# Reasonable adjustments decision process and form

## How to use this form

This process and form are most helpful where organisations feel an adjustment might be unreasonable for them to make. This document will help a manager make an evidence-based decision about whether a workplace adjustment is ‘reasonable’.

For information on what a ‘reasonable adjustment’ is, see our resource on ‘[What is reasonable](https://businessdisabilityforum.org.uk/resource/what-is-reasonable/)’ or contact the [Advice Service](https://businessdisabilityforum.org.uk/services/advice-service/) for information.

## The process for deciding if an adjustment is ‘reasonable’

The law does not require employers to make adjustments that are not reasonable. However, to determine whether or not a requested adjustment is reasonable for your organisation, you need to go through some steps to ensure that you have considered this thoroughly. There are three parts to doing this:

### 1. Is an adjustment required?

* Is the person disadvantaged or experiencing a barrier at work?
* Are they experiencing this disadvantage/barrier because of their disability?

If the answer is 'yes' to both, you then need to make a reasonable adjustment.

### 2. What adjustments could remove this barrier?

Think about what would remove the barrier for the individual. Include the employee in this discussion as they may also be aware of what would help them.

### 3. Is the adjustment 'reasonable'?

* **Effectiveness** – how well does the adjustment in question remove or at least minimise the disadvantage?
* **Practicability** – how practical is the adjustment? For example, how long will it take to implement, will anyone need extra training, etc?
* **Cost** – for example, how much will it cost, what financial resources available to the organisation (including schemes such as Access to Work, for example), can your organisation afford it?
* **Disruption** – how disruptive to the business, to others, and to the needs of the organisation would it be to make this adjustment?
* **Risk** – would making this adjustment cause any risk to others? (Note: An adjustment will not be ‘reasonable’ if anyone’s health and safety would be compromised by making that adjustment.)

Ensure that you consider all information available to you when answering the above – for example reports from occupational health, medical professionals, or other workplace assessments – and ensure that you document both your decision-making process and the decision. The boxes below will help an organisation to document a decision.

## Reasonable adjustment decision form

|  |  |  |
| --- | --- | --- |
| Name of individual or case identification The name of the individual or the way in which this case is identified. | | |
| [Enter text here] | | |
| Identified barriers and discussion with individual Enter a brief description of the barrier that has been identified and how the individual feels about the proposed adjustment in question. | | |
| [Enter text here] | | |
| Effectiveness Detail how effective the adjustment under consideration would remove or minimise the identified barrier for the individual. | | |
| [Enter text here] | | |
| Practicality Detail the practicalities of making this adjustment – for example, the length of time it will take to implement; any additional resources needed to implement or maintain the adjustment. | | |
| [Enter text here] | | |
| Cost Detail the cost of this adjustment and how it will be funded. Ensure all sources of funds are considered (such as Access to Work). | | |
| [Enter text here] | | |
| Disruption Detail the extent of disruption and the effect making this adjustment will have on other stakeholders and the business as a whole. | | |
| [Enter text here] | | |
| Health and safety risk Detail the level of health and safety risk of all stakeholders involved in making this adjustment. | | |
| [Enter text here] | | |
| Additional evidence to support decision List the evidence that was considered to help reach the decision. | | |
| * [Example: Assessment from occupational health stated…] * [Example: Access to Work report identified…] | | |
| Decision and next steps Details of the decision made by the organisation and next steps | | |
| [Enter text here] | | |
| **Completed by** | [Enter name] | |
| **Job title** | [Enter job title] | |
| **Department** | [Enter department] | |
| **Date** | [Enter date] | |
| **Verified by** | | [This decision should be signed off by a senior member of staff] |
| **Job Title** | | [Enter job title] |
| **Date** | | [Enter date] |

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