

## What is the definition of disability in the Equality Act?

To meet the definition of disability in the Equality Act, you must show...

- \* That you have a physical or mental impairment.
- \* It affects your ordinary normal daily activities.
- \* The effect on your activities is more than a small effect.
- \* It is long term - it has lasted 12 months or more, or it is likely to.

Some conditions automatically meet the Equality Act definition, including cancer and multi-sclerosis.

Common conditions such as arthritis, or depression can also meet the definition.

## What is the legal duty on the Jobcentre?

The duty on the Jobcentre to make reasonable adjustments is a positive duty. They must be proactive about making changes.

The duty is anticipatory, so they should think in advance about how they can change their policies and procedures so they can avoid causing disadvantage for disabled people.

## Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.

[citizensadvice.org.uk](https://citizensadvice.org.uk)



Published June 2018

Citizens Advice is an operating name of The National Association of Citizens Advice Bureaux. Registered charity number 279057.

# The Jobcentre and their duty to help disabled people



Rossendale  
& Hyndburn

[citizensadvice.org.uk](https://citizensadvice.org.uk)

# How can the Jobcentre help me?

The Jobcentre has a legal duty to help disabled people if they have difficulties with the way that they do things.

If you are a disabled person and a Jobcentre procedure or policy is difficult for you, you can ask them to change it for you. This is called the duty to make 'reasonable adjustments.'

## The duty to make 'reasonable adjustments' applies if:



a Jobcentre policy or procedure means you are disadvantaged because of your disability



you meet the definition of disability under the Equality Act.

If so, the Jobcentre has a duty to make changes for you and if they don't make changes, that is **discrimination**.

## To ask for an adjustment, follow these three steps:

1. Tell the Jobcentre e.g work coach, how disability affects you, what is causing you difficulties problem and what you would like to be changed.

2. Add that information to your online Univesal Credit journal.

3. If the Jobcentre do not make the changes you asked for, ask for advice from your local Citizens Advice.



# To the Jobcentre - Request for adjustments

My name .....

My NI number .....

Date .....

Under the Equality Act 2010, I have a disability. Therefore, you have a duty to make reasonable adjustments for me, to avoid me being disadvantaged.

My disability is .....

The Jobcentre policy or procedures that are difficult for me and causing me disadvantage are .....

I am asking you to make these changes

Please reply to me within seven days of receiving this.

I have placed a copy of my request on my online journal Yes / No

## Examples of changes and adjustments:

- \* Changing the hours of my work search requirements
- \* Changing the hours of my work related activity requirement
- \* Changing the way you tell me about Jobcentre appointments
- \* Changing the time/location of my Work Capability Assessment
- \* Agreeing to request for a home visit
- \* Help with completing forms
- \* Help with my UC online journal