



NHS

**Yorkshire
Ambulance Service**
NHS Trust



Workplace Adjustments Policy

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Associated Documentation:

- New Parent Support Policy
- Hybrid Working Guidance and Space Booking Application SOP
- Flexible Working Policy and Guidance
- Supporting Attendance Policy and Guidance
- Special Leave Policy and Guidance
- Recruitment and Selection Policy and Procedure
- Health & Wellbeing Guidance
- Display Screen Equipment Policy
- ACAS (www.acas.org.uk)
- Procedure for Personal Emergency Evacuation Plans (PEEP's)
- Grievance Policy and Procedure
- Menopause Policy
- New Parent Support Policy
- Academy Inclusion SOP

Current published versions of the above can be found at the following link: [Library - Policies - PowerApps](#)

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Staff Summary

As an employer, we value the contribution that every employee makes to the success of our organisation, and we are committed to the NHS People Plan's and our own Trust's shared priority of 'Looking after our People' by supporting the health and wellbeing of our employees. This includes those who may face barriers and disadvantages when applying for a role, carrying out their role or progressing their career at Yorkshire Ambulance Service NHS Trust (the Trust) due to a disability, impairment, long-term health condition or neurodivergence. The Trust can provide various workplace adjustments which will support employees to overcome those barriers.

The purpose of the workplace adjustments policy, which has been developed in collaboration with Staff-side colleagues, is to ensure support is provided, where required, during the lifecycle of employment with the Trust to remove barriers that cause a disadvantage in accessing the workplace. This policy provides a clear process for staff and managers in jointly identifying the appropriate support, and the process for ordering, delivery and payment of the equipment and/or services.

The Trust is committed to ensuring every employee is treated fairly and with dignity and respect. This policy includes a framework to ensure a consistent and equitable approach is followed by managers when employees require workplace adjustments.

This policy aims to support employees to obtain workplace adjustments in a supportive and timely manner which will allow them to fulfil their role effectively.

1.0 Introduction

- 1.1 The Trust is committed to ensuring that the workplace is accessible and inclusive for all staff including those with a formal diagnosis or those who consider themselves to have a disability, impairment, long-term health condition or neurodivergence. Workplace adjustments can be made at all stages of the employment lifecycle to remove barriers or minimise disadvantages experienced in accessing the workplace.
- 1.2 The purpose of this policy is to raise awareness of what workplace adjustments are and to provide managers and employees with information and guidance on how to identify, agree and implement these.
- 1.3 The Yorkshire Ambulance Service NHS Trust aims to exceed the legal requirements and is committed to supporting individuals to have equal access to the workplace through the provision of workplace adjustments. Some adjustments are free or cost very little. More expensive adjustments can often be funded through the Trust's central budget for Workplace Adjustments or through external funding such as the Access to Work scheme.
- 1.4 The Equality Act 2010 legally protects people from discrimination in the workplace under nine characteristics including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Where someone meets the definition of a person with a disability under the Equality Act 2010, this requires us to make reasonable adjustments to any elements of their job which places them at a substantial disadvantage compared to colleagues without a disability. This includes individuals undergoing the recruitment process.
- 1.5 There is a wide range of possible adjustments that can be discussed and considered depending on a person's needs and job role, and what is appropriate for one employee may not be appropriate for another. Each workplace adjustment will be different based on the employee's individual situation.

2.0 Purpose/Scope

- 2.1 This policy applies to all employees of the Trust, whether temporary or permanent, including bank workers, contractors and volunteers. The provisions of this policy also cover applicants for vacancies at the Trust.
- 2.2 Staff with caring responsibilities may also benefit from workplace adjustments, including temporary or flexible arrangements, and should be supported through joint consideration of this policy and relevant family-friendly policies.
- 2.3 Workplace adjustments can be accessed without a formal diagnosis.
- 2.4 The Trust, as an employer must make workplace adjustments when it knows, or could reasonably be expected to know, that an employee is experiencing difficulties or barriers at work because of a disability or long-term health condition.
- 2.5 Providing a formal diagnosis of any disability, impairment, long-term health condition or neurodivergence is outside of the scope of this policy.
- 2.6 It is thought that around 20% of the global workforce may be neurodivergent but that many of these individuals have no formal diagnosis. Any individual who considers they may have an undiagnosed condition and would benefit from a formal diagnosis, should be signposted in the first instance to their GP for onward referral.

3.0 Identifying the Need for Workplace Adjustments Process

3.1 Introduction

- 3.1.1 Workplace adjustments should be discussed proactively and supported for staff at all stages of their career, including new starters, apprentices and staff later in their working life.

3.2 Recruitment & Onboarding

- 3.2.1 During the recruitment process, applicants have the opportunity to declare a disability and the Trust participates in the Disability Confident Scheme offering a guaranteed interview to disabled candidates. Candidates are given an opportunity to ask for adjustments ahead of attending an interview/ assessment.
- 3.2.2 During the recruitment process, the successful candidate(s) receive an offer letter which includes information about workplace adjustments. Recruiting managers should also discuss and arrange required Workplace Adjustments ahead of a new employee starting in post. It should be noted that Access to Work prioritise applications and assessments for job seekers/ applicants.
- 3.2.3 Where a new starter already has equipment/ software funded through Access to Work in a previous organisation, this should be transferable and where practicable, should be brought with them to their new role.

3.3 Accessing Education

- 3.3.1 Where the education or training results in a regulated qualification (including regulated qualifications within an apprenticeship), in some cases the external awarding organisation must approve any adjustments to assessment activities. Where required, an application to the external awarding body will be made.

- 3.3.2 Where the employee does not have a formal diagnosis, YAS Academy can initiate an informal assessment which can lead to a formal diagnostic assessment for dyslexia, where required. Further screening is available within The Academy to better understand and support apprentice's additional needs. Individual factors will be considered on a case-by-case basis including the level of need, the services and funds available, the duration remaining on the programme and any evidence requirements.
- 3.3.3 Educational adjustments can take time to identify and agree with awarding bodies, therefore, required adjustments should be fully explored between the manager and employee as soon as possible before any educational course begins.
- 3.3.4 If the employee has an Education Health Care Plan (EHCP), or a My Support Plan, this should be provided to the Academy at the earliest opportunity and where possible the adjustments will be implemented.

3.4 During Employment: Undertaking Day-to-day Duties

- 3.4.1 Individuals may already be aware of the adjustments they need. These may be adjustments that work in their personal life or have been successful in previous employment or education. Individuals may already have had an Access to Work assessment, a Workplace Needs Assessment, an Educational Health Care Plan (EHCP), a My Support Plan, or similar. Individuals moving roles within the Trust or joining from another NHS employer may have a work based Health and Wellbeing Passport.
- 3.4.2 Individuals may realise themselves that they are struggling with some aspects of their roles or may identify that adjustments are needed following a change in their health. Similarly, sometimes a concern in the workplace may arise in many ways for example following supervision, a complaint, performance concerns, a Serious Untoward Incident or an employee relations investigation. Further support may be needed to identify what Workplace Adjustments would be beneficial.
- 3.4.3 It is important to consider that different conditions may create many different challenges, for example, people with autism are often also struggling with anxiety because of the challenges they face navigating a world / workplace designed for the neurotypical. This can also lead to other health conditions.
- 3.4.4 Managers should consider and implement anticipatory workplace adjustments where a potential need is identified, even if this is yet to be confirmed.

4.0 Identifying Appropriate Workplace Adjustments

- 4.1 There are several sources of available advice and support identifying what workplace adjustments may be beneficial including those outlined in this section.
- 4.2 Access to Work is part of the Department of Work and Pensions (DWP) and aims to help individuals get into work or stay in work if they have a physical or mental health condition or disability including neurodivergent conditions. This includes those without a formal diagnosis. Advice may relate to job applicants and for those already in work, the advice may relate to support with both day-to day duties and the educational requirements of the role. Access to Work can organise for a specialist assessment to identify suitable adjustments and can also provide a grant to help cover costs. Employees must meet certain criteria to apply for support from Access to Work and they must submit the referral themselves, although managers and other colleagues may be able to provide support with this. Further information can be found on the Workplace Adjustments Pulse Page - [Workplace Adjustments](#).

- 4.3 Occupational Health may also provide advice on suitable Workplace Adjustments. Professional advice from Occupational Health can be provided to the manager on any impact a role may have on the employee's health, and they will make recommendations in the workplace to reduce impacts and provide additional support, adjustments to working environment and/or processes and practices. The line manager usually makes the referral to Occupational Health using the online portal, with the individual's agreement and input. Further information can be found on the Health & Wellbeing Pulse page - [Health and Wellbeing](#).
- 4.4 Specialist advisors may also make recommendations regarding suitable workplace adjustments. These may include medical/ clinical teams already providing care to an individual or charitable organisations.
- 4.5 The Display Screen Equipment (DSE) assessment considers the ergonomic set up and working conditions related to the use of computers or display screen equipment in the workplace and may be used to identify adjustments that are required for an individual. Please refer to the DSE Assessment Policy on Pulse for further information.

5.0 Reasonable Workplace Adjustments

- 5.1 Once a manager is in receipt of recommended Workplace Adjustments, the proposed adjustments should be discussed with the individual and considered to ensure they are required by the individual and reasonable by considering the criteria below:
- How well does the adjustment in question remove or reduce the disadvantage?
 - How practical is the adjustment?
 - How affordable is it? (*note the Trust has a central budget to cover some workplace adjustments and external funding may also be sourced*)
 - Would making this adjustment cause any risks such as health and safety to staff, patients or public or pose other risks such as information governance, cyber or security risks?
 - Does the individual want all the recommended adjustments?
 - Will additional items be needed? (for example if software is recommended has the individual got a suitable device to use it on?)
- 5.2 Not all workplace adjustments are permanent, there are times when only temporary adjustments are required. for example due to pregnancy.
- 5.3 Some examples of adjustments may include the following:
- 5.3.1 During the Assessment/Interview:
- Allowing a longer assessment/ interview time,
 - Using a pen reader device for written assessments,
 - Providing written materials in different formats/ sizes/ braille
 - Providing written materials on coloured paper or the provision of coloured overlays,
 - Providing interview questions in advance,
 - Facilitating ground floor/wheelchair access,
 - Accommodating requests for particular time of the day, e.g. am/pm.
 - Enabling access to a calm space.
- 5.3.2 During Employment/ Engagement
- Revised working pattern
 - Access to a rise and fall desk

- Use of an ergonomic chair
- Using accessibility features on devices such as laptops/ IPADs
- Providing written materials in different formats/ sizes/ braille
- Providing written materials on coloured paper or the provision of coloured overlays,
- Use of specific software*
- Use of alternative hardware*
- Access to training/ coping strategies
- Facilitating ground floor/wheelchair access
- Extra time for assessments
- Amended work targets/ objectives
- Altering the distribution of work in a team
- Provision of a Sign Language Interpreter
- Assistance with travel to/ from work

**a catalogue of approved software/hardware is available on the Workplace Adjustments Pulse Page - [Workplace Adjustments](#).*

5.4 Alongside day-to-day Workplace Adjustments, consideration should be given as to whether the individual needs to have a Personal Emergency Evacuation Plan in place. Further information is available in the Procedure for Personal Emergency Evacuation Plans (PEEP's).

6.0 Organising Workplace Adjustments

- 6.1 Many workplace adjustments can be arranged quickly and easily by agreeing changes to the work environment.
- 6.2 Workplace adjustments should be explored creatively for operational and shift-based roles, recognising that solutions may differ from office-based settings but should be equitable in outcome.
- 6.3 Where the adjustments involve a change in working pattern or working hours, the Flexible Working Policy should be referred to and the request should be recorded on HR Case.
- 6.4 Further information on using the built in accessibility features on devices like laptops and IPADS can be found on YAS 247 - [Course: iPad Resources](#)
- 6.5 Where an assessment recommends items that should be provided as standard for the workplace, these can be purchased through the normal procurement ordering route or through the IT portal and costed to the department's usual budget. Further information can be found on Pulse - [Purchase To Pay](#)
- 6.6 It should be noted that ergonomic chairs are already available throughout the Trust that are fully adjustable. Chairs should not usually be reserved by an individual as the settings will often need to be tweaked during the shift. As such, ergonomic chairs will not usually be funded by the centralised Workplace Adjustments budget unless they are unusually specialist. Managers should purchase chairs through the standard procurement route (Purchase to Pay).
- 6.7 Whilst the Trust is responsible for ensuring the workstations on site are suitably equipped, an individual is responsible for purchasing items needed for their home workstation set up.

- 6.8 To request funding through the central Workplace Adjustments budget, the following process should be followed:
- 6.9 The report (e.g. Access to Work or Occupational Health Report) confirming the recommendation(s) should be submitted through the HR Portal, selecting the 'Workplace Adjustments' category. If there are particularly sensitive sections, these may be redacted prior to submitting. On the HR Portal form please list the items requested with any further information considered relevant. This supporting information should reflect the discussions between a manager and the individual to consider suitability and reasonableness.
- 6.10 Non-IT Items
- 6.10.1 On receipt of the report, any non-IT items will be reviewed within HR. The manager will be contacted with any queries and where the purchasing of an item through the central Workplace Adjustments budget is approved, the manager will be given authorisation to proceed with the purchase. The manager is responsible for ordering the items and ensuring they are received by the individual.
- 6.10.2 Non-IT items may include training and coaching for which the manager must ensure that the employee is abstracted to undertake the training/ coaching in a timely manner and has a suitable environment to access it.
- 6.10.3 For Non-IT items recommended by Access to Work, once the invoice has been received, it should be forwarded to yas.hrworkplaceadjustments@nhs.net to enable a claim to be submitted by the Trust.
- 6.11 IT Items
- 6.11.1 For IT items including hardware, software and training on software, the requests will be considered by the Adaptive Technology Group to ensure suitability, compatibility, and compliance with cyber security and information governance requirements. Any approved requests will then be ordered and the IT reference number will be provided to the manager.
- 6.11.2 The manager will need to ensure that the software and hardware is received by the individual.
- 6.11.3 For training on IT software, once this has been purchased, the confirmation will be provided to the manager who will need to ensure that a suitable time is booked, and the individual is abstracted to undertake the training and has a suitable environment in which to do so.
- 6.12 Any items recommended that are not confirmed on a formal report will not be funded through the centralised Workplace Adjustments budget.

7.0 Health and Wellbeing Passport

- 7.1 Once additional support has been identified and implemented, if they have not already done so, an individual is encouraged to complete the Health and Wellbeing Passport. The Health and Wellbeing Passport can be found on Pulse - [Health and Wellbeing Passport](#).

7.2 The main functions of the passport are:

- To support conversations between an employee and their manager about the reason workplace adjustments are required, and what the adjustments are.
- To act as a record of that conversation and of the adjustments agreed as a supportive measure.
- To inform a new manager of current workplace adjustments to consider whether they need reviewing in any new role.

7.3 The Health and Wellbeing Passport is owned by the employee and is private and confidential to them. It can be used, if the employee agrees, to share information and keep communication open with their manager around support needed in the workplace. Additionally, it is useful when reviewing where current adjustments may no longer be suitable, or where health conditions have changed, at which point the employee should complete a new passport document.

7.4 For roles involving a period of training, the employee should be encouraged to complete the Health and Wellbeing Passport and share this with YAS Academy.

8.0 Ensuring Continued Suitability

8.1 Managers and staff should regularly discuss health and well-being and these regular conversations should provide an opportunity to ensure that Workplace Adjustments remain effective and suitable.

8.2 If further Workplace Adjustments are required, additional advice should be sought.

8.3 Where changes to the Workplace Adjustments are agreed, the Health and Wellbeing Passport should be updated.

8.4 Individuals will be invited to provide feedback on the Workplace Adjustments purchased; however feedback can be provided to yas.hrworkplaceadjustments@nhsnet at any time. This feedback will be used to inform future purchasing decisions and ensure the most suitable adjustments continue to be provided.

9.0 Leaving Yorkshire Ambulance Service NHS Trust

9.1 When an employee leaves the Trust, consideration should be given as to whether equipment/ software can be transferred to the new employer. Managers should seek assurance that funding was successfully claimed from Access to Work regarding any specific item, should consider any specific risks such as cyber/ IG implications and must ensure asset registers are updated. Advice must be sought on any specific IT hardware or software that an employee wishes to transfer to a new employment, and it is likely that all data will need to be wiped prior to release.

10.0 Appeals

10.1 Any individual who has concerns about the provision of workplace adjustments, such as a delay in the process or a decision not to provide a particular adjustment, should discuss this with their manager first and try and resolve it informally. HR and Trade Unions can also help to resolve concerns informally.

10.2 If a concern cannot be resolved informally then a formal concern should be raised through the Trust's Grievance Policy.

11.0 Training Expectations for Staff

11.1 HR Advisory Team will signpost managers and staff to this policy and will provide appropriate training where required.

12.0 Implementation Plan

12.1 The latest approved version of this policy will be posted on the Trust Intranet site for all members of staff to access. New members of staff will be signposted to how and where to access this policy on Pulse during Trust Induction. A commitment statement will be made available as part of the recruitment process.

12.2 HR will ensure the launch of the policy is formally communicated across the Trust.

13.0 Monitoring Compliance with this Policy

13.1 HR will monitor all requests for Workplace Adjustments that come through the HR portal, and this will be reported annually to the Diversity and Inclusion Steering Group.

13.2 The Trust will monitor the number of formal employee relations cases, concerning workplace adjustments.

13.3 Further information regarding the success of this policy will be collated through the responses to the Annual Staff Survey and other ad hoc surveys undertaken as required.

14.0 References/Other Sources of Support

14.1 There is a large pool of internal and external sources of support available to employees and managers including the following:

- The Disabled Staff Network - [Support Networks](#)
- Additional information including fact sheets and links - [Workplace Adjustments](#).
- ACAS - [Acas | Making working life better for everyone in Britain](#)

15.0 Definitions

Disability	In legislation, someone is disabled when they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities.
Substantial	More than minor or trivial, e.g. takes longer than it usually would to complete a daily task like getting dressed.
Long-term	Lasting/likely to last longer than 12 months e.g. a breathing condition that develops because of a lung infection. These can sometimes be referred to as chronic conditions.
Neurodiversity	An umbrella term that refers to the natural differences between people's brain and ability to process information and is useful to describe people with varying characteristics and behaviours of neurodevelopmental conditions alongside the 'neurotypical' majority in a non-prejudiced way. This can include Autism, ADHS, ADD, Dyslexia, Dyscalculia and Dyspraxia.
Neurodivergent	A person is neurodivergent if they have ADHD, Autism (ASD), Dyslexia, Dyscalculia or any other conditions which effects information processing and how they interact with the world which is considered different to the neurotypical majority. It is used when discussing an individual rather than a group of people or conditions.

16.0 Roles & Responsibilities

Employees/ Staff

- To be open with your manager about any challenges you are experiencing in the workplace and ask for help where needed.
- To apply for an Access to Work assessment where required.
- To be open to learning and information to support you and/or your colleagues with long term any disability, impairment, long-term health condition or neurodivergence.
- To inform your line manager of any changes which may affect your workplace adjustment.
- To adhere to requests for information for the Trust to claim money back from Access to Work.

Managers

- To ensure the workplace is accessible for their staff by organising workplace adjustments in accordance with this policy in a timely manner.
- To ensure all discussions regarding workplace adjustments are handled confidentially and sensitively to ensure staff feel safe to disclose health or wellbeing needs.
- To apply this policy fairly, consistently and sensitively to ensure employees with a disability or long-term health condition receive fair and equitable treatment in the form of workplace adjustments.
- To apply this policy in a culturally sensitive way and be mindful that stigma, communication barriers or differing experiences may affect how staff disclose needs or access workplace adjustments.
- To consider sex-specific health needs, including menopause-related symptoms and recovery from medical procedures, when identifying appropriate workplace adjustments.
- To consider health-related workplace adjustments linked to gender reassignment or transition-related healthcare, in line with individual needs and confidentiality requirements.
- To assess adjustment recommendations and requests swiftly and provide justification when adjustments are considered unreasonable.
- To ensure all reasonable workplace adjustment requests are implemented.
- To jointly complete the Health and Wellbeing Passport with the employee that acts as an information tool to support discussions about workplace adjustments between an employee and their manager.
- To work with the employee, with all available information, to consider, agree and implement workplace adjustments to support the employee in performing their role.
- To adhere to requests for information for the Trust to claim money back from Access to Work.

People and OD Teams (HR/ Diversity & Inclusion and Health and Wellbeing Teams)

- To provide advice in relation to this policy and all the associated areas that support it.
- To help managers to understand the range of options available to enable them to discuss and identify the appropriate workplace adjustments for staff.
- To encourage and promote the Health and Wellbeing Passport for joint completion between the manager and employee.
- To support the Access to Work claims and ordering process, including reclaiming funds.
- To manage the centralised Workplace Adjustments budget.

Trade Unions

- Trade Unions provide advice, support, and if required, representation to their members.
- Trade Unions work in partnership with managers and HR to ensure that the policy is applied reasonably, consistently and in an unbiased way.

Procurement

- To support the access and/or ordering of the equipment/provision identified as required as part of any agreed workplace adjustment for staff.
- To ensure best value for money during the procurement process.
- To ensure the earliest delivery and installation (if required) of the equipment to the employee.
- To communicate/update all stakeholders on the progress of orders/timescales regularly.

IT/Digital

- To support the access and/or ordering of the equipment identified as required as part of any agreed workplace adjustment for staff.
- To ensure best value for money during the procurement process.
- To support the earliest delivery and installation (if required) of the equipment to the employee.
- To communicate/update all stakeholders on the progress of orders/timescales regularly.

Finance

- To reconcile and confirm monies from Access to Work have been received by the Trust.
- To collate financial data associated with the purchase of services and/or goods in relation to workplace adjustments for budget monitoring purposes.

Estates

- To ensure the estate of the Trust is accessible for all staff and meets both legal requirements and the agreed minimum building standards.
- To implement workplace adjustments in a timely manner.
- To engage with the Disabled Staff Network on designed for new buildings and refurbishments.