style-type: none">• Reasonable Adjustments Process Flowchart A step-by-step visual guide showing the key stages involved, from identifying a need through to review and monitoring.
 Neurodiversity Support Tool	<ul style="list-style-type: none">• Neurodiversity Reasonable Adjustments Support Tool A practical resource offering tailored examples of adjustments that may support colleagues with neurodiverse needs, helping managers and staff explore appropriate options together.
 Health Passport	<ul style="list-style-type: none">• Health Passport Template A document that records agreed adjustments in one place, providing continuity and clarity for both the employee and manager—even if circumstances or line management change.



- **Reasonable Adjustments Plan (RAP) Template**

A structured plan that sets out agreed actions, responsibilities, and timelines to ensure adjustments are implemented effectively and reviewed as needed.



- **Access to Work Process**

Information on the government scheme that provides practical and financial support for people with a disability or health condition in the workplace. This guide explains what support is available and how to apply.



- **Order and Purchase Items**

If we need to purchase an item to make the required Reasonable Adjustments, this will be overseen and followed up by the Line Manager. Advice and guidance are available from the Procurement Department with regards to sourcing and ordering the required item. Funding should be agreed and approved by the department budget holder.

Together, these tools are designed to make the process of arranging and maintaining reasonable adjustments clear, supportive, and easy to navigate for both managers and employees.

Roles & Responsibilities

Making Reasonable Adjustments is a shared responsibility. Everyone has a part to play in ensuring that support is put in place quickly, and effectively.

Employees

- Let your Line Manager know if you need support, if we don't know, we can't help.
- Request Reasonable Adjustments and discuss what would make work safer or more manageable.
- Use the Neurodiversity Support Tool and/or Health Passport to facilitate the discussion and note what helps you.
- Keep your Health Passport safe as this can be used for future reference as needed.
- Complete a Reasonable Adjustments Plan with your Line Manager to record agreed adjustments.
- Apply for Access to Work funding if additional support is needed.
- Keep your manager updated with developments to ensure Reasonable Adjustments are working and update the Reasonable Adjustments Plan as needed.

Line Manager

- Hold supportive and confidential discussions with the employee to explore their needs.
- Signpost the employee to the tools and materials in the Toolkit
- Agree a Reasonable Adjustments Plan and ensure it is documented.
- Liaise with HR, Occupational Health, Health & Safety, Estates, Procurement, and Finance as needed to put adjustments in place.
- Follow up promptly on behalf of the employee to ensure adjustments are delivered in a timely manner.
- Review arrangements at least annually, or sooner if needed.



Human Resources and Occupational Health / Health & Safety



- Provide advice on the process, legal duties, and best practice.
- Signpost managers and employees to the tools and materials in the Toolkit
- Support managers and employees with more complex or sensitive cases.
- Ensure policies and processes are applied consistently across the organisation

Procurement

- Provide advice to managers and employees on the procurement process.
- Signpost to the relevant tools and materials.
- Source specialist equipment and items needed to support employees.
- Ensure purchases are made through approved and reliable suppliers.

Estates

- Prioritise works needed as Reasonable Adjustments.
- Make environmental or estate changes to the workplace, such as desk moves, quiet spaces, adjustments for accessibility or lighting.
- Follow up to ensure works are completed in a timely manner.

Finance

- Approve or reimburse costs associated with Reasonable Adjustments purchases.
- Manage Access to Work claims and monitor departmental budgets to ensure resources are available.
- Follow up to ensure funding is approved and allocated in a timely manner.



Roles and Responsibilities cont ...

It's Everyone's Responsibility To ...

- Act quickly and follow up to avoid unnecessary delays.
- Take accountability for your part in the process.
- Ensure the organisation fulfils its legal duties under the Equality Act 2010.
- Work together to ensure employees are supported, included, and protected.

By sharing responsibilities and working together we can remove barriers, create equity, and make sure our colleagues feel safe, valued, and able to thrive at work.



Access to Work

This is a government-funded scheme that provides additional help when reasonable adjustments require support beyond what the organisation can provide internally. It is designed to remove barriers to employment and ensure people with disabilities or health conditions can thrive at work.

- **Who applies:** Employees apply directly to Access to Work, with guidance and support from their manager.
- **What it can fund:** The scheme may cover costs such as specialist equipment, assistive technology, support workers, job coaching, workplace assessments, or travel to and from work if public transport is not an option.
- **Role of the organisation:** Once recommendations are made, the organisation is responsible for putting adjustments in place. Eligible costs can then be reimbursed through the scheme.
- **How it helps:** Access to Work provides financial support for adjustments that may otherwise be too costly for the organisation alone, ensuring staff receive the right tools and support to do their jobs effectively.

Together with internal adjustments, Access to Work ensures that colleagues can access the full range of support they need to succeed in their roles.

Practical Examples of Adjustments

The type of adjustment needed will depend on individual circumstances, health condition, role or way of working. Below are some examples of adjustments that may be helpful. This list is not exhaustive but illustrates the kinds of support that can be considered.



Musculoskeletal Conditions Musculoskeletal conditions (such as back, neck, or joint problems) are one of the most common reasons for requesting adjustments. Practical changes may include:

- Ergonomic chairs, adjustable keyboards, or specialist mouse devices.
- Sit/stand desks or desk risers to reduce strain from prolonged sitting.
- Flexible breaks to allow stretching or movement.
- Adjustments to workload or duties that involve heavy lifting.

Sensory Condition For colleagues with sensory sensitivities, changes to the work environment can make a big difference. Adjustments may include:

- Noise-cancelling headphones or desk partitions to reduce distractions.
- Access to quiet rooms for focused work or recovery.
- Screen filters, task lighting, or adjustments to overhead lighting.
- Assistive technologies such as hearing loops or magnifiers.

Neurodiversity Neurodiverse colleagues may benefit from structured approaches that support different ways of processing information or managing tasks. Examples include:

- Clear routines and structured workflows.
- Visual aids, flowcharts, or written checklists to support task completion.
- Buddy or mentoring systems for peer support.
- Alternative communication methods (e.g. written rather than verbal instructions).

Hearing Difficulties Colleagues who are Deaf or hard of hearing may benefit from adjustments such as:

- Provision of hearing loops or amplification equipment.
- Speech-to-text or captioning software for meetings.
- Use of video calls with live captioning enabled.
- Booking British Sign Language (BSL) interpreters when required.
- Ensuring meeting rooms are well-lit for lip-reading.

Mental Health Adjustments for mental health conditions often focus on flexibility and proactive support.

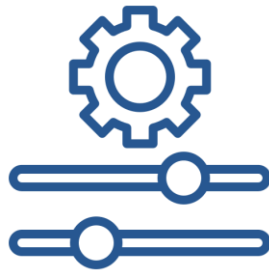
These could include:

- Flexible or adjusted working hours.
- Regular well-being check-ins with a manager or HR.
- Phased return-to-work plans following absence.
- Access to quiet or restorative spaces during the day.

Physical Disabilities Physical disabilities may require changes to the work environment, access routes, or equipment. Examples include:

- Step-free access, ramps, and automatic doors.
- Height-adjustable desks and accessible meeting spaces.
- Adapted vehicles or parking spaces close to the workplace.
- Accessible toilets and changing facilities.
- Relocation of workstations to ground floor or accessible areas.

These examples illustrate the wide range of adjustments that may be helpful. The most effective approach is always to have an open conversation between the employee and manager, record the outcome in the Health Passport and Reasonable Adjustments Plan, and review arrangements regularly to ensure they remain suitable.



Resources & Contacts

A range of resources and specialist teams are available to support employees and managers in putting Reasonable Adjustments into place. These contacts provide guidance, expertise, and practical help at different stages of the process.

Department	Help Provided	Contact
Human Resources	Your first point of contact for advice on policies, processes, and templates such as the Health Passport and Reasonable Adjustments Plan . They can guide both employees and managers through the process and signpost to further support if needed.	HR@lwh.nhs.uk Inclusion@lwh.nhs.uk
Occupational Health	Provides professional advice on how health conditions may affect work and can recommend specific adjustments. Occupational Health can also support with return-to-work planning and workplace assessments.	Occupationalhealth@lwh.nhs.uk
Health & Safety	Ensures that any adjustments meet safety standards and that risks are managed appropriately. They can also advise on ergonomic assessments and workplace adaptations.	HealthandSafety@lwh.nhs.uk
Procurement	Provides advice and support in locating and ordering items, liaises with suppliers, handles requisitions and purchase orders. Also arranges purchase of specialist equipment or technology.	Procurement@lwh.nhs.uk
Estates	Manages physical or environmental changes to the workplace, such as desk moves, quiet spaces, or accessibility adaptations.	ESTATES.HELPDESK@lwh.nhs.uk

Finance	Approves or reimburses costs linked to adjustments and manages claims through Access to Work	Financialaccounts@lwh.nhs.uk
Access to Work	A government funded scheme that provides additional support where internal resources are not sufficient. This may include specialist equipment, support workers, travel, or workplace assessments.	GOV.UK – Access to Work.

These resources are here to ensure adjustments are identified, agreed, and implemented as smoothly as possible. Employees should feel confident in reaching out for support, and managers should make use of these contacts to fulfil their responsibilities effectively.

