



MOORE THAN ARTHRITIS | DETAILED GUIDE

Reasonable Adjustments in Practice

Move from a broad request to an effective, measurable arrangement.



WORKPLACE INCLUSION Practical, respectful and evidence-informed guidance for sustainable work.

Supporting People | Raising Awareness | Building Community | Living Beyond the Diagnosis

Stronger together. Beyond limits.

General workplace information - not individual medical or legal advice | Version 1.0 | August 2026



Reasonable Adjustments in Practice

Move from a broad request to an effective, measurable arrangement.

KEY MESSAGE The purpose of an adjustment is to reduce disadvantage. Effectiveness matters more than whether an idea looks conventional.

Task design Change sequence, allocation, pace or method.	Working pattern Alter hours, breaks, location or travel.	Equipment Adapt input devices, tools, seating or software.
Environment Address access, temperature, noise and distance.	Communication Provide accessible formats and predictable processes.	Support structure Use training, assistance or specialist assessment.

Scope This resource offers general workplace information. It cannot determine whether a person is legally disabled or what is reasonable in a specific case.



What can make workplace inclusion harder

Look beyond diagnosis labels to the interaction between the person, the role, the environment and workplace systems.

Binary decisions Requests are accepted or rejected without alternatives.	No trial criteria Nobody knows whether a change worked.	Temporary drift Short-term changes end without discussion.
Role change Old adjustments are copied without reassessment.	Cost confusion Access to Work and employer duties are conflated.	Confidentiality gaps Colleagues receive unnecessary health detail.

AVOID ASSUMPTIONS Individual experience, role demands and effective support vary.



Actions that may reduce disadvantage

Use a person-centred discussion and competent advice where needed. Adjustments should be effective, proportionate and reviewable.

Define the barrier State the substantial disadvantage clearly.	Generate options Include employee ideas and competent advice.	Assess proportionately Consider benefit, practicality, disruption, cost and resources.
Implement clearly Name owner, date and dependencies.	Measure outcomes Use function, quality, attendance or safety indicators.	Review and retain Keep a written, portable record.

Confidentiality Agree what information may be shared, with whom and for what practical purpose. Health information requires particular protection.



From first conversation to review

A consistent process improves trust, accountability and the chance that support works in practice.

1. Define disadvantage
2. Identify adjustment options
3. Assess reasonableness and risk
4. Agree implementation
5. Measure effectiveness
6. Review, revise and record

Questions for the conversation

- What work outcome matters most?
- Which task, practice or environment creates the barrier?
- What has helped or made things harder before?
- Which options should be tried or assessed?
- Who will act, by when, and when will we review?

Keep it practical Record the decision, reason, action owner, target date, confidentiality agreement and review point.



Use this page to prepare or record action

Complete only the fields that are relevant. Keep personal health information secure and share it only through appropriate routes.

1. Disadvantage:

2. Proposed adjustment:

3. Expected benefit:

4. Implementation owner/date:

5. Success measure:

6. Review outcome:

Action record Decision: _____ Owner: _____ Target date: _____

Review date: _____ Measure of success: _____



Use the right route for the issue

Workplace inclusion can involve equality law, employment rights, health and safety, data protection, HR policy and medical care. One conversation may not resolve every part.

Important If a requested option is not reasonable, the employer should explain the decision and continue exploring other effective reasonable options.

Appropriate next steps may include

- Review the adjustment or work plan with the employee and manager
- Use HR, occupational health, health and safety or Access to Work where appropriate
- Seek medical advice for new, severe or worsening health symptoms
- Use a union, Acas, Citizens Advice or independent legal advice for employment concerns
- Call 999 for a life-threatening emergency or use NHS 111 for urgent medical help that is not an emergency

Jurisdiction Equality Act 2010 information in this resource applies to England, Scotland and Wales. Northern Ireland has separate disability-discrimination legislation and support routes.



Trusted workplace information

Use current primary guidance and obtain professional advice for the facts of an individual case.

[1] **Acas - Reasonable adjustments.** Making, discussing, recording and reviewing adjustments. [Open source](#)

[2] **GOV.UK - Reasonable adjustments.** Duties and practical examples for disabled workers. [Open source](#)

[3] **Acas - Reviewing adjustments.** Adjustment reviews and passports. [Open source](#)

[4] **HSE - Employers duties and adjustments.** Workplace safety and disability adjustments. [Open source](#)

[5] **GOV.UK - Access to Work.** Support with additional disability-related work costs. [Open source](#)

[6] **ICO - Workers health information.** Protecting special-category health data. [Open source](#)

Evidence checked: 21 August 2026. Review sooner if UK employment, equality, health or data-protection guidance changes.

Related Moore Than Arthritis workplace resources

- Talking to Your Employer About Arthritis
- Reasonable Adjustments in Practice
- Managing Pain, Fatigue and Flare-Ups at Work
- Line Manager Support Toolkit
- Workplace Accessibility Self-Assessment Toolkit

CONNECT WITH MOORE THAN ARTHRITIS

Website: www.moorethanarthritis.co.uk

Email: info@moorethanarthritis.co.uk

Facebook: Moore Than Arthritis

LinkedIn: Moore Than Arthritis

X: @mta_community

Disclaimer This resource provides general educational information and is not medical, occupational-health, employment or legal advice. Moore Than Arthritis does not determine disability status, employment rights or the reasonableness of an adjustment. Obtain advice from an appropriately qualified professional about individual circumstances.

Stronger together. Beyond limits.