

1. Supporting Policies

Adjustment	When might this be appropriate for a staff member? (Note this is not a complete list of examples)	Policy (Redacted)	Explanation
1.1 Allowing paid or unpaid leave during absence - impairment related	There are many instances where this could be appropriate, e.g. to attend hospital appointments or to attend training with a new assistance dog (which might be residential) [It could also be a reasonable adjustment for a staff member undergoing gender re-assignment. See Gender Reassignment Guidance]		For outpatient appointments paid leave is granted. Where longer absence is Disability Leave should be considered under Special Leave Policy.
1.2 Allowing additional time for workers to reach performance milestones and/or extending probationary period.	This might be particularly appropriate for staff members experiencing / recovering from mental ill health or staff members who require equipment or other reasonable adjustment to perform well.		A staff member may need extra time to adjust to the job. This might include time waiting for equipment to be put in place and/ or raising the awareness of their colleagues.
1.3 Allowing a staff member to work from home or flexibly.	When staff members have impairments that vary in impact, or can affect their stamina, e.g. MS, arthritis or female staff member going through menopause.		These policies enable staff members to work productively and manage the impact of their impairments. May include phased return for staff members with a newly acquired impairment/ condition.

1.4 Making private space for staff members to rest/recover/pray or make telephone call to personal or professional support.

Staff members who experience migraines or anxiety, female staff members going through menopause, those needing to speak with their HRBP/ OH, or staff members requiring a space to pray.

A staff member may need to manage the impact of impairment – a private space to rest temporarily, cry or talk with a colleague before they can return to their workspace.

1.5 Guaranteed interview for disabled candidates meeting the essential criteria for short listing.

Any disabled candidate identifying as wanting an interview under the scheme.

Any applicant with a disability who meets the minimum essential criteria for a job will be offered an interview. For Civil Service purposes, eligibility for a guaranteed interview is by 'self-declaration' on the part of the applicant. The applicants must themselves indicate that they have a disability

**1.6 PEEP.
PEEP-Personal Emergency Evacuation Plan (Fire Safety Manual)**

Any staff member with an impairment that might affect their ability to evacuate the building in an emergency.

To be completed by staff and manager identifying the steps that will be put into place to support a safe exit.

1.7 Impairment related absence is counted differently from ordinary sickness absence.

Any staff member who has identified an impairment (as may be covered by the Equality Act definition of disability) Note the impact of a condition like diabetes.

Sickness absence trigger points for staff with a disability can be adjusted to take disability into account.

Disability leave should be recorded separately to sick absence and does not count towards attendance management or sick pay calculations

1.8 Disabled employees treated more favourably in re-deployment

Any disabled employee (as might be defined by the Equality Act definition of disability)

Equality analysis required for all organisational change activity which should identify disability-related issues.

1.9 Appraisal process includes a question about specific access needs (any reasonable adjustments required) and opportunity to review needs annually

Potentially any staff member, i.e. not just staff members who have already identified as disabled / having impairment. Staff members going through menopause or with a temporary injury. Staff members with religious needs.

Equality analysis required for all organisational change activity which should identify disability-related issues.

1.10 Workplace adjustment passport.

Any staff member with an impairment / disability or condition where reasonable adjustments might be required, (including staff members going through the menopause).

The passport is arrived at through staff member and manager discussion. Once a staff member has an agreement it is transferable to any position as long as they remain working for [REDACTED]. The agreement can be reviewed and amended as appropriate

2. Recruitment Considerations

Adjustment	Employees	Explanation
<p>2.1 Guaranteed place on the shortlist for interview where the candidate meets all the essential criteria and have declared that they are seeking an interview under the disability symbol (guaranteed interview).</p>	<p>Any candidate who self- identifies as a disabled person</p>	<p>The guaranteed interview scheme (part of the Job Centre's Positive about disabled people scheme / employer pledge) is an example of positive action designed to create a more level playing field. A disabled person who meets the essential criteria will always get an interview using this scheme (So if there were high numbers of applicants meeting the essential criteria – the disabled candidate would not be filtered out whereas a non-disabled candidate may be). Note that not all disabled applicants will make use of the guaranteed interview or declare their disability status at the application stage.</p>

2.2 Flexibility to make reasonable adjustments at the interview as identified by any shortlisted candidate.

Any candidate identifying with specific access needs.

The letter sent out to applicants includes the sentence about 'any specific access needs'. This may be the first occasion that the candidate identifies as disabled and provides details of their specific needs.

2.3 Reviewing the location or date / time of the interview.

Wheelchair users, deaf or hearing impaired candidates, diabetes or other candidates who need to take medication at specific times. Consideration to religious needs may be appropriate e.g. if an interview takes place during Ramadan and the candidate is fasting, they may prefer an interview in the morning to perform at their optimum.

If the candidate has requested a sign language interpreter for example it may take up to three weeks to book an interpreter.

If the candidate is a wheelchair user or has walking difficulties review of the accessibility of venue may be required.

If the candidate is deaf and lip reads or takes certain medication for example, they may prefer an interview at a specific time of day e.g. in the morning when they are most able to concentrate.

If the candidate employs a Personal Assistant (P.A) they may require an interview at a specific time to suit the shift the PA can work (to get them ready /accompany them).

2.4 Typed or written list of questions provided to the candidate before or as they walk into the interview [May be requested in a particular format e.g. size 14 text on blue paper- see 6.6].

Candidates including people with Autism or who describe themselves as 'neuro diverse', deaf or hard of hearing people.

Providing the questions in a written format (and not just verbally) is a reasonable adjustment for people with a variety of impairments. This adjustment is a practical solution for deaf or hard of hearing candidates who will be significantly disadvantaged if they are using lip reading skills (it is more difficult to lip read a stranger, particularly in a stressful situation). It is a reasonable adjustment for other people with impairments which may impact on communication or social interaction e.g. a person with Autism or an impairment that may impact on short term memory /memory in stressful situations. (In such cases the written questions provide a prompt reminder).

2.5 Providing a laptop and screen or similar adjustment so that the person types their answer rather than speaking the answer.

People with a speech impairment or stammer.

A person with a speech impairment or stammer may find it particularly difficult to speak in front of strangers in stressful situations, in the case of a person with a stammer, the 'stress' of having difficulty getting their words out may impact on their confidence and performance at the interview in a very negative way. The provision of a laptop and screen removes the extra stress enabling them to perform to their fullest potential.

2.6 Other equipment e.g. induction loop. Deaf or hard of hearing people

An induction loop (or portable loop) is used by some hearing aid wearers. Tip – Ensure the loop is working!

2.7 Organising a human aid to communication (Lip speakers, Sign supported, English Interpreter or British sign Language Interpreter)

Deaf or hard of hearing people

It should be remembered that the Human aid to communication is a 'conduit' working to aid communication not just for the deaf or hearing impaired person but for the interview panel. Where a panel is working with an interpreter or other aid, they should be familiar with the 'etiquette' working with interpreter.

2.8 Extra time.

Deaf or hard of hearing candidates. Candidates with a speech impairment or stammer. A candidate with Autism.

It should be recognised that an interview (or other meeting) with a disabled candidate / staff member may require extra time. In the case of a D/deaf person using an interpreter – the interview will likely take at least fifty per cent longer. In the case of other candidates with impairments, a candidate with mobility or dexterity issues may take longer to set up the presentation (or require assistance with set –up). A candidate with a speech impairment may take a little longer giving their answers etc.

2.9 Making a reasonable adjustment without much prior notice.

Potentially any candidate.

Ideally a candidate will identify before the day of interview any specific access needs they might have reasonably met at interview but even **if the candidate** identifies at the start of the interview some adjustments could reasonably be made e.g. a deaf candidate might ask for the questions to be available written down [see 2.4] but it wouldn't be reasonable for them to expect you to provide an interpreter at such short notice. (However, if they had identified on receipt of the invite to interview letter this would have been a reasonable request)

3. Management and supervisory considerations

Adjustment	Employees	Explanation
3.1 Prompting – induction checklist specific needs question.	All new staff members (you can't presume by looking at the staff member that they don't have specific needs or an impairment).	The question is the first opportunity if a staff member has not already identified any impairment related (or other) specific needs. The question should be asked openly and without presumption. Note a new staff member may feel nervous of asking so an engaging supportive lead is important.
3.2 Offering additional supervisory sessions	Staff members with mental health conditions or learning difficulties or have an autistic spectrum disorder.	Some disabled staff members may require additional supervision to support their learning and integration into the team. Staff members with Autism will appreciate precise and specific instructions and deadlines – a staff member with Autism will find it difficult to work with instructions that are open to interpretation.

3.3 Offering additional training or instruction on new procedures or information.

Particularly relevant to staff members whose impairment affects short term memory or learning ability e.g. staff members with dyslexia, a learning difficulty or mental health condition.

Where non-disabled staff member might receive an update on procedure in writing for example, a reasonable adjustment for some disabled staff members might include one to one instruction or support to understand the new procedure or requirement. It may also be useful to consider specific training such as time management for staff members who impairment may impact on organisational skills e.g. a staff member with dyslexia.

3.4 Offering information and training in the most appropriate and reasonable way for the staff member – with materials provided in staff members preferred way format or 1:1 instruction / delivery where required.

Various staff members including those with mental health conditions, blind or visually impaired staff members, D/deaf or hard of hearing staff members and staff members with dyslexia.

E-learning will not be accessible for some disabled staff members – it should be noted however that there are a few courses made accessible for staff members using screen readers (used by visually impaired staff members). Some staff members with dyslexia may prefer training that involves verbal interaction. Where training is provided using DVD, consideration should be given to audio described (for Blind staff members) BSL signed (Deaf) and subtitled version. Written materials must be provided in preferred formats [see 6.6]. The learning and development team is able to provide 1:1 training where reasonably requested.

3.5 Consideration given to the assigning of a work colleague to act as 'buddy' or the assigning of a work colleague to act as 'buddy' or 'mentor'.

Various staff members including those with mental health conditions, learning difficulties or anxiety.

A work colleague assigned as 'buddy' or 'mentor' can help ensure a staff member is fully included and supported as team member.

3.6 Consideration given to the training requirements of wider team to ensure inclusion of the disabled team member (and avoid resentment by others). Various staff members.

Agreement of the disabled staff member must be sought, but information on what they would like the team to know will equip team members to understand their responsibilities and the impact of their behaviour on the disabled staff members ability to work as part of the team.

Examples are provided below:

- Awareness raising on respecting the specific equipment used by the individual or requirement for quiet time [see sections 4, 6 and 7].

- A staff member with Autism in a stressful situation could be perceived as rude, insensitive or impolite the fact that they may have difficulty with social interaction, being sensitive to sound and fluorescent lighting, they may find some noises painful and will not maintain eye contact in conversation. This requires learning of more inclusive ways of engagement working from non-disabled colleagues.

- A staff member with severe asthma or similar condition may request that colleagues refrain from spraying strong air fresheners, perfumes' or body sprays in the places they are based / working.

- Understanding is helpful where medication or impairments impacts upon stamina and the disabled staff member may work flexibly to accommodate that.

- Mental Health First Aid training - 1 in 4 people will experience mental ill health at one time in their life.

4. Adjustments to the (WorkSmart) environment/culture



Adjustment	Employees	Explanation
4.1 Positioning within the office space (including positioning away from noise and 'people traffic').	Various staff members including those with mental health conditions, hidden impairments e.g. MS or staff members who are hard of hearing, staff members who are wheelchair users or who have movement or dexterity issues e.g. an amputee, a staff member who has had a stroke or has a congenital condition affecting use of the body e.g. cerebral palsy (left or right sided hemiplegia). Staff members going through the menopause.	<p>The acoustics of the room may need to be considered for a deaf or hard of hearing staff member. The staff member may prefer to sit in a position where it is easiest to see the most people in the room.</p> <p>A staff member with a mental health condition may perform better in a space with privacy – removed from the busy hubbub – this is also true for staff members with dyslexia needs quiet to concentrate. A staff member with a stammer may be anxious speaking on the phone in an open and exposed environment.</p> <p>The reasonable maneuverability of a wheelchair user getting around will be a consideration.</p> <p>A staff member who has the predominant use of one side of their body may be better organised if they are seated 'left or right sided' as appropriate – this enables the easier reach of files / equipment etc.</p> <p>Other requests that are impairment related may include to be positioned near a door or next to a window (this may be relevant for disabled staff members or staff members going through the menopause). Where reasonable the need must be met including the provision of a dedicated workspace (This space can be used by others when the staff member is not at the desk and specific equipment cleared away where reasonable but the staff member will always sit at this desk when in the office.)</p>

4.2. Providing partitions, room dividers or otherwise enhancing soundproofing and visual barriers between workspaces	Staff members who are hard of hearing, have mental health conditions, have a stammer or dexterity issues or are on the autistic spectrum.	A partition provides privacy and or soundproofing to enable fullest participation. – A staff member using voice activated software will be 'speaking' every email opened and every document typed so will need a quiet space so that the software doesn't pick up background noise. [see 6.2]
4.3 Blocking noise e.g. reducing telephone volume or pitch.	Staff members with mental health conditions or autism.	Some staff members will be sensitive to noise (might cause them pain) due to impairment. (They may also be sensitive to strong smells such as perfume).
4.4 Increasing 'personal space' or 'working space'.	Various – including staff members who need additional equipment as a reasonable adjustment to fulfil their role.	Links to the position in an office [see 4.1], it may be reasonable to allocate more space to a staff member to accommodate equipment provided as a reasonable adjustment. This may require space 'reserved' especially for the staff member's use and to meet their specific access needs/.
4.5 Offer of a reserved parking space.	Various – including disabled staff members who are blue badge holders or staff members with temporary injury.	Accessible parking must be available for staff members who are blue badge holders but, it may also be a reasonable consideration to offer a specific and reserved parking space for some other staff members e.g. as a drop off point for a staff member with a temporary injury. This wouldn't be a requirement under the Equality Act).
4.6 Temperature, lighting and other factors affecting general working environment.	Various including staff members with epilepsy, Autism or asthma, ME, cancer and arthritis. Also relevant to staff members going through the menopause.	A flickering strobe may induce a seizure in a staff member with photosensitivity. Temperature control may be a reasonable adjustment – the provision of a fan or heater when temperatures are too hot or cold for the individual – cool temperatures can have a disproportionate effect on pain and comfort levels for some for disability related reasons.

5. Adjustments to the work day routine – (2) other

Adjustment	Employees	Explanation
5.1 Due consideration to planning and papers distribution ahead of the meeting / training.	Staff members requiring papers in alternative formats, deaf staff members and staff members with dyslexia.	To ensure fullest inclusion and ability to participate in the meeting papers must be distributed with enough time for staff members to format and prepare – a staff member with dyslexia for example will find it particularly helpful to read papers ahead of a meeting (rather than during) to feel confident to comment on them at the meeting. Also consider accessibility of delivery of meeting e.g. presentations.
5.2 Meetings are more structured with established 'ground rules' followed at all times.	Staff members with sensory impairments (blind, visually impaired, Deaf, hard of hearing staff members) Staff members with hidden impairments including dyslexia, dyspraxia, diabetes, epilepsy and speech impairment and / or stammer.	Specific needs will vary but some general considerations include: •Planned agenda with appropriately scheduled breaks will ensure fuller participation of disabled and non-disabled staff members alike but, timings can be especially important for staff members who : i) Need time to break or take medication. (Hidden impairment) ii) Are lip reading, which requires concentration and can be very tiring, or use human aids to communication e.g. BSL signer (Deaf or hard of hearing staff member) •Inclusive introductions – consider: i) The order of the introductions – a person with a stammer may prefer to introduce themselves first as 'waiting their turn' around the table may increase anxiety speaking in public (always ask the person their preference) ii) One person speaking at one time enables inclusive contributions.
5.3 Staff member is met at the bus stop by assigned 'buddy'.	(New) blind or visually impaired staff member or (new/ returning) staff member with anxiety.	This reasonable adjustment is an easy step to take which reduces stress for someone new or returning to the workplace.

<p>5.4 Flexibility and increased frequency in breaks.</p>	<p>Various staff members including those with mental health conditions or taking medication. Staff members with work related upper limb disorder or severe back pain requiring rest breaks. Also relevant to staff members going through menopause.</p>	<p>Flexibility to take breaks or rest breaks will enable people managing impairments /condition or pain to contribute most fully in the workplace. A staff member with diabetes for example might need to take medication (in quiet / private space) at specific times to maintain health and wellbeing. Other staff members might best be included if they are able to take rest breaks when needed rather than at pre-determined times.</p>
<p>5.5 Staff members working shifts more flexibly rather than the usual set times – may be earlier or later or compressed hours.</p>	<p>Various staff members including those with mental health conditions/ anxiety, depression or lupus and staff members going through menopause.</p>	<p>Many staff members may have a ‘best part of the day’ – a time when they are able to work most productively on a type of task. Where the reason is impairment related adjusting a shift to suit that time is a reasonable adjustment. (Reception duties start from 9am but a staff member’s adjustment is that they work shifts after 11am only.) In the case of a staff member with anxiety, allowing them to finish work before the ‘rush hour’ so that they can get home safely avoids unnecessary stress. A staff member with a condition such as lupus which may affect stamina and or fluctuate may prefer to work compressed hours so that they manage the time at work when they are feeling most productive.</p>
<p>5.6 Allowing staff members to take a longer lunch break to attend a support meeting.</p>	<p>Various including staff members with mental health conditions/anxiety or depression.</p>	<p>Examples of a support meeting would include meeting with welfare services or external support e.g. Alcoholics Anonymous.</p>
<p>5.7 Allowing staff members to use paid or unpaid leave for appointments relating to health / impairment.</p>	<p>This could be beneficial to disabled and non-disabled staff members.</p>	<p>When first acquiring an impairment or condition a staff member may need to attend frequent meetings relating to the diagnosis and adjustment to living with that condition. With pre-existing conditions, staff members may need to attend annual / regular appointments to monitor their impairment.</p>

5.8 Phased return to work.	Various staff members.	To adjust back into the workplace, a staff member might be most productive working reduced hours to begin with.
5.9 Providing email or fax as contact details only.	Staff member with a stammer or a deaf staff member or staff member with Autism.	Where the telephone may cause excessive stress or difficulty for a staff member, publicising their email or fax contact details only may be a reasonable adjustment. Where the staff member uses a textphone it would be useful to promote the 18002 prefix and information about Text Relay Service. [See 6.5] A staff member with Autism may have difficulty talking over the telephone because of the concentration involved interpreting emotional or hidden meaning of words, pitch of voice, humour or other use of language.
5.10 Reassigning tasks in job description.	Various staff members.	Where a part of the role is difficult for the disabled staff member or would cause potential harm relating to impairment, a task could be reassigned/ swapped with another colleague e.g. a staff member develops a heart condition and are advised not to lift heavy items. Where lifting and handling is a part of the job, this could be removed from the tasks for this person – they could do more of another task instead. Where lifting and handling is the main part of the role, redeployment would be a consideration.

6. Providing technological assistance, equipment and other materials

Adjustment	Employees	Explanation
6.1 Laptop computer or other specific hardware e.g. tracker ball mouse, large or one-handed keyboard.	Various including staff members with mental health conditions, dyslexia, dexterity issues caused by for example cerebral palsy or arthritis or a person who has a repetitive strain injury (RSI).	<p>Where required, a laptop will provide greater flexibility where the reasonable adjustment to work from home or 'unusual' hours is identified or where the use of specific software is identified.</p> <p>Specific pieces of hardware e.g. tracker ball mouse or large keyboard may be required by a staff member with an impairment affecting their dexterity. Referral to Occupational Health is recommended to assess the individual's need. Such equipment may be supplied by Access to Work – the equipment remains for the use and the responsibility of the disabled staff member and like all other specific pieces of equipment, should not be used by other staff members.</p>
6.2 Providing specific software.	Various including blind /visually impaired staff members, staff members with dexterity issues / RSI or arthritis affecting hands/ wrists or work related upper limb disorder or dyslexia or mental health conditions.	<p>Screen readers, magnifiers and related software (and hardware) available for converting text on the screen into audio or Braille (visually impaired and Blind staff members)</p> <p>Speech to text software e.g. Dragon Dictate (staff members with dexterity issues / difficulty using hands/ wrists)</p> <p>Timing software – providing structure and prompts to rest (staff members with mental health conditions, or work-related upper limb disorder)</p> <p>Mind mapping software to aid report writing (a staff member with dyslexia).</p>

6.3 Adapted chairs.

Staff members with back problems and related impairments and conditions including forms of dwarfism.

A chair may appear to have 'no special features' but, many staff members who use an adapted chair will require specific support from it e.g. back support. [Altering the seating position may have a hugely detrimental impact on the comfort (or pain) of a disabled staff member compared to a non-disabled staff member.]

6.4 Power chair (Wheelchair).

Staff members with walking difficulties.

Where proportionate, it may be reasonable for a staff member to be provided with a Power Chair or other wheelchair to assist them 'getting around' in the course of their working week. A disabled staff member may be provided with the Power Chair through the Access to Work scheme (a contribution may be required by UKHSA).

6.5 Video phone or text phone / mobile phone compatible with the BT / RNID Text Relay System or amplifier for a standard telephone.

Deaf or hard of hearing staff member or staff member with speech impairment.

A text phone (minicom) is equivalent to a landline telephone and is used by a deaf / hard of hearing or speech impaired staff member. The staff member will type to type their conversation to another textphone user and use the BT Text Relay system involving a 3 way conversation with an operator when phoning a telephone user. See information on Text Relay Service for further information. An amplifier would be used by staff member who is hard of hearing / has mild or moderate hearing loss.

6.6 Printing documents in specific (preferred) fonts / sizes and colours and different coloured paper and specific (alternative) formats e.g. large print, Braille, easy read, audio.

Visually impaired staff members, staff members with dyslexia and staff members with learning difficulties.

Some visually impaired staff members or staff members with dyslexia may prefer documents printed using specific fonts and sizes and preferred colour contrasts ink on paper. Some people with dyslexia find information (use unjustified paragraphs) printed on pastel blue paper easier to read. There are variations in the colour contrasts preferred by visually impaired people e.g. black on white or black on yellow. The staff member will know their preference. Staff members may require specific alternative formats e.g. easy read for people with learning difficulties. The use of flowcharts and diagrams is helpful for staff members with dyslexia.

6.7 Provision of a Dictaphone.	Blind or visually impaired staff members or staff members with dyslexia.	Enables the staff member to have a record of what is said to assist with note taking for example.
6.8 Access to a fridge.	Staff members who need to keep medication within a specific temperature range	Where a staff member needs insulin or other medication stored in the fridge need to consider is the fridge accessible and will the medication be safe and securely stored there.
6.9 Access to toilet facilities.	Staff members who have inflammatory bowel disease (IBD) or staff members going through menopause.	Whilst all staff members will need adequate toilet facilities, particular consideration to the privacy available, and ventilation will be requirement of a staff member with IBD. Regarding a staff member going through menopause, space to change into a new set of clothes and access to toilets in a job where the staff member is not office based e.g. driving will be important.
6.10 Other solutions as identified by the staff member, Access to Work or Manager or other specialist workplace assessor.	Various staff members.	A solution doesn't need to be 'hi-tech'. It might arise from 'common sense' thinking or maybe involve a different way of doing something (and that might include the wider team doing something differently) to achieve a more inclusive result /outcome. For example, the use of post-it notes (to highlight key points) and A1 wall planner are 'low-tech' examples of adjustments that might help a staff member with dyslexia – prompting memory and aiding organisation. (The wall planner where required will benefit in addition to an electronic calendar). Note: The use of 'do not disturb' or red and green flags to indicate when the staff member is happy to interact will be a helpful adjustment for many staff members with impairments affecting concentration or memory e.g. staff members with autism, epilepsy or dyslexia.

7. Providing human assistance - formal (human aids to communication and personal assistants)

Adjustment	Employees	Explanation
7.1 Participating in meetings with the staff member and their 'Disability Employment Advisor' (DEA) or other employer service provider (from Job Centre Plus or other agency).	Various staff members who are disabled or have impairments.	Any staff member who has contacted Job Centre Plus' Access to Work programme will be assigned a DEA. The DEA's role may include the assessment of the staff member for piece of equipment/support in their job role- providing advice and support to the individual and their manager. The DEA or other provider may need to work with the staff member in the workplace for example when providing training to the staff member at their desk on how to use a piece of voice-activated software.
7.2 Use of Personal Assistants (PA) (also known as support workers).	Staff member with physical impairment affecting movement, mobility or dexterity.	Staff members, who have been assessed as having personal care needs or need assistance with day to day lifting and carrying tasks or getting about, may receive a budget to employ one or more personal assistants. In addition some individuals may receive a budget from the Access to Work programme to employ personal assistants for some or all of their working hours – the tasks undertaken by the PA typically include assisting with personal care, reaching, assisting the individual to and from a car etc.
7.3 Use of Readers/Note Takers (formal or informal).	Blind or visually impaired staff members.	Along with the use of Braille readers, text to speech software, Note Takers (formal or informal), Guide dog – these 'human aids' are a tool that a blind or visually impaired person may access depending upon the requirements of their job and role.

7.4 Human aids to communication (HACS) – Lip speakers, British Sign Language (BSL) Interpreter, Sign Supported English (SSE) Interpreter or Palantypist.

Deaf or hard of hearing staff members

Lip speakers are used by deaf people whose first language is English (they 'mouth' the conversation accompanied by the letters from the finger spell alphabet where required e.g. the letter 'g' is invisible on the lips – the words 'red' and 'green' look the same when lip reading – a most proficient lip reader is only able to read 3 out of every 10 words spoken on the lips.). An SSE interpreter may be used by a deaf person – the interpreter uses signs to support spoken English. BSL is used by Deaf People. It will be their first language and is as different from English as any other language. A palantypist might be used if a conference is being held and the staff member is a delegate – a palantypist uses a 'phonetic keyboard' and types everything being said and it appears on the screen so that the deaf staff member is kept informed of the whole conversation and activity.

7.5 Paying for some of the costs of a 'human aid' or PA

(The human aid may or may not be on [REDACTED] payroll).

As appropriate

The number of working hours per annum that a staff member will require a human aid, interpreter or PA will be negotiated as part of the relationship with the DEA. The staff member may be expected to use some of their personal budget hours. Access to Work will pay some of the costs for the assistance and [REDACTED] may be asked to contribute.

7.6 Training (might be informal) for Manager and work colleagues.

There are general 'rules of disability etiquette' that staff members informal) for Manager and working with a staff member who uses a PA, interpreter or other work colleagues. Human aid should be aware of, the staff member might want to explain to colleagues informally e.g. at a team meeting. (The basic rule is to speak to the staff member and not the human aid.)