

# What is 'reasonable'?



The process below is to help you make an evidence-based decision about whether or not 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 two parts to doing this: (i) deciding if the duty to make a reasonable adjustment is required, (ii) deciding if it is reasonable.

## 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 of these, you then need to consider:

## Is the adjustment 'reasonable'?

- Effectiveness – how well does the adjustment in question remove or at least minimise the disadvantage?
- Practicality – 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 are the financial resources available to the organisation (include 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.

## Further information

For more information on reasonable adjustments please see our Line Manager Guide on 'Reasonable adjustments' or our Briefing on 'Adjustments in employment'.

You can also contact our Advice Service on [advice@businessdisabilityforum.org.uk](mailto:advice@businessdisabilityforum.org.uk) or 020-7403-3020.

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