

# Supporting staff with long-term health conditions and/or impairments

## About this document

This document provides an overview of the key policies and practices relating to supporting staff with long term health conditions and/or impairments, also known as disabilities. The following sections outline your responsibilities as a manager or colleague, and the rights, entitlements and support that you can expect as a member of staff.

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## How to let us know

As many develop a long term health condition/impairment during their working life, it's important for this to be shared so any support and/or workplace adaptations can be arranged.

This can be shared with the organisation by logging on to MyHR. As this information is confidential from management and the wider team, it is important that any long term health conditions/ impairments are discussed between manager and employee. The [HR Disability Champions](#) can support this conversation, if helpful.

- Sign in to MyHR - if you are unsure about how to do this, call HR Advice on ext 6070
- Select 'Personal'
- Select 'Equal Opportunities Details'
- Select 'Edit these details,' update your details
- Click 'Submit' to update the changes

## How to arrange Workplace Adjustments

Once a long term health condition/impairment has been shared, the manager will seek some advice and recommendations for any workplace support needed. This advice may be given by Occupational Health, a GP Fit Note or Consultant letter, an Educational Psychologists report or Statement.

If equipment, training and or a support worker has been recommended, an Access to Work report will need to be arranged, this process is led by the employee.

Access to Work is a government funded organisation that recommends and part pays for workplace adjustments, like Dragon software, an ergonomic chair or adjustable desk, equipment and strategy training or support workers. This is usually the first step in arranging workplace adjustments.

This process is led by the employee:

- <https://www.gov.uk/access-to-work/apply>
- Access to Work helpline
- Telephone: 0800 121 7479
- Textphone: 0800 121 7579

For a guide see 'Workplace Adjustment Process' and record adjustments in the 'Workplace Passport'.

- [Able Futures](https://able-futures.co.uk/mental-health-support-for-individuals/) is a new government-funded service enabling employees of any organisation to obtain nine months of face-to-face support for mental health challenges <https://able-futures.co.uk/mental-health-support-for-individuals/>
- 'Mental Health First Aid' also have a [useful line manager guide](#).

## Workplace support

### 1. HR Disability Champions

[HR Disability Champions](#) provide advice, guidance and awareness sessions for employees and departments arranging workplace adjustments. Contact them:  
[HRDisabilityChampions@islington.gov.uk](mailto:HRDisabilityChampions@islington.gov.uk)

### 1. Employee Assistance Programme

The [EAP offers confidential counselling and resources](#) to help employees and their families with whatever issues they may face, both at work, and in their personal lives.

To receive information and clinical support (available 24/7, 365 days per year):

- Call: 0800 243 458
- Visit <http://www.workplaceoptions.co.uk/member-login-2/>
- Client ID: islington
- Password: employee

### 2. Occupational Health

[Occupational Health \(OH\)](#) provide specialist advice and services. OH produce reports to management about an employee's health condition and recommend in-work support, including any adjustments needed to support employees to return and remain at work after a period of sickness absence. Contents of an OH report are agreed with the employee before sharing with manager.

Referrals should be discussed with the employee in advance, as face to face consultation might incorporate a physical examination and such additional tests as the examining clinician might feel necessary.

Managers can refer an employee by logging onto:

- <https://www.medigoldone.com/Responses/4137>
- password: LSIMR

Customer Services: [medigoldcs5@medigold-health.com](mailto:medigoldcs5@medigold-health.com) or dial 0114 250 5365

### 3. Staff Forums

Islington Council has staff forums for women, LGBT, BAME, disabled staff and carers. Forum meetings take four times a year, and are a great opportunity to get together with other colleagues, inform and consult on council initiatives and policies, discuss issues as well as hear from external speakers.

All staff can take up to eight hours of work time, each year to attend forum meetings.

There's no commitment – so you can come as little or as often as you like.

Please email [staffforums@islington.gov.uk](mailto:staffforums@islington.gov.uk) to join the mailing list.

## Policies, guidance and forms

The council is committed to ensuring that all staff are aware of and are actively embedding equalities in their everyday role.

### 1. Equality and diversity policy

Islington's equality and diversity policy is called '[Dignity for All](#)'

### 2. Online training

Islington's online Equality, Diversity and Inclusion course is available through Islington's online learning platform, Ollie: <http://islington.learningpool.com/>

When you first log into the site, you will be prompted to change your password.

- Username: firstname.surname@islington.gov.uk
- Password: Welcome1?

- Under 'Courses', select 'Customer Focus'
- Click on 'Equality, Diversity and Inclusion course'

### 3. Workplace passport

A [Workplace Passport](#) (previously known as the Disability Passport) is designed to encourage and allow meaningful conversation with an employee about their health and wellbeing and the management of their condition/disability. It is a voluntary scheme and may be reviewed and amended as necessary with the agreement of both parties.

This can be saved to the employees HR file, recording both a list of any long term health conditions/ disabilities, and any related workplace adjustments.

### 4. Personal Emergency Evacuation Plans (PEEP)

Personal Emergency Evacuation Plans ensure that all staff can safely exit in case on an emergency, and should be completed by a Health & Safety Adviser. Contact the [Health & Safety Team](#) to arrange.

The Personal Emergency Evacuation Plan can be found in Health & Safety's [Disabled Workers Framework](#), (Appendix 3, page 10 & 11).

### 5. Supporting Work Performance

The [Poor Performance Policy](#) is one of the policies used to improve work performance. Sometimes the first time staff are aware they have a long term health condition/ disability, is when their work performance has been identified as needing support. In order to best assess a colleague's work performance, any workplace adjustments need to be in place. This is reflected in the 'Poor Performance Policy' (section 1.9 page 18): "Line managers must ensure reasonable adjustments are made for staff with a disability before implementing the poor performance procedure where the disability is known and relevant to the under-performance."

### 6. Time off to attend disability related appointments

To apply, share completed [Special Leave Form](#) with manager including a copy of the appointment letter. Supporting evidence will be required if the long term health condition/ impairment has not previously been shared or known by the line manager. [Special Leave Policy and Guidance](#) (page 8).

Planned Disability Leave (PDL) can be granted to cover the absence of an employee that is attending rehabilitation, treatment, assessment appointments etc. Planned Disability Leave, should be discussed with their manager and set out if possible their leave requirements for the next rolling 12 month period. It is monitored differently from sick leave.

Disability Special Leave (DSL) also applies to employees who have caring responsibilities for a dependent. DSL can be granted to an employee who needs to accompany a disabled dependent for rehabilitation, assessment appointments etc.

## 7. Disability-related sickness absence

When supporting someone returning to work, where their sickness absence is connected to a long term health condition/ impairment, the [Managing Attendance Procedure](#) (section 8.3.2, page 17) states:

- The overall procedure will still apply but a more flexible approach will be taken
- Monitoring will still apply
- Trigger days may be increased by the Manager in consultation with the Employee and Occupational Health

Please note (Section 8.3.4) states: "The Manager should always discuss the employee's absences with the employee, whether or not it is disability-related, undertake a return to work interview and, where appropriate, complete a Return to Work Plan."

**For further advice, contact your [HR Business Partner](#).**

**For more information see [Disability Pathways](#) or speak to your [HR Business Partner](#).**