

# Reasonable Adjustments Passports

**A Guide for Employees**



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## Acronym Glossary

- AD(H)D: Attention Deficit (Hyperactivity) Disorder
- DSE: Display Screen Equipment
- EDI Team: Equality, Diversity & Inclusion Team
- HIV/AIDS: Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome
- HR: Human Resources
- ISS: Information Security Systems Team
- LU: Lancaster University
- MS: Multiple Sclerosis
- OH: Occupational Health
- PEEP(s): Personal Emergency Evacuation Plan(s)
- RAP(s): Reasonable Adjustments Passport(s)

## Who is this guide intended for?

This guide is intended for any employees who are thinking about, or in the process of creating a Reasonable Adjustment Passport for themselves. The guide answers some anticipated questions about reasonable adjustments, Reasonable Adjustment Passports (RAPs), and when to seek advice.

This Passport can also be used to request permission to bring a trained Assistance Dog to campus, if you have a trained dog to help you with specific tasks.

Employees can also contact the EDI Team for further support, or, for questions about disability inclusion, at [edi@lancaster.ac.uk](mailto:edi@lancaster.ac.uk).

If you already have, or are currently going through, an Occupational Health (OH) consultation, you do NOT need to complete a Reasonable Adjustment Passport, unless a new condition arises which you would prefer to manage separately.

For example, a wheelchair user with undiagnosed ADHD may wish to use an RAP to manage their ADHD symptoms, while the OH referral will manage their physical accessibility adjustments.

## Definitions

### Disability

The [Equality Act \(2010\)](#) lists disability as one of the nine protected characteristics which the Act pertains to. As part of its stipulations regarding equality and equality of opportunity (as well as prohibition of discrimination of any kind on the basis of a protected characteristic, such as disability) the Act states that employers **must** make reasonable adjustments for disabled individuals which remove any substantial disadvantage or difficulties that they may face in the workplace, as a result of their disability, insofar as possible.

The Equality Act [defines disability](#) as:

*“a physical or mental impairment which has a substantial and long-term negative effect on your ability to do normal daily activities”.*

‘Substantial’ here means that the effect of the impairment or disability is more than trivial. For example, it may take someone who is disabled much longer than a non-disabled individual to get dressed, or it may be that they have specific access needs i.e., transcripts of meetings, as without those it may be impossible or take much longer than it would a non-disabled individual to understand the information.

‘Long term’ is ordinarily understood to mean that the effects of the impairment are expected to last 12 months or more. There are notable exceptions to this – individuals who are diagnosed with conditions such as multiple sclerosis (MS), HIV/AIDS, and cancer, are legally considered disabled immediately upon receiving their diagnosis, irrespective of how long their symptoms or illness have been going on.

## Reasonable Adjustments

A 'Reasonable Adjustment', as outlined in the [Equality Act 2010](#), is a change or alteration made to a situation, environment, practice, process, physical feature, or provision of auxiliary aid which removes or minimises substantial barriers to the inclusion of disabled people, or that removes or minimises significant disadvantages that a disabled person would face without the adjustment.

Lancaster University recognises that individuals with both visible and invisible disabilities might require changes to their working practices to remove such substantial disadvantages. Reasonable adjustments can take many forms, and it is often the case that the disabled individual is the best source of information regarding what adjustments or changes to their working practices would best remove any barriers they face and would ensure they feel supported at work and able to carry out their role without negative effects or impacts on their health.

Your manager may **not** be able to agree all your requested reasonable adjustments, due to business or teaching requirements, or for other operational reasons. However, in these cases, you and your manager should discuss what alternative reasonable adjustments may be trialled that are practicable and may have a similar positive effect. If you are struggling to determine or to agree reasonable adjustments, your manager may suggest consulting with Human Resources in the People & Organisational Effectiveness Division, and/or a referral to Occupational Health services. In these instances, this further expertise is sought to ensure that you are being supported in the best way possible. If your manager recommends consulting with Human Resources and/or Occupational Health, you should indicate on page 7 whether you are happy to share this document in its entirety.

It might be the case that there are already informally agreed reasonable adjustments that are in place within your team, and this Reasonable Adjustment Passport does not require that you renegotiate or rethink these. Rather, the purpose of this Reasonable Adjustment Passport is to provide a formal live documentation of these adjustments, so that employees feel supported at work, and so changes to staffing or job roles do not require constant change to the supportive measures in place.

Lastly, it is important to note that what reasonable adjustments are suitable for an individual employee is a very personal and individualised discussion. There is no exhaustive list available of all the potential adjustments for all possible health conditions and disabilities, however, you should try, wherever possible, to agree the reasonable adjustments which you expect will have the most positive impact on your health and wellbeing at work.

## Who can use a Reasonable Adjustment Passport?

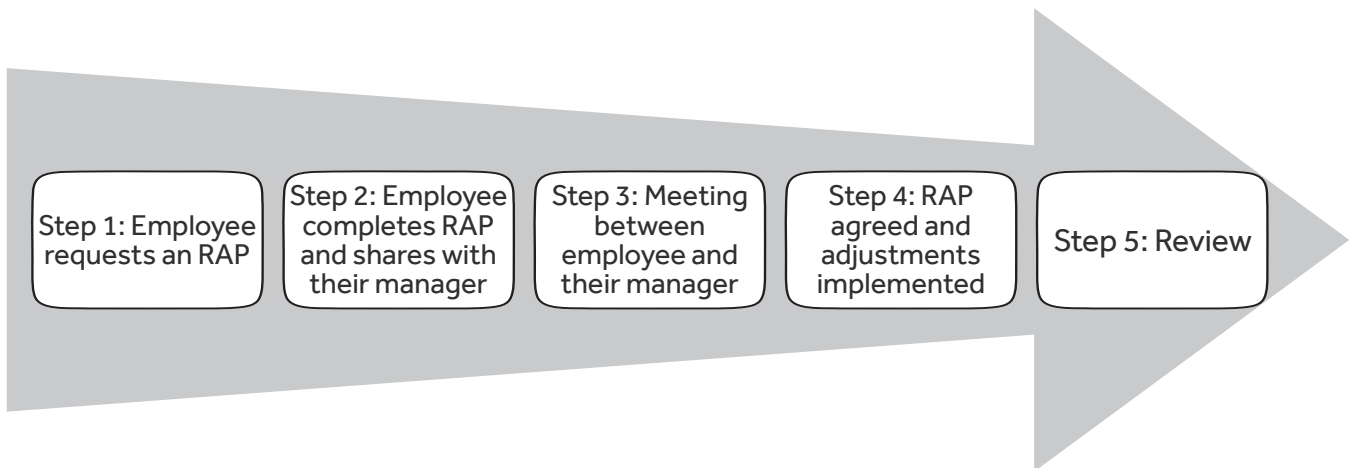
Any new or existing member of staff at the University can request a Reasonable Adjustment Passport, if they are disabled, become disabled, or have a long-term health condition which requires adjustments to their working practices to allow them to safely carry out their role.

The RAP asks employees for information regarding their disability/health condition(s), including details of formal diagnoses and specialist assessments that they may have. Any information provided here, along with the contents of the RAP are strictly confidential, unless you, as the employee, give written consent on page 7 of the RAP for your line manager to share that information with HR Teams or Occupational Health providers.

If you wish to complete a RAP, let your line manager know that you will be beginning the process. Organise a meeting with them and, prior to the meeting, complete as much as you are able of sections 1, 2, 3 and the consent section of 4, of the RAP. During the meeting, you and your line manager will discuss your proposed adjustments and set an agreement in place (section 4).

The completed RAP document should be kept by you and your line manager. It does not need to be shared with colleagues in HR routinely, and in fact, should only be shared with HR colleagues if you have indicated your consent on page 7 of the RAP.

## How to complete the Reasonable Adjustment Passport?



The above diagram outlines the process for completing the RAP. As Step 1 suggests, a RAP can be requested by an employee, at any time during their employment. Below, there is further information on the information that the RAP document will request. The Reasonable Adjustment Passport, Line Manager's Guide, also contains information on the RAP process for line managers, to aid with filling out of the information.

Once agreed, the RAP will be reviewed at least annually, though you or your line manager may request more frequent reviews if the situation changes in the interim period. This review could be a meeting between you and your line manager, or as part of your PDR review, in which case additional time and breaks should be planned for, as required.

### Section 1: My details

In this section you are asked for your name, your line manager's name, and the department/faculty in which you are based. You will both sign and date this section, you the employee at point of commencement, and the line manager at the date of your meeting, or when they receive the RAP from the you in advance of the meeting.

There is also some information contained within the document about RAPs, including information about review dates and circumstances which might prompt the reasonable adjustments to be reviewed more frequently than once per year.

## Section 2: My personal circumstances

Here, you are asked to provide information about your disability and/or health condition(s), including any information which you are comfortable to share regarding specialists, treatments, diagnoses and so on.

You might have already provided evidence of a disability as part of your on-boarding at the University, or as part of a return to work following absence. If this has already been provided and there has been no significant change to circumstances, you may wish to indicate that this information has already been provided.

You are then asked to detail the impact of your disability and/or health condition(s) upon you in the workplace. You are free to include as much or as little detail as you wish. It may be that you choose to use this space to make your line manager aware of difficulties you face, but that don't require a reasonable adjustment – e.g., letting them know that you would like tasks to be explained and deadlines set.

There is also an option for you to detail how your line manager (and yourself) might identify a 'good' or 'bad' day, or how your needs might differ depending on the symptoms or severity of symptoms you are experiencing. If you do choose to provide information regarding fluctuating symptoms, this can be helpful for your line manager to identify when you might be struggling, and to open a conversation about additional support or adjustments that might be needed on more difficult days.

The final part of this section is an optional space to include any further information for your line manager to be aware of. You might want to include:

- Personal Emergency Evacuation Plans (PEEPs) that are in place.
- Crisis or Wellbeing Plans, which you may have agreed with healthcare providers and might want to make your line manager aware of.
- Communication preferences e.g., an indication of whether meetings are preferred in-person or via MS Teams to discuss the RAP.

## Section 3: Reasonable Adjustments - Requested changes to my working practices

In this section, you are given space to write down the reasonable adjustments and changes to working practice that you are requesting. There is also space for you to detail how the requested change will alleviate or improve the barriers you might presently be facing.

These adjustments could be straightforward, such as requesting an ergonomic chair to help with pain when seated for long periods of time, or may be more complex, such as requesting additional time and/or direction when handling complex tasks.

The RAP document makes explicit that whilst flexible working requests might be a reasonable adjustment, a flexible working agreement cannot be made using the RAP. Where changes to working pattern i.e. condensed hours, changes to working days/hours, are being requested, the [Flexible Working Policy](#) should be consulted, and the process documented within that policy followed, prior to the agreeing of any long term changes to working pattern.

If your line manager is happy with the requested reasonable adjustments, then you should both confirm this at your meeting, ticking the box to indicate that each adjustment has been agreed. If, for any reason, your line manager is unable to agree a reasonable adjustment, they should detail in column 3 why the adjustment is not practicable.

Your line manager should then, following discussion with yourself, consider what alternative adjustments would be practical and would have the same or similar effect as the originally requested adjustment. If you are able to come to an agreement on alternatives, then these can be recorded in the following table.

If for any reason you are unable to agree a suitable reasonable adjustment, which is acceptable to both you and your line manager, then it may be advisable to contact your HR Advisor/Partner for advice. In this instance, you should provide, in writing, consent to share information so that your line manager can have this conversation with HR colleagues (particularly if you have not already ticked the box on page 7 to indicate consent to share with HR). HR Advisors/Partners may then recommend a referral to Occupational Health services, so that expertise can be sought regarding the most appropriate reasonable adjustments.

## Section 4: Agreeing these alterations to working practices.

If all the requested changes to your working practices have been agreed in the table above, then all that remains for you to do is to agree a review date. The review of agreed reasonable adjustments should be carried out using the form in Appendix 1 of the document (page 8).

If you are unable to agree any of the reasonable adjustments requested, then you should use the provided table to record alternative reasonable adjustments that you have discussed and whether you are happy with these adjustments.

As the employee, **you** must then indicate whether you consent to the sharing of this information with Human Resources colleagues i.e., your team's HR Advisor/Partner, and/or Occupational Health Services if required.

If you answer 'no' to both of these questions, your line manager **must not** share the RAP with either of these departments. If a discussion is required with colleagues in HR, advice is sought from HR on alternative adjustments, or if HR recommend a referral to Occupational Health, then your line manager should speak to you and ensure that all information shared has your explicit consent. Without such consent, they may discuss the situation in general terms, but should not provide any specific details.

## Section 5: Date of Review

Once reasonable adjustments have been agreed, you should then plan a date for review of the RAP. This should be no more than 1 year from the date of your initial meeting; however, you might agree to review sooner than this. It may also be the case that circumstances arise which prompt an earlier review of the RAP e.g., fluctuation or change in symptoms or required reasonable adjustments.



## Appendix 1: Review of Agreed Reasonable Adjustments

Once agreed, your Passport should be reviewed at least annually, though you can request more frequent reviews if your situation changes in the interim period. This could be a meeting between you and your line manager, or as part of your PDR review, in which case additional time should be planned for, as required. These more frequent reviews could be prompted by:

- A change to your health, health condition or disability.
- A change in your personal circumstances which means you may require more, or less, support at work.
- A change in your job requirements.
- A change of post, or a secondment to a new position for a temporary period of time.
- A change to your working environment i.e., an office move, or changes to hybrid working.

If all of the reasonable adjustments previously agreed and implemented are working well, there may be no change required, in which case you can indicate that on the form. If both you and the line manager are happy with things continuing as previously agreed, then no further review is required in this meeting, and you can both sign to indicate that you've discussed this. A further review should then be undertaken no more than 12 months from the date of your review meeting.

If, due to health or disability changes, you indicate that you require new or different adjustments, then you should follow the same process as above for agreeing these amended adjustments, recording the agreed adjustments (and which previously agreed reasonable adjustments they are replacing) in the corresponding table of Appendix 1.

If you wish to indicate that the previously agreed reasonable adjustments have not removed barriers or difficulties as expected, or if your line manager feels the reasonable adjustments previously agreed are no longer tenable, then the review meeting should be used to discuss alternative reasonable adjustments (again, using the same process as outlined previously, and documenting these in Appendix 1).

If you indicate that you no longer require reasonable adjustments (for instance if symptoms of a health condition, or the health condition itself have abated or resolved) then you may indicate this on the form too.

Once the review is complete, you should both sign to agree either the reasonable adjustments, or the discontinuation of reasonable adjustments. Consent to share details of the RAP may be adjusted at this point, by completion of the appropriate section.



## What can your Line Manager agree?

As mentioned above the RAP can be used to handle all reasonable adjustment requests with the exception of substantive requests for flexible working which must be handled using the process outlined in the [Flexible Working Policy](#). If your team work flexibly as standard, and/or you are working in a hybrid manner, then some requests for flexibility as reasonable adjustment may be able to be agreed between yourself and your line manager using the RAP e.g. starting one hour later every second Tuesday to facilitate attendance at medical appointments.

If the reasonable adjustment request requires additional, extra, or alternative equipment, whether IT based, or relating to the environment i.e., screens for open plan office spaces etc. then whilst your line manager may be able to agree in principle these adjustments, they may have to liaise with facilities or ISS to arrange this equipment. Your line manager should check with these departments what additional or extra equipment they might have available prior to giving a definitive agreement that this equipment can be provided. For alternative chairs, or wrist/foot supports which may be required, the process for requesting these is the same as that resulting from a DSE assessment.

For changes to working practices e.g., additional support with certain tasks, written briefs for tasks that can be referred to, or more frequent breaks to allow for food/drink to be consumed, you can agree these directly with your line manager using the RAP. If these adjustments need to be communicated with the wider team, you, as the employee, should direct the best way in which to do this.

## Assistance Dogs

If the request for reasonable adjustments involves the bringing of an assistance dog to campus, this can be requested via the RAP, but agreement of this is contingent and based upon appropriate training and assessment of the dog, as well as discussion with HR and Health and Safety colleagues to ascertain any risks to individuals, animals, colleagues, or other students.

Where a request is made for an assistance dog, you must complete the 'Request for Assistance Dog on University Premises (STAFF)' form, in addition to the RAP, which is found in the appendices of the University Arrangement for the Management of Assistance Dogs.

The reason that these requests cannot be agreed between you and your line manager alone is to ensure thorough and detailed assessment of risks, and assurances of the safety both of and for the assistance dog whilst on campus.

## What might happen if the Reasonable Adjustments requested are not operationally practical?

It may be that the reasonable adjustments requested by an individual in the initial completion of the RAP would present insurmountable risk or would substantially impact operational efficacy in ways which are not conducive to the team. It is difficult to give an example of such a scenario, since there is such variation in the tasks that different job roles require. One example, however, might be working completely from home for sustained periods of time, due to increased risk from COVID-19.

It is possible to agree shorter periods of fully remote working e.g., during illness or injury, but a permanent move to remote working particularly for roles which are student-facing may be deemed unreasonable due to its impact on the University. In these cases, your line manager should work with you to discuss alternatives. For the example given, these alternatives might be opening windows in offices, and trying to hold smaller meetings so that the individual is not asked to be in a space with many others. You may also agree a hybrid model of working (as is the norm in many departments now) whereby the days you have to be physically present on campus are dependent upon team activities.

If you are struggling to agree reasonable adjustments via the RAP which are both operationally practical and are accepted by yourself, then your line manager can contact HR Teams as above, for further advice and perhaps guidance from Occupational Health. Once again, in these cases, your line manager should speak with you and ensure that all information shared has your explicit, written consent. Without such consent, they may discuss the situation in general terms, but should not provide any specific details.

## **Does the university track who uses a Reasonable Adjustment Passport?**

No, the university will not have any record of your completion of an RAP, unless you or your line manager (with your consent) has contacted your team's HR representative.

To enable People and Organisational Effectiveness to track the uptake of the RAP, you may wish to complete the additional section on HR Self Service, which asks 2 questions:

- I have completed a RAP with my manager.
- I have saved my RAP in a secure location.

This is completely optional and does not impact on the implementation of your RAP. No further information will be directly requested of you from any university team regarding your RAP.

## **Why would P&OE want this data?**

In the future, we may wish to review or report on the impact of the Reasonable Adjustment Passport. In the first instance, it would be beneficial for us to see the uptake across the university, in different faculties or departments, and by different grades of staff.

Reporting on these figures will be completely anonymised, with any low figures which may enable a person to be identifiable being excluded.

Further reporting or review might require us to invite members of staff to provide their opinion and feedback on the process through a qualitative feedback route, such as surveys or open forums. In these cases, an open invitation will be provided to all staff, regardless of their completion of the above sections on HR Self Service, to engage with the data collection exercise and provide their experiences, opinions, and suggestions.

Once again, all data provided here will be anonymised for reporting.

## Who can I contact for advice?

The EDI Team are available to provide general advice for both the employee and the line manager.

Casual discussions surrounding the process can be arranged with the EDI Team, for employee or line manager, to support on the completion of the document and questions surrounding it. Alternatively, questions can be sent to the below email address and will be responded to within 5 working days.

**The EDI Team are not to be included in any communications containing confidential information.**

The EDI Team: [edi@lancaster.ac.uk](mailto:edi@lancaster.ac.uk)

For further advice, you can contact:

[Human Resources Advisors/Partners for your department/division.](#)

HR general email: [hr@lancaster.ac.uk](mailto:hr@lancaster.ac.uk)

## Further Information

The [Staff Wellbeing webpages](#) have information relating to the Employee Assistance Programme which is free and available to all LU Staff. There is also information on these pages relating to specialist support, and the Five Ways to Wellbeing.

More information on [Occupational Health Services](#) can also be found online, including a link to Health Management Limited, who would be the service provider for Occupational Health in relation to reasonable adjustments advice.

For information on the importance of reasonable adjustments, and some examples of reasonable adjustments that have been agreed by other employers, you might wish to consult the accompanying RAP Resources document.