

Approach to Reasonable Adjustments

What is a reasonable adjustment?

Reasonable adjustments are changes or adaptations that we can make to your working environment to ensure that you have the tools to do your job to the best of your ability. For example:

- Making changes to your working environment.
 - Providing an interview room which is accessible for a wheelchair.
 - Providing a bathroom which is stoma friendly.
- Making changes to your working arrangements
 - Changing your working pattern (see our [Approach to Flexible Working](#)).
 - A phased return to work after an absence.
- Providing you with specialist equipment or IT systems.
 - Providing extra or adapted equipment such as a chair or a specialist mouse.
 - Providing noise reducing ear buds (such as Loop)
- Tailoring our communication methods to suit your needs.
 - Using your preferred method (phone/email/IM) where practicable.
 - Using a suitable font size, background colour and line spacing.

We acknowledge that reasonable adjustments are specific to an individual person which requires both you and your manager to work together to find the best solutions for you.

What is defined as 'reasonable'?

What is reasonable depends on each individual situation. With support of the People Team, your manager will have to carefully consider the adjustment to see if it:

- Will remove or reduce the disadvantage
- Is practical to put in place
- Is affordable
- Does not impact the health and safety of others.

The adjustments must be suitable for your role. For example, if you work in our contact centre and ask for a reasonable adjustment to not take calls, this is likely to not be found as reasonable and therefore we couldn't make that adjustment.

Who does this approach apply to?

If reasonable adjustments are required, they will be made for all colleagues of LiveWest including those who are on permanent and temporary contracts, and those who are relief colleagues and contractors.

We will also make reasonable adjustments for our board and committee members to support them to fulfil their obligations.

We will make reasonable adjustments for people who are attending interviews to join us at LiveWest.

Reasonable adjustments can be made on a permanent and temporary basis, for example if a colleague is pregnant or recovering from an operation.

How do I make a reasonable adjustment request?

We understand that for some people they are aware of the adjustments that they require and are confident to have that conversation with their manager. Usually in those situations, we would work with the colleague to implement those reasonable adjustments without external support. We may refer the colleague to Access to Work if the reasonable adjustments are complex.

We appreciate there may be some colleagues where the need for a reasonable adjustment is a new situation as you may have just been diagnosed or your disability/condition has changed, which now means that adjustments are required. If that should be the case, we ask that you:

Talk to your manager

Initially, you should have a conversation with your manager to discuss the barriers that you are now facing to see what solutions we can provide for you. Your manager will be the central point of contact for everyone involved in arranging your reasonable adjustment.

Internal expertise

If required, we are then able to call upon expertise within LiveWest to see if we have a known solution in-house that might support you. Your manager will work with your People Business Partner to initiate those conversations, ensuring that you are involved.

External expertise

If we are unable to find a solution inhouse or if the adjustments are complex, we can utilise external expertise, such as:

- [Access to Work](#) is a government funded scheme that help people with a physical or mental health condition or disability to get or stay in work. It is a colleague led application, which means that we can support you, but we cannot apply for the funding for you. If your application as deemed as suitable, a workplace assessment is completed by an Access to Work assessor to create a report of recommendations of adjustments.

- Your People Adviser can make an application for an **occupational health** assessment to take place with our provider. This application is made by us as a business and not by a colleague. Like Access to Work, you will have an assessment to create a report of recommended reasonable adjustments.

Once we have the report with the recommended adjustments, your manager and People Adviser will work with the relevant team/s to see if the adjustments are reasonable to implement. Again, we will look at your individual situation, what we have already available internally and what we would need to buy to provide/implement the solution that you need.

For example, Access to Work have recommended a Bose noise cancelling headset and we already have a different brand noise cancelling headset in stock. It would be reasonable for us to give you the headset we already have in stock if it achieves the same outcome of reducing external noise when you are using them.

How long does it take for a reasonable adjustment to be implemented?

This depends on the individual situation, what reasonable adjustments have been requested and if we have worked with external partners, for example Access to Work assessments can take up to 20 weeks to happen.

Once we have understood the reasonable adjustments required, we aim to have them in place usually within six weeks. However, if the adjustments are complex and/or there is specialist equipment or IT systems to order or IT systems to implement, this may take longer. If that should happen the relevant teams will keep you informed of the timescales.

Will the reasonable request be reviewed?

We recommend that you record your agreed 'reasonable request/s' in your Inclusion Passport as this will stay with you throughout your time working at LiveWest. An Inclusion Passport is reviewed annually or whenever an amendment to the reasonable adjustment is required, for example, if something should change with your condition or if you change roles or manager.

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