



# Accessibility Passport Guidance



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# Purpose

**At our organisation, we're committed to building an inclusive culture.**

**We understand that each colleague with a disability or long-term health condition has unique needs.**

**The Accessibility Passport is a useful tool to help colleagues talk openly with their Line Manager about any adjustments they may need.**

The passport is a live document. It records workplace adjustments discussed and agreed between a colleague and a Line Manager. Its main goals are to:

- Share requirements.
- Access effective workplace adjustments.
- Capture and update agreed adjustments that enable a colleague to perform their role to their full potential.
- Foster open and supportive communication with their People Leader.
- Improve awareness and understanding of adjustments.

We recommend that colleagues discuss their adjustments with their Line Manager.

Completing the Accessibility Passport is voluntary, and colleagues only need to fill in sections that matter to them. Whilst it is voluntary, we recommend that colleagues discuss any adjustments with their Line Manager.

We know that discussing adjustments can be sensitive, but we want to assure colleagues that their information will remain confidential.

The aim of the Accessibility Passport is to encourage open communication between colleagues and their Line Manager. Together, we can ensure that colleagues' adjustments are understood and met.



# Before completing the Accessibility Passport

## In advance of completing an Accessibility Passport, it's important to recognise that this can be a sensitive topic.

In advance of completing an Accessibility Passport, it's important to recognise that this can be a sensitive topic.

Colleagues may have personal circumstances or challenges that they are hesitant to discuss, so having a safe and supportive environment is paramount. Line Manager should approach the conversation with empathy and understanding, ensuring that everyone feels comfortable sharing their needs without fear of judgement or negative repercussions.

Line Managers should also be mindful of privacy and confidentiality whilst completing a passport with their colleague. The goal of the passport is to foster an inclusive and accommodating work environment.

We may need to discuss information shared under certain circumstances, for example, when seeking advice from internal support teams or Health and Safety. However, we'll only do this with the colleague's consent. If the colleague doesn't consent, it may impact our ability to provide necessary workplace adjustments.

As a Line Manager, it's essential to focus on the individual when navigating workplace adjustments. Line Manager don't need to have all the answers; instead, foster open communication and actively listen to your colleague's needs. Reassure them that support, advice, and guidance are available throughout the adjustments process.



# Completing the Accessibility Passport

**When completing the passport,  
a colleague only needs to complete  
the sections that are relevant  
to them. The sections guide  
colleagues through workplace  
adjustments to help them get the  
support they need.**

## Passport title page

The title page requires both 'Completion' and 'Review' dates. The completion date is when a colleague and their Line Manager agree on the colleague's adjustments. The review date is when they both decide to revisit the adjustments. We recommend reviewing this passport annually to ensure that colleagues still receive the necessary support. The passport can, of course, be reviewed at any time if the colleague's needs change.

### Accessibility Passport.

Colleague name.

Pronouns (optional).

Completion date.

Review date.

### Accessibility Passport.

This passport is a transferable document. So, should your role change or you start a new role, you can share this document with your new manager to support you as you progress. You are also welcome to share this document with stakeholders, peers or anyone else you work closely with.

Through conducting regular discussions and updates, the Accessibility Passport remains an accurate reflection of the agreed adjustments. Although we recommend completing a passport, it is voluntary. Where possible, we will still ensure that any workplace adjustments you require are implemented.



## Long-term Condition or Disability Section

In this section, colleagues should briefly describe their disability or long-term health condition and how it affects them at work. Colleagues should share as much information as they feel comfortable with, including details of any workplace adjustments they may require, such as:

- Level access into buildings.
- Dictation software.
- Large print keyboards.
- Additional lighting.
- Screen reader software.

These are just a few examples of adjustments a colleague may require. However, we understand that all colleagues are unique and therefore adjustments may vary depending on their needs.

The image shows two pages of an Accessibility Passport. The left page is titled 'Long-term Condition or Disability Section' and contains a form for colleagues to describe their condition and required adjustments. The right page is titled 'Considerations for colleagues working with me' and contains a form for outlining necessary adjustments for effective collaboration.

**Long-term Condition or Disability Section:**

**Accessibility Passport.**

**Section for completion by colleagues.**

Long-term condition or disability.

Type of workplace adjustment.

**Physical environment.**

**Display screen equipment.**

**Technology.**

**Working pattern or hours.**

**Considerations for colleagues when working with me.**

For example, in meetings or at events.

**Accessibility Passport.**

**Summary of workplace adjustments.**

**Date agreed.**

**Date implemented.**

**Agreed review date (if applicable).**

## Considerations for colleagues working with me

In this section, colleagues should outline what adjustments they need to work effectively with others. Examples may include:

- Asking colleagues to keep cameras on for lip reading.
- Requesting meeting agendas in advance for better preparation.
- Asking colleagues to describe shared screens during meetings.

These are just a few examples, colleagues' needs may differ.



## Fluctuating disabilities

This section is for disabilities or health conditions that may fluctuate, leading to varying adjustment needs.

### Details of how my disability may affect me differently at different times.

Colleagues should describe how a condition may change and how this impacts them at work. Consider factors like:

- Best times for meetings.
- Need for a dimly lit environment.
- Independent working time.
- Deadline extensions.

**Accessibility Passport.**

**Fluctuating disabilities.**

**Please provide details below.**

**Part 1.**

Details of how my disability may affect me differently at different times, and what considerations there are for anything related to work that may negatively or positively impact this.

**Part 2.**

Further details of any medication and its implications or impact on me in the workplace that I would like to inform my manager of (or a medical professional in an emergency).

You should inform your manager if there are any changes to your condition that may impact your work or if the agreed adjustments are not effective, so that your manager can best support you. In such cases, we recommend that you should schedule a meeting with your manager to discuss any additional adjustments or changes that should be implemented.

Similarly, if your manager notices any changes in your work performance or feels that your current adjustments are not working, they should have a discussion with you to see if any amendments need to be made to your adjustments.

## Further details of any medication and its impact on me in the workplace

This section can be used to share any details about medication that may adversely affect colleagues at work. If it's a regular medication, please check the relevant internal resources.



## Updating and storing your Accessibility Passport

It is a colleague's responsibility to keep their passport up to date. If there are any changes to adjustments, we ask that the colleague reaches out to their Line Manager.

We also ask that colleagues consider meeting with their Line Manager following a period of disability-related absence to review the passport and make any necessary changes to adjustments. For guidance, check the organisation's absence and disability-related leave policy.

A passport will remain on file in a secure location for as long as a colleague chooses to store it. Only a colleague and their Line Manager will have access to their passport, unless the colleague chooses to share it wider.

By completing this Accessibility Passport, colleagues are giving our organisation permission to process their data for the purposes of providing adequate workplace adjustments.

## Deleting your Accessibility Passport

If a colleague decides they no longer need a passport, they can delete their passport from internal storage and notify their Line Manager.

### Accessibility Passport.

#### Updating and storing your Accessibility Passport.

It is your responsibility to keep your passport up to date, if there are any changes to your adjustments, we ask that you reach out to your manager.

We also ask that you consider meeting with your manager following a period of disability-related absence to review your passport and make any necessary changes to your adjustments.

For now, we recommend storing your passport and giving your manager access to it with a link, so that you can work through the document and agree adjustments needed.

#### Deleting your Accessibility Passport.

If you decide that you no longer need a passport, you can delete your passport and notify your manager.

By printing my name below, I give my permission to process my [sensitive] data for the purposes of providing adequate workplace adjustments.

Name.