ENHANCING REASONABLE ADJUSTMENTS

ELLA LUCIA RICCI, HEAD OF HEALTH, WELLBEING, AND ENGAGEMENT

NHS
Central London
Community Healthcare
NHS Trust

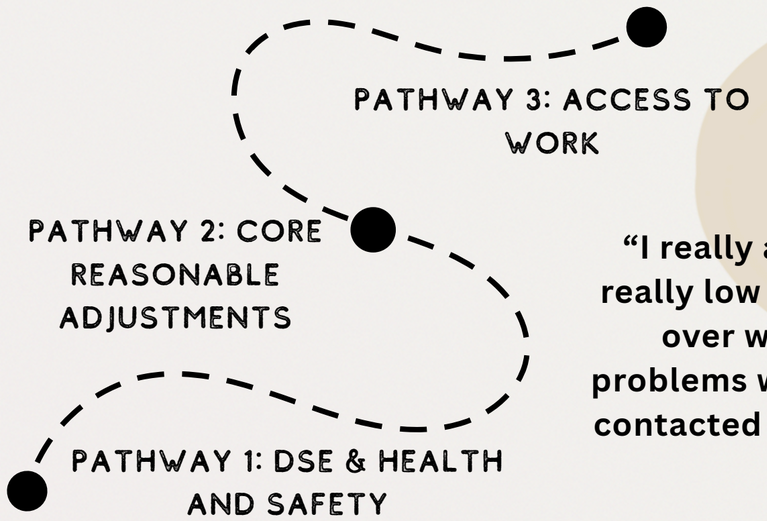
A Community Trust, CLCH covers 14 London Boroughs and Hertfordshire. A vast geography, workplace support was conducted with inconsistency; an absence of understanding on efficient support led to a disparity and inequity in colleague access to reasonable adjustments. This decentralised model lacked clarity and accountability, hindering the Trust's ability to effectively address the diverse needs of its workforce. Financial analysis of colleague support underscored a need for a more structured and transparent approach with budget allocation and spending. We want(ed) to support our 5,500+ workforce, so we committed ourselves to this.

The CLCH Reasonable Adjustments Service officially launched in December 2024, following a 10-month project with Transformation. Since its commencement, **over 200 colleagues** have passed through the service. This has included those under full case management, those with valid Access to Work grants, and/or those seeking guidance and information.

With a central budget and recruited Officer, the Service aims to:

- Create a **culture where people feel more valued**, **confident**, and **supported** in their job, helping them work towards their career aspirations.
- Improve employee **engagement and experience**, which in turn will increase **staff retention**.
- Support assistance that enables higher levels of productivity, **reducing levels of sickness absence**.
- **Reduce levels of harassment, bullying and abuse** for disabled colleagues.
- Increase understanding of **diversity, equality, and inclusion** in the workplace, thereby helping **improve patient care** and outcomes.

REASONABLE ADJUSTMENTS = EQUAL OPPORTUNITIES
(NO DIAGNOSIS REQUIRED)



“Cannot say how impressed I have been with the support from the new Reasonable Adjustments Service. Incredibly responsive, knowledgeable and proactive in getting my new employee set up with the support they need... they couldn't be happier with their experience in joining CLCH.”

“I really appreciate all your help and support. I’ve felt really low at times (I nearly left the trust) going over and over what I can’t do all the time, trying to explain problems with my health no one understood until that is I contacted your team. Our meeting was honestly the most supportive I’ve had within CLCH.”

“This process put in place is exemplary best practice. The difference it makes to me on a personal level can't be overstated - but the impact it will be having on recruitment and retention of staff must be enormous too.”