



Supporting Disabled Staff at LSHTM Procedure and Guidance

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Related Policies & Procedures	

Model of Disability

2.2 We are committed to fostering a supportive, enabling, and inclusive environment, where all individuals are treated with dignity and respect, and where there is equality of opportunity

Pre-employment stage

- 3.7 New employees are encouraged to discuss any adjustments they may require whilst working at LSHTM with their line manager prior to starting to enable suitable arrangements to be put in place in ahead of their start date. The line manager is responsible for arranging these adjustments prior to the employees first day, where possible to do in advance. The HR Officer may support in facilitating this conversation with the new starter.

Employees already in work

- 3.8 Employees who require adjustments for the first time while they are employed, either because they become disabled or because the impact of their disability changes such that adjustments are warranted, ause

- 3.9.6 If any potential or actual Health and Safety issues are identified, for example fire safety and the need for a [Personal Emergency Evacuation Plan \(PEEP\)](#), these need to be brought to the attention of Health and Safety immediately (safety@lshtm.ac.uk).
- 3.9.7 It is important to not disclose, either directly or indirectly, a person's impairment without their prior consent. It may be useful to discuss what information the employee is happy to be shared with others, if required.
- 3.9.8 Requests for Flexible Working arrangements as a reasonable adjustment should be made through the [Flexible Working Arrangements Procedure](#). Employees should state that they are applying as a reasonable adjustment requests and managers should take this into account when considering the decision. You should consult with your HR Partner if you have any questions.

3.10 **Stage 2 Assessment of impacts and needs**

- 3.10.1 Once the nature of the impact on work is established in discussion with the employee, reasonable adjustments may then be considered to support the individual to undertake their role. At this stage it may be appropriate to seek specialist advice from the following sources:
- ◁ [Workstation assessments](#) for musculoskeletal issues can be carried out by DSE assessors
 - ◁ [Occupational Health](#) can provide specific advice. At the request of the line manager or the employee, the OH practitioner will produce a report with recommendations for adjustments to the work/working environment. Advice can be sought from OH through two routes:
 - Line Manager referral – where the line manager makes the referral, providing the job description for the post
 - Employee self-referral – where an employee would like to have a conversation with OH, possibly before they have spoken to their manager, they may self-refer.
 - ◁ **Access to Work** is a grant that funds practical support if you have a disability, health or mental health condition and can involve a workplace needs assessment. Access to Work can also pay for travel to and from work, or a support worker, if appropriate. If any equipment or software is likely to cost over £1000 then LSHTM expects the employee to apply for an Access to Work grant, with support from their HR Partner. More information, including how to apply, [can be found on the Government's website](#)

3.11 **Stage 3 Consideration**

- 3.11.1 Once advice and recommendations for adjustments, if necessary, has been received the line manager should consider the recommendations.
- 3.11.2 Line managers are responsible for meeting LSHTM's commitments to provide a supportive and inclusive workplace. Recommendations should be considered in the context of whether the adjustments are reasonable.
- 3.11.3 Line managers should consider:
- ◁ will the adjustment remove or reduce the disadvantage for the disabled person?
 - ◁ is it feasible to make?
 - ◁ could the adjustments impact the health and safety of others?

- 3.11.4 The test for what is considered “reasonable” is an objective one and each case should be assessed on its particular circumstances. Ultimately, if there is a failure to reach agreement, it is the courts who decide what is reasonable.
- 3.11.5 If a line manager feels that an adjustment may not be reasonable or feasible to implement, advice should be sought from their HR Partner in the first instance.

3.12 **Stage 4 - Outcome and action**

- 3.12.1 Once the line manager has considered the requested adjustments, the line manager should meet with the employee to confirm what adjustments will be put in place. If the recommended adjustments cannot be implemented, the line manager should communicate the reasons to the staff member, and a discussion about alternative adjustments should happen.
- 3.12.2 The outcome of the meeting should be communicated to the employee in writing.
- 3.12.3 If the request is accepted, one or more of several courses of action may be required. This may include but is not limited to:
- ◁ **Reasonable adjustments to role or working arrangements.** In some cases, it may be that the member of staff may be unable to undertake certain duties associated with their role. Where the changes are minor and do not substantially affect the role, it may be possible to redistribute work within the section so that they can continue in their role. However, where adjustments to the role are significant, discussions regarding the impact of these adjustments need to take place. Flexible working could be considered as a reasonable adjustment (see 3.9.8). This could include a change in start and finish times, working from home, or a move to part time working.
 - ◁ **Provision of equipment or software.** This might range from a specialist operator chair for someone experiencing back, neck or shoulder pain, to voice activated software for someone diagnosed as dyslexic through to a suite of equipment for someone with a serious visual impairment.
 - ◁ **Provision of physical adjustments to estate.** In consultation with LSHTM’s Estates team, physical adjustments to the estate as a reasonable adjustment may be actioned e.g. the installation of a ramp, changes to the layout of furniture.
 - ◁ **Redeployment options.** Where it is concluded that the nature and impact of the disability means it is not possible to make adjustments for the member of staff to safely continue in their current role, LSHTM has an obligation to explore whether

- ◊ apply to Access to Work for financial assistance with the costs of equipment or additional support, if required

5.2 Line managers:

- ◊ handle the disclosed personal information with sensitivity and discretion
- ◊ create an environment where staff are comfortable to declare a disability and encourage them to do so
- ◊ meet LSHTM's commitments to provide a supportive and inclusive workplace
- ◊ consult with the appropriate HR Partner and other stakeholders (e.g. Estates) to decide what adjustments can reasonably be made in the specific context in which the member of staff is working. This should be continued on an ongoing basis so that adjustments continue to be effective.
- ◊ ensure that the appropriate adjustments are put in place for staff with a disability

5.3 HR Partners

- ◊ facilitate dialogue between the line manager and the member of disabled staff, if required
- ◊ signpost the line manager to sources of specialist advice at LSHTM including Occupational Health
- ◊ advise the line manager about reasonable adjustments, if required
- ◊ advise the line manager about the process of agreeing changes to the member of staff's role as a reasonable adjustment
- ◊ advise the member of staff and their line manager about the redeployment procedures, if appropriate

5.4 Deans of Faculty/Chief Operating Officer/Registrar and Secretary

- ◊ responsible for handling and addressing appeals from members of staff in their areas, informally in the first instance
- ◊ seeking support from their HR Partner

5.5 Faculty Operating Officer (for faculty staff)/Departmental budget holder (for PS staff)

- ◊ purchase any equipment or software agreed as a reasonable adjustment
- ◊ support the employee through the Access to Work process, if required

5.6 The Equity, Diversity and Inclusion Team

- ◊ raise awareness of disability equality, relevant resources & policies, and support groups for disabled staff e.g., Disability Network
- ◊ contribute to LSHTM's efforts to move towards an approach to disability equality based on the Social Model of Disability

5.7 Occupational Health

- ◊ accept management and self-referrals of members of staff
- ◊ undertake an assessment of the individual's impairment and its impact upon

LSHTM's aim is to move towards an approach to disability inclusion based on the Social Model of Disability

