



Reasonable Adjustments Policy

Removing barriers for staff, volunteers and families

Assisting Parents with Children Affected by Mental Health
Registered Charity Number 1186256

Version	1.0
Adopted	March 2026
Approved by	The Board of Trustees, signed on its behalf by Lauren Ridley, Chair of Trustees
Policy owner	CEO
Next review	March 2027, or sooner if legislation or guidance changes
Applies to	Trustees, staff, volunteers, placement students, job applicants and service users

At a Glance

Our commitment: APCAM will make reasonable adjustments so that disabled and neurodivergent people, and people with long-term health conditions, can work, volunteer and use our services on an equal basis. You do not need a diagnosis to ask.

- **Just ask:** anyone can request an adjustment at any time, in any format.
- **We talk it through together:** the person is the expert on what helps them.
- **We respond quickly:** within ten working days, sooner where possible.
- **Adjustments are recorded, reviewed and kept confidential.**

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1. Purpose

Many of the people APCAM works with, and many of the people who work and volunteer with us, are disabled, neurodivergent, or live with mental health conditions or long-term health conditions. This policy explains how APCAM meets its duty under the Equality Act 2010 to make reasonable adjustments, and how we go further to make our organisation accessible and inclusive.

2. What is a Reasonable Adjustment?

A reasonable adjustment is a change to the way things are done, to a physical feature, or the provision of extra support or equipment, that removes or reduces a disadvantage a disabled person would otherwise face.

Under the Equality Act 2010, a person is disabled if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. This can include conditions such as autism, ADHD, dyslexia, anxiety, depression, chronic fatigue and many others. Some conditions, including cancer, HIV and multiple sclerosis, are covered from diagnosis.

Good practice: APCAM does not require anyone to prove they meet the legal definition of disability before we consider an adjustment. If something would help, we will consider it.

3. Examples of Adjustments

Area	Examples
Recruitment	Questions shared in advance, extra time, a quiet room, a different interview format, information in large print or easy read.
Working patterns	Flexible hours, phased returns, breaks, part-time or remote working, time off for appointments.
Environment	A quieter workspace, adjusted lighting, accessible venues, step-free access, seating that meets a person's needs.
Communication	Written instructions, agendas in advance, visual planners, captions on video calls, use of preferred communication methods.
Equipment and technology	Assistive software, ergonomic equipment, noise-cancelling headphones.
Workload and supervision	Adjusted targets, regular check-ins, a named contact, support with organisation and planning.
Service users	Sessions at a quieter time, a familiar worker, sensory-friendly spaces, home or online sessions, longer appointments, a parent or advocate present.

4. Requesting an Adjustment

Staff, volunteers and placement students

1. Tell your line manager, or the CEO, what is difficult and what might help. You can do this verbally, in writing or with someone supporting you.
2. Your manager will meet you to talk it through, normally within ten working days.
3. Where helpful, and with your consent, advice may be sought from Occupational Health, your GP, Access to Work or a specialist organisation.
4. Agreed adjustments are recorded in a Workplace Adjustment Passport (Appendix A), which you keep a copy of.
5. Adjustments are reviewed at least every six months, or sooner if your needs change.

Job applicants

Every job advert and application pack will invite applicants to tell us about any adjustments they need at any stage of the process. This information is used only to make adjustments and does not affect shortlisting.

Children, young people and families

We will ask about access needs when a family first contacts us, and at any time after that. Staff will work with the family, and with the child where possible, to agree what helps. Adjustments for children are recorded on their file and shared with the staff working with them.

5. Deciding What is Reasonable

APCAM will consider:

- how effective the adjustment would be in removing the disadvantage;
- how practical it is to make;
- the cost and the resources available, including external funding such as Access to Work;
- any disruption it may cause;
- whether alternatives could achieve the same result.

If a requested adjustment cannot be made, APCAM will explain why in writing, discuss alternatives, and the person may appeal to the Chair of Trustees.

6. Access to Work

Access to Work is a government scheme that can fund practical support, equipment, support workers and travel costs for disabled employees. APCAM will support staff to apply and will work with the scheme to put support in place.

7. Confidentiality

Information about health, disability and adjustments is special category personal data. It will be kept securely and shared only with the people who need to know to put the adjustment in place, and only with the person's agreement, in line with the Data Protection Policy.

8. Roles and Responsibilities

Who	Responsibilities
Board of Trustees	Make sure APCAM meets its legal duties and resources adjustments appropriately. Hear appeals.
CEO	Makes sure requests are handled promptly and fairly, approves adjustments, and keeps records.
Line managers and session leads	Have supportive conversations, put agreed adjustments in place, and review them.
Everyone	Respect adjustments made for colleagues and service users, and keep information confidential.

9. Monitoring and Review

The Board of Trustees will monitor how this policy is working through regular reports from the CEO, feedback from staff, volunteers and service users, and learning from any incidents or complaints. This policy will be reviewed annually by the policy owner, or sooner if legislation, statutory guidance or APCAM's services change.

10. Related Policies and Legal Framework

10.1 Related APCAM policies

- Equality, Diversity and Inclusion Policy 2026
- Health and Safety Policy 2026
- Lived Experience Policy 2026
- Safer Recruitment Policy 2026
- Data Protection Policy 2026
- Trauma Informed Working Policy 2026

10.2 Legislation and guidance

- APCAM Constitution (Foundation model CIO constitution, last amended 20 September 2019)
- Equality Act 2010, sections 20 to 22 (duty to make reasonable adjustments)
- Equality Act 2010 Employment Statutory Code of Practice
- Equality Act 2010 Services Statutory Code of Practice
- Children and Families Act 2014 and SEND Code of Practice
- Data Protection Act 2018 and UK GDPR
- Health and Safety at Work etc. Act 1974

Approval

Approved by	The Board of Trustees, by resolution in line with clause 13 of the APCAM Constitution
Signed on behalf of the Board	Lauren Ridley, Chair of Trustees
Signature	
Date adopted	March 2026
Next review	March 2027
Registered address	APCAM, 1 The Green, Alvescot, Oxfordshire OX18 2QD. Registered Charity Number 1186256

Appendix A: Workplace Adjustment Passport

This passport records adjustments agreed between you and APCAM. It belongs to you, and you can ask to review it at any time.

Name	
Role	
Line manager	
Date agreed	

What I find difficult or what affects me at work

Describe in your own words. You do not need to share a diagnosis.

Adjustments agreed

What will change, who is responsible, and by when.

What helps on a difficult day

For example, signs to look out for and what your manager can do to help.

Review date	
Signed (employee / volunteer)	
Signed (manager)	