

Learning support policy

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Owner: **Assistant Director, People Services**
Responsible work team: **Learning Support and Resilience**

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1 Introduction

- 1.1 This policy sets out the Brigade's arrangements for the management and support of neurodiverse employees and those with learning challenges. This includes employees who have a 'hidden disability' and takes into account the overlapping nature of many of these conditions. This policy applies to all employees.

The conditions that are considered in this policy are:

- Dyslexia
- Dyspraxia or development co-ordination disorder (DCD)
- Dyscalculia
- Autism spectrum condition
- Attention deficit (hyperactivity) disorder (ADD/ADHD)

Note: This list of conditions is not exhaustive and medical conditions are supported by the Wellbeing team.

- 1.2 Please click on the links above for more detailed information on these conditions and please also refer to the Learning Support Hotwire page for additional support and guidance.
- 1.3 This policy should be applied in line with the Brigade's values:
- Service – We put the public first.
 - Courage – We step up to the challenge.
 - Learning – We listen so that we can improve.
 - Teamwork – We work together and include everyone.
 - Equity – We treat everyone fairly according to their needs.
 - Integrity – We act with honesty.

2 Commitment

- 2.1 The Brigade makes the following commitment to neurodiverse employees and those with learning challenges:
- We will seek to support you if you have specific learning difficulties, basing the support provided on your clearly defined individual needs and evidence of learning challenges.
 - We will accept the following documents as evidence of learning challenges: full dyslexia diagnostic report, full psychological assessment report; cognitive assessment report, full screening report and/or medical report.
 - We will make workplace adjustments to a recruitment process for you, where you can provide evidence of your learning challenges.
 - We will, where appropriate, make workplace adjustments to the training/work environment/job role to support you with a specific learning difficulty in undertaking your development, duties and responsibilities, where you can provide evidence of your challenges.
- 2.2 You are expected to fully engage with the following:
- Any recommended diagnostic assessment process.
 - The workplace adjustments that are provided to your work environment/job role.
 - One-to-one support provided by the Learning Support Advisor (LSA) and any review of the workplace adjustments provided.
 - Any other interventions recommended to assist you.

3 Disclosure

- 3.1 You are expected to disclose your challenges to your line manager and the Learning Support Team if you require learning support. This will enable the Brigade to identify and recommend appropriate workplace adjustments in the workplace.
- 3.2 If you do not wish to disclose your need for workplace adjustments, it will not be possible for managers to support you. This is because the managers will have no knowledge of the need for workplace adjustments. You will be asked to sign a non-disclosure form.
- 3.3 Where you sign a non-disclosure form; disclosure of the disability should only occur when the Learning Support Advisor has serious concerns about your wellbeing.
- 3.4 Where you have reported your medical condition to a member of the Learning Support and Resilience team, Occupational Psychologist or to Occupational Health, and it is determined that a workplace adjustment is necessary, your line manager will be informed of the workplace adjustment that is required.
- 3.5 You will be issued with a Workplace passport identifying your workplace adjustments. You are responsible for sharing your adjustments with your line managers, the Assessment Centre and Training Department when required.

4 Legal considerations

- 4.1 The Equality Act (2010) and the Public Sector Equality Duty places the Brigade under a duty to make reasonable adjustments for neurodiverse employees.
- 4.2 Neurodiversity is a disability under the Equality Act (2010), and the Public Sector Equality Duty explains how equality principles can be integrated into the day-to-day business of public authorities including the Brigade. A person has a disability if they have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities (note: long term has been interpreted as lasting or is likely to last for at least 12 months).
- 4.3 Under the Equality Act (2010) it is unlawful for an employer to treat a disabled person less favourably, because of their disability. It is also unlawful for an employer to treat a disabled person less favourably for a reason related to their disability without justification.
- 4.4 Failure to make reasonable workplace adjustments to a provision, criteria or practice of the Brigade, or to a physical feature of a workplace which places a disabled person at a substantial disadvantage may be unlawful and cannot be justified.

5 Resources for individuals and managers

- 5.1 If you have made a manager aware of your learning challenges, and there are no workplace concerns, and the manager assesses that support or adjustments are not necessary, it is still advisable for the manager to contact Learning Support and consider the support measures outlined on the Learning Support Hotwire page.

6 Screening and diagnostic assessments

- 6.1 The Learning Support and Resilience Team will arrange for employees experiencing learning challenges to undergo an assessment.
- 6.2 Detailed information regarding the Brigade's screening and diagnostic process is provided on the Learning Support Hotwire page.

7 Assessment and development centre support

- 7.1 Learning Support and Resilience Team will recommend workplace adjustments for you. These will be outlined in your Workplace Passport. You will be responsible for advising the Assessment Centre and Training Programming that you will require workplace adjustments.

8 Workplace risk assessment

- 8.1 The Learning Support and Resilience team will arrange a workplace risk assessment for neurodiverse employees and their line managers. The aim is to review workplace adjustments and identify potential risks to performance and agree interventions to mitigate them.

9 Records

- 9.1 Please send records by email to RecordsServices@london-fire.gov.uk. Records will be kept on your electronic personal record file (e-PRF) and retained in accordance with Policy number 788 - Electronic personal record files (e-PRF). Personal data shall be processed in accordance with Policy number 351 – Data protection and privacy policy.

10 Help and support

- 10.1 Please contact the Learning Support and Resilience team by email to learningsupportadvisors@london-fire.gov.uk. Additional support, guidance and contact details can be found on the Learning Support Hotwire page.
- 10.2 This policy may also be available on request in other alternative accessible formats as set out in Policy number 290 – Guidance note on translation and interpretation. Please contact Communications on extension 30753 and by email to communications.team@london-fire.gov.uk to discuss your needs and options.
- 10.3 The Brigade invites your engagement so that it can learn so if you have a suggestion that can improve this policy then please submit your idea via the Staff Suggestion Scheme on Hotwire as set out in Policy number 887 – Staff suggestion scheme. Any changes do need to go through the agreed engagement, consultation, negotiation or governance requirements.

Document history

Assessments

An equality, sustainability or health, safety and welfare impact assessment and/or a risk assessment was last completed on:

EIA	28/05/24	SDIA	L – 17/04/26	HSWIA	17/04/26	RA	NA
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Audit trail

Listed below is a brief audit trail, detailing amendments made to this policy/procedure.

Page/para nos.	Brief description of change	Date
Page 2, para 1.3 Page 4, para 7.1	Values included. Workplace adjustment passport Hotwire link added.	25/03/2024
Page 4, para 9.1 Page 4, para 10.2	Data protection details added. Access to alternative policy format details added.	24/04/2024
Page 4, para 9.1 and 10.3	Records Services and Staff Suggestion scheme details added.	10/06/2024
Page 5	SDIA and HSWIA updated.	21/04/2026

Subject list

You can find this policy under the following subjects.

Learning support	Dyslexia
Equalities	

Freedom of Information Act exemptions

This policy/procedure has been securely marked due to:

Considered by: (responsible work team)	FOIA exemption	Security marking classification