Reasonable Adjustments Policy & Process

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This policy should be read in conjunction with the Reasonable Adjustment guidance.

Reasonable Adjustment Policy and Process

1.0 Policy Statement

As the University for the Common Good, Glasgow Caledonian University (GCU) is committed to a culture of dignity, respect, and accessibility for all staff. We create an inclusive working environment where physical and mental wellbeing is prioritised and where all individuals can thrive.

We aim to remove barriers for those with disabilities or those who require reasonable adjustments by providing proactive support to enable them to contribute fully and confidently. This includes offering guidance, training, and practical support tailored to the needs of individuals and their roles.

This policy outlines the policy and process for staff who may require a reasonable adjustment to be put in place.

2.0 Scope

This policy applies to all university employees, job applicants, agency workers, casual staff and contractors, regardless contract type or length of service.

3.0 Our Commitments as a University

- Promote and embed a culture of positive physical and mental health.
- Provide inclusive support that enables all staff to reach their potential.
- Align with the University Mental Health Charter, awarded to GCU in recognition of our whole university approach.
- Deliver mental health and wellbeing initiatives and training resources.
- Encourage open, stigma free discussions around health and disability.

4.0 Definition of Disability

In accordance with the Equality Act 2010, a disability is a physical or mental impairment that has a substantial and long term adverse effect on a person's ability to carry out normal day-to-day activities. This includes:

- Physical and sensory impairments
- Long term illnesses and conditions
- Mental health conditions
- Neurodivergent conditions such as autism and ADHD

5.0 Definition of Reasonable Adjustments

According to ACAS, reasonable adjustments are changes which an employer makes to remove or reduce the disadvantages faced by disabled people in the workplace. At the University, this means making changes to support staff, job applicants, or contractors so

they can work effectively and without unnecessary barriers. Adjustments may be physical, practical, or relate to how and when work is carried out. We will consider reasonable adjustments when:

- we know (or could reasonably be expected to know) that someone has a disability or long term health condition;
- a disabled person requests support;
- a disability makes part of a job more difficult; or
- disability related absence or return-to-work challenges arise.

Examples of reasonable adjustments include:

- **Physical Accessibility:** wheelchair accessible routes, ramps and lifts, ergonomic furniture, adapted desks, accessible toilets, and workspace modifications.
- **Technological Support:** assistive software (e.g. screen readers, speech-to-text tools), adapted keyboards or mice, and specialist equipment.
- **Flexible Working:** adjusted working hours, remote working arrangements, job sharing, or phased return-to-work plans.
- **Support for Neurodivergent Staff:** structured breaks, quiet workspaces, noise cancelling headphones, clear communication methods, or written instructions.
- **Mental Health & Wellbeing:** access to counselling or employee assistance programmes, workload adjustments, additional supervision, or flexible deadlines.
- **Menopause & Chronic Conditions:** temperature control measures, uniform adjustments, additional rest breaks, flexible scheduling, or leave for medical appointments.

In line with ACAS guidance, what is “reasonable” will depend on the situation. Factors considered include whether the adjustment removes or reduces disadvantage, how practical it is, the cost and resources available, and the impact on health and safety. Most adjustments are simple and low cost. Where a specific adjustment is not feasible, we will work with the individual to identify alternative solutions.

This approach ensures that physical disability, neurodivergence, mental health, and long term conditions are represented equally, with practical examples provided for each. It also reflects ACAS and wider equality guidance that adjustments should be considered holistically and assessed on a case-by-case basis, while recognising that the University must balance feasibility with institutional capacity.

Our aim is to ensure everyone can perform their role to the best of their ability, within an inclusive and supportive workplace.

Determining what a feasible reasonable adjustment is will be an institutional decision depending on what the University can accommodate and is capable of delivering.

6.0 Disclosure of Disability

6.1 At Interview Stage

Applicants may choose to disclose a disability in confidence. This information is to inform reasonable adjustments only, and will not be shared with the interview panel.

Reasonable adjustments will be made throughout the recruitment and assessment process to ensure equity and accessibility.

Following formal acceptance of a job offer and prior to the commencement of employment, individuals may be invited to disclose any disability related needs to support the completion of pre-employment checks, including occupational health assessments.
This will allow for sufficient time to implement any necessary reasonable adjustments ahead of the start date, such as Access to Work applications, workstation assessments, or support for neurodivergent staff.

6.2 During Employment

Staff can disclose a disability or health condition at any time by speaking with their line manager and/or a member of the Employee Relations (ER) Casework Team, within People Services.

Line managers and People Services will treat disclosures confidentially and sensitively.

Disclosures allow us to provide personalised support and consider any reasonable adjustments with support from Occupational Health.

All requests will be assessed on individual merit, considering:

- The specific needs of the staff member.
- The impact on the role and wider team.
- The feasibility and practicality of adjustments.
- Recommendations from Occupational Health or other relevant professionals where applicable.

7.0 Roles and Responsibilities

Key roles and responsibilities are set out below. A step-by-step process overview can be found at Appendix 2.

7.1 Staff

- Are encouraged to disclose any disability or health condition to their line manager so that appropriate support can be provided.
- Should raise any access barriers or concerns with their line manager or People Services to ensure appropriate support can be agreed.

- Should engage in discussions about adjustments and participate in agreed plans.

In exceptional circumstances, if staff feel unable to raise matters with their manager, they can also speak with a member of the People Services Employee Relations (ER) team about specific workplace challenges and potential solutions.

7.2 Managers

- Will respond promptly and sensitively to disclosures of disability or health concerns and liaise with the People Services ER team for support and advice.
- Will complete a Reasonable Adjustment Form (Appendix 1) with input from the staff member and the People Services ER Caseworker, outlining the impact of the condition and proposed solutions.
- Will agree on adjustments and review periods with the staff member and People Services, ensuring ongoing effectiveness.
- Are responsible for implementing agreed adjustments in a timely manner, in line with the University's duty under the Equality Act 2010 and ACAS guidance, which requires that adjustments are not only identified but also delivered and monitored effectively.
- Should work with People Services and Occupational Health to support phased returns, rehabilitation plans, risk assessments, or work modifications.
- Will promote EAP and wellbeing resources to their teams, where appropriate.
- Conduct an Individual Health Assessment where health and safety aspects of the role need to be considered.
- Arrange for a workstation training and self -assessment to be completed in line with the Display Screen Equipment Procedure.
- Conduct a Personal Emergency Evacuation Plan (PEEP) if any aspects of the University facilities affect the individual's ability to evacuate safely.

7.3 People Services Employee Relations (ER) Casework Team

- Will support line managers and staff with the process of identifying and implementing relevant reasonable adjustments.
- Lead on policy development, implementation, and monitoring.
- Provide guidance and training to managers on disability, inclusion, and their legal duties under the Equality Act 2010.
- Ensure confidentiality is maintained in all disclosures.
- Liaise with Occupational Health (PAM), Health and Safety/Access to Work, EDI Team, Workforce Systems Manager, and other services to support adjustments.
- Monitor and report anonymised data to track trends and support continuous improvement.
- Ensure that, in line with ACAS guidance, the effectiveness of adjustments is reviewed and that managers remain accountable for delivery, not just agreement in principle.

8.0 Resource and Support for staff

8.1 Access to Work Scheme

Staff who require additional support due to a disability, neurodivergence, mental health condition, or long term health issue may be eligible for Access to Work, a government funded scheme that provides financial assistance to ensure workplace accessibility.

Within the first 12 weeks of employment (fast track support available):

- Priority processing of applications to ensure early support.
- Funding towards specialist equipment or assistive technology needed from the start.
- Interim adjustments where required (e.g. temporary aids while awaiting permanent solutions).
- Workplace assessments to identify appropriate adjustments quickly.
- Support for travel to work where public transport is not accessible.
- Funding for communication support (e.g. British Sign Language interpreters, job coaches, readers).

After 12 weeks of employment (support available at any time):

- Ongoing or new applications for assistive technology and equipment.
- Adjustments to cover changes in health condition or role.
- Funding for support workers, job coaches, and interpreters.
- Transport support (to and from work, or during work related travel).
- Mental health support service, including tailored coping strategies and advice for employers.
- Workplace assessments and reviews of existing adjustments.
- Staff can apply for Access to Work through the UK Government website or seek advice from the Health and Safety Advisor in People Services to facilitate their application. The university encourages all eligible staff to explore this scheme to enhance their working experience.

8.2 Employee Assistance Programme (EAP)

GCU partners with PAM Assist, a free, confidential support service available 24/7. Staff can speak with qualified advisors for help with:

- Stress, anxiety, and depression
- Work related issues
- Debt and financial worries
- Bereavement and loss
- Relationship difficulties
- Health, addiction, and family care

Staff can access PAM Assist at any time for professional and compassionate support.

8.3 Online Mental Health Community

- GCU offers access to Togetherall, a 24/7 digital mental health platform available to both staff and students.
- Anonymous, moderated peer support
- Trained clinicians available 24/7
- Safe online space to express thoughts and feelings
- Self-help courses and creative tools
- Togetherall is widely commissioned by the NHS and public institutions and provides a trusted, accessible mental health community.

8.4 Support for Stress related health concerns

GCU recognises the impact of work related stress and is committed to early intervention and prevention by:

- Improving support for staff experiencing work related stress or mental health concerns.
- Promoting awareness and use of stress risk assessments.
- Providing managers with tools and guidance to identify, assess, and reduce stress in the workplace.
- Managers are encouraged to use GCU's stress risk assessment tools proactively and refer staff to support services as needed, including access to Occupational Health support.

9.0 Data Management

- Data relating to reasonable adjustments will be stored securely on Oracle.
- Access will be limited to designated staff within People Services; the Employee and Line Manager will have the option to view only.
- Records will be retained in accordance with the University's retention schedule.

Reports will include:

- Name, area, type of adjustment, timeframe.
- Emerging trends and gaps in provision.

10.0 Monitoring and Training

Mandatory EDI training includes disability inclusion and mental health awareness. Policy effectiveness is reviewed every 2 years or in line with legislative changes. The University will monitor adjustments, absence trends, and will feedback to improve support.

11.0 Management and Training

To ensure consistency of approach across the University, the implementation and monitoring of reasonable adjustments will be subject to management oversight. People Services will collate anonymised reports on the number and types of adjustments in place, emerging trends, and any gaps in provision. This process is designed to ensure transparency, fairness, and consistency in the application of reasonable adjustments, while protecting individual confidentiality.

12.0 Policy Review

This Policy will be continuously monitored, with feedback from all participants, focusing on its impact on employee wellbeing, engagement, new working methods, and equality, diversity, and inclusion (EDI).

13.0 Further Policies and Guidance

This policy should be read alongside other related University policies and procedures which provide further guidance on equality, wellbeing, and employee support.

Appendix 1: Reasonable Adjustment Form

(To be completed by the employee, manager, and People Services)

Section 1: Personal Details:

Employee Name:	
Job Title:	
Department/School:	
Line Manager:	
Dean/Director:	
Employee Contact Information:	

Section 2: Nature of Support Required:

(Please tick all applicable categories)

☐ **Physical Disability**

☐ **Neurodivergence (e.g., ADHD, Autism, Dyslexia, Dyspraxia)**

☐ **Mental Health Conditions (e.g., Anxiety, Depression, PTSD)**

☐ **Menopause Related Adjustments**

☐ **Long Term Health Condition**

☐ **Temporary Medical Condition (e.g., injury, recovery from surgery)**

☐ **Other (please specify):** [Insert Details] ----------

Section 3: Description of Condition & Impact:

(Briefly describe how your condition affects your ability to perform your role)

Condition:	[Brief Description]
Impact on Work:	[Explain how the condition affects job performance and daily tasks]

Section 4: Requested Reasonable Adjustments:

(List adjustments that could improve accessibility and work efficiency)

Examples:

- **Neurodiversity:** Noise cancelling headphones, structured breaks, changes to workspace.
- **Mental Health:** Flexible work hours, access to mental health support, workload adjustments.
- **Menopause:** Cooling workspace, flexible working, additional rest periods.
- **General Accessibility:** Ergonomic chair, assistive technology, modified duties.

Requested Adjustments:	[Insert Details]
Access to Work Support:	[Insert Details]
Reason for Request:	[Insert Details]

Section 5: Occupational Health Recommendations:

(To be completed by ER Casework team, People Services, following an Occupational Health Assessment, if applicable)

Date of Assessment: [Insert Date]	
Recommendations: [Summarise suggested adjustments from Occupational Health]	

Section 6: Temporary or Permanent Adjustments:

(Specify whether adjustments are short-term or ongoing)

☐ **Temporary Adjustment**

☐ **Permanent Adjustment**

Review Date (if applicable):

Section 7: Agreement & Implementation Plan:

(For discussion and approval between employee, manager, and People Services, Health & Safety, EDI, Travel, etc)

Approved Adjustments (Insert Details)	
Implementation Date (Start Date)	
Review Period (Review Schedule)	
Responsible Lead (PS Contact, Manager, H&S, EDI, Travel, etc)	

Section 8: Additional Notes:

- Adjustments will be reviewed at appropriate intervals to ensure they remain effective, relevant, and proportionate to the employee's needs, whether temporary, long term, or evolving over time.
- The University is committed to ensuring an inclusive and supportive workplace for all staff.
- Further discussions may be scheduled if additional support is required.

Section 9: Employee & Manager Signatures

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

PS ER Caseworker Signature: _____ **Date:** _____

Appendix 2: Flow chart of Process

Flowchart Table: Reasonable Adjustment & Support Process

Step No.	Step Title	Description
1	Identification of Need	Employee identifies a need due to disability, long term health condition, or neurodivergence.
2	Initial Request	Employee requests meeting with Line Manager and/or People Services Employee Relations (ER)Casework Team.
3	Preliminary Discussion	Confidential discussion to explore condition, impact, and potential adjustments.
4	Occupational Health Referral	Manager liaises (with ER) to initiate Occupational Health (OH) referral and arranges appointment.
5	Review of OH Recommendations	Manager and ER advisor meet to review OH report and assess suitability of adjustments.
6	Implementation Planning	Support meeting to agree on implementation of adjustments with Manager, ER advisor, and then employee.
7	Completion of Reasonable Adjustment/Form	Form completed with condition summary, adjustments, review schedule, contacts.
8	Approval & Consent	Form signed by employee and manager.
9	Implementation of Adjustments	Adjustments implemented; resources arranged.
10	Uploading the Form	Form uploaded to Oracle; access permissions set.
11	Ongoing Review	Annual review to confirm adjustments remain appropriate.