Designing Effective & Efficient Workplace Adjustment Services
The 12 Critical Success Factors

1. A named senior executive is responsible for ensuring the service meets explicit performance standards and drives continuous improvement

2. A named service manager is responsible for ensuring that the Workplace Adjustment (WPA) service, end to end, meets these standards.

3. There is a well-publicised single 'door' of entry to the service.

4. There is a 'real' speed of delivery standard – case studies show that it is reasonable to set a standard that states it will take no more than 14-20 days from when adjustments are first requested to when they are delivered and operational.

5. The line manager does not pay and does not drive the service for their team member/s.

6. Employees are trusted to self-refer and are not routinely required to prove they have a disability in order to get the tools, accessibility or flexibility that they require.

7. There is a well-publicised central catalogue of approved 'hard adjustments. I.e. technology, assistive devices, furniture.

8. There is a well-publicised catalogue of approved 'soft' adjustments: i.e. flexitime, rest breaks, medical appointments, disability related absence ….

9. Passports or Workplace Adjustment Agreements capture what has been agreed and delivered for the employee, so they need not renegotiate with a new manager.

10 Procurement require key suppliers, including Facilities Management and IT Support, to meet the adjustment and accessibility related performance standards which enable the 'end to end service' to deliver promptly and effectively.

11 The impact of the service is routinely documented; including the cost benefit associated with reducing absenteeism; enhancing productivity and employee engagement; reducing management and legal costs associated with grievances and litigation.

12 Adjustments are clearly positioned as a managerial, *not* a medical responsibility: medical interventions are kept to a minimum.

**Providing the tools, flexibility and accessibility
which enhance every employee's productivity, engagement and well-being**