

Introduction / Background

SEND Advisory Service: Key Working Team

SEND key workers support families with children who have special educational needs and disabilities (SEND) aged 0-25 years by providing tailored information, resources, advice, and support. The team provide both emotional and practical support through home visits, parent information and advice sessions, and workshops.

What was the equality issue?

A member of our team was diagnosed with Complex Regional Pain Syndrome, Ehlers–Danlos syndrome, and fibromyalgia. These conditions significantly impacted their ability to perform certain aspects of their role. Consequently, there was a need for thorough risk assessments, the provision of specialist equipment, and the implementation of reasonable adjustments to accommodate their day-to-day responsibilities effectively.

How was this addressed?

To address these challenges, several measures were put in place:

- **DSE Assessment:** A Display Screen Equipment (DSE) assessment was conducted, resulting in the provision of a specialist chair, keyboard, mouse, and footstool to support her physical needs.
- **Referral to Occupational Health:** They were referred to Occupational Health for further evaluation and support.
- **Reasonable Adjustments:** Reasonable adjustments were made, such as limiting them to one visit per day and ensuring they were not allocated cases where home access could pose a risk.
- **Regular Support and Supervision:** Their line manager provided regular support and supervision to ensure both quality assurance and their wellbeing were maintained.
- **Review of Adjustments:** The reasonable adjustments were reviewed periodically to accommodate any changes in their health needs.

What was the outcome?

The implementation of these measures led to several positive outcomes:

- **Increased Confidence:** The colleague became more confident in carrying out their role.
- **Wellbeing Supported:** Both their mental and physical health were supported, contributing to their overall wellbeing.
- **Continued Employment:** They were able to continue in a role that they enjoy and finds fulfilling.
- **Empowerment:** They felt supported and empowered in her work environment.