



Response Date: 15/09/2026

2026/915 - Hearing Standards, Hearing Aid Users and Reasonable Adjustment Processes

In response to your recent request for information regarding;

I am seeking information regarding your force's approach to the assessment and support of applicants and employees with hearing impairments, particularly those who use hearing aids.

Please provide, where available, copies of policies, procedures, guidance documents, process maps, flowcharts or other documents relevant to the questions below.

Recruitment and Occupational Health Assessment

Does your force undertake hearing assessments during recruitment for:

- **Police Officers**
- **Special Constables**
- **PCSOs**
- **Force Control Room staff / Call Handlers**
- **Detention Officers**
- **Other operational roles**

Yes to all.

1. What hearing assessment methods are used during recruitment?

- **Pure Tone Audiometry (PTA)** Pure tone Audiometry
- **Speech in Noise testing** No, not with new recruits as alone it does not demonstrate fitness for duty
- **Functional Hearing Testing** Only where hearing aids used
- **Free Field Testing** No
- **Other methods (please specify)**

2. Where an applicant does not use hearing aids and fails the initial hearing standard:

- **What further assessment process is followed?** Pure-tone audiometry undertaken on all candidates. Repeat test if appropriate. Would be referred to NHS Audiology via GP if problem evident.

- **Are any functional hearing assessments undertaken?** If hearing falls outside Categories 3 or 4, however this would be done by an external force.
- **Who makes the final fitness-for-role decision?** Fitness to proceed panel
- **Is there a formal panel or governance process?** CoP guidance - Fitness to proceed panel

3. Where an applicant uses hearing aids and does not meet standard audiometric thresholds:

- **What assessment pathway is followed?** NPWS Guidance
- **Do you utilise the NPWS Hearing Aid Wearer Functional Hearing Test?** Yes
- **Is specialist audiology advice obtained?** Where necessary
- **Is Force Medical Adviser input required?** Where required
- **How are recruitment decisions made and governed?** We would take the decision to proceed from OHU, if the candidate could not proceed they would be medically rejected on our system

5. Have you developed any local guidance, policy, standard operating procedure, decision-making framework or risk assessment process relating to hearing aid users in recruitment? CoP guidance used

Reasonable Adjustments Following Appointment

1. Once an applicant joins the organisation, what process is followed to ensure hearing-related reasonable adjustments are implemented? The individual is required to complete a Workplace Adjustment Agreement and Passport form (copy attached), in order for the organisation to consider the request.

2. Which department(s) have responsibility for coordinating hearing-related reasonable adjustments? All departments play a role in this.

- **Occupational Health - initial advice provided**
- **Recruitment**
- **HR**
- **ICT**
- **Airwave/Communications Team**
- **EDI Team**
- **Line Management**
- **Operational Learning/Initial training**

3. Do you have a documented process to ensure reasonable adjustments identified during recruitment transfer into employment and operational deployment? Any adjustments would be advised by OHU, which will go on the fitness advice sheet following their pre-placement medical, the individual would be required to complete a Workplace Adjustment Agreement and Passport, and this will be reviewed and monitored by the line manager, in conjunction with OHU and HR.

4. What governance arrangements exist for agreeing hearing-related reasonable adjustments? Line manager responsibility, with the support of OHU and the HR Advisor to review the recommended adjustments. If there is a cost implication, this will be raised at a

Monthly Workplace Adjustment funding meeting. We also have a monthly Workplace Adjustment Panel; the terms of reference are attached.

Airwave, Radio and Control Room Solutions

1. Does your force currently support hearing aid users with:

- **Airwave handheld radios** Yes
- **Remote Speaker Microphones** No
- **Bluetooth solutions** Yes – but only for reasonable adjustments.
- **Telecoil/T-loop systems** - No
- **Bone conduction devices** - No
- **ICCS/Control Room solutions** Yes
- **Other communication technologies** No

1. If supported, please provide:

- **The process for requesting equipment.** Service request via ITSM process
- **Which department authorises equipment.** Information Assurance
- **Which department funds equipment.** Depends on the ask.
- **Any approval or governance process.** Yes

1. Does your force have any local policy, SOP, decision tree or guidance relating to:

- **Airwave and hearing aids.** No, we use the national guidance.
- **Bluetooth connectivity.** Yes
- **Hearing aid compatibility.** No, we use the national guidance.

Control room headset solutions. No, we use the national *guidance*.

ICT, Information Security and Governance

1. What role does ICT play in implementing hearing-related reasonable adjustments?

Assist HR with implementation.

2. Is your Information Security Team, ISAU, SIRO, Accreditor, or equivalent function involved in approving hearing aid connectivity solutions? Yes

3. Does your force require:

- **Information security assessment.** Yes
- **Risk assessment.** Yes
- **Airwave accreditation documentation.** Yes
- **Annex F submissions.** Yes
- **Other governance approval processes.**

1. Are Bluetooth-enabled hearing aid solutions currently permitted within your force?

By exception for reasonable adjustment yes.

2. If yes:

- **Are there any restrictions?** Yes
- **Are there specific approved devices?** Yes
- **Are there any environments where Bluetooth use is not permitted?** Yes

Benchmarking and Good Practice

Workplace Adjustment Agreement and Passport form attached, and the Workplace Adjustment Panel terms of reference attached.

1. Please provide any:

- **Process maps.**

- **Flowcharts.**
 - **Policies.**
 - **SOPs.**
 - **Guidance documents.**
 - **Lessons learned.**
 - **Benchmarking reports.**
 - **Equality impact assessments.**
- 1. Has your force encountered any significant challenges regarding:**
- **Recruitment of hearing aid users?**
 - **Airwave compatibility?**
 - **ICCS compatibility?**
 - **Bluetooth governance?**
 - **Reasonable adjustment implementation?**

Recommended items may not be compatible with North Wales Police systems, and security.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 10/09/2026



Cylch Gorchwyl / Terms of Reference

1. Enw'r Cyfarfod / Name of Meeting	Workplace Adjustments Panel
2. Cadeirydd / Chairperson	Head of HR
3. Is-Gadeirydd / Vice-Chairperson	Head of Medical Services
4. Ysgrifenyddiaeth / Secretariat	HR Admin
5. Yn Atebol i / Reports To	Welsh Language, Equality, Diversity and Inclusion Meeting
6. Amllder Cyfarfodydd / Frequency	Monthly
7. Fersiwn a Dyddiad / Version and Date	V2. 16/03/2026

8. Pwrpas Y Cyfarfod / Purpose of The Meeting

- Provide consistency in decision making on all matters relating to Workplace Adjustments.
- Review existing procedures and recommend improvements
- Identify barriers, delays or duplication in current processes.
- Develop and maintain standard operating approaches where appropriate
- Ensure the process aligns with organisational policy and legal obligations.
- Review the range of workplace adjustment products and services supplied.
- Recommend standard products where suitable
- Streamline product offerings while maintaining effectiveness and inclusivity.

9. Amcanion y Cyfarfod / Objectives of the Meeting

- Ensure processes are flexible when assessing people so that all applicants have the best opportunity to demonstrate they can do the job.
- Ensure NWP proactively offers and promotes workplace adjustment passports.
- Where reasonably practical, implement workplace adjustments as required and agreed.
- To review processes in place to access adjustments and funding, and to ensure that they are accessible and efficient.
- Develop a communications plan to ensure that all individuals know that support is available and where to go to get the right support.
- Support development of guidance, communications and training.
- Share good practices and lessons learned.
- Reinforce the use of the term 'Workplace Adjustment' in place of "Reasonable Adjustment".
- The panel will not replace line management responsibilities for day-to-day line management responsibilities of workplace adjustments.
- The panel will not discuss, review or make decisions on individual case.
- The panel will not act as an appeals panel.

10. Aelodau / Members

Swydd / Position	Yn Cynrychioli / Representing
Chair	Head of HR
Member	HR Service Delivery Manager
Member	HR Advisor
Vice Chair	Head of Medical Services
Member	Clinical Lead OHU
Member	EDI network representative
Member	Federation representative
Member	UNISON representative
Member	Head of Technology or representative
Member	Head of People Support Services or representative
Member	Enable Network representative
Member	LGBT+ Network representative
Member	Head of Learning & Development or representative
Member	Health & Safety Manager or representative
Member	Head of Information Assurance or representative
Secretariat	HR Admin

13. Rolau A Chyfrifoldebau / Roles and Responsibilities
N/A
14. Cworwm (Os Yn Berthnasol) / Quorum (If Relevant)
We do not operate rule of quorum.
15. Trefniadau Gweithredu / Operating Arrangements
- The meeting will sit bi-monthly - Meetings can take place online - Actions and Decisions are noted and circulated for progression after the meeting.
16. Rhybudd O Gyfarfod / Notice of Meeting
Dates are scheduled in advance
17. Eitemau Agenda Sefydlog / Standing Agenda Items
- Apologies - Open Actions - Terms of Reference (first meeting, annually thereafter) - Process review and improvement (identify barriers or delays, proposed process changes and implement agreed improvements) - Products and Provision oversight (review of commonly supplied adjustment products/services, request for new standard items) - Budget monitoring (current expenditure vs allocated budget, spend trends) - Policy and Compliance Updates (relevant policy changes, legal or regulatory developments) - Risks and Issues log (emerging risks) - Monitor process and progress to maintain Disability Conference Employer accreditation (annually reviewed) - AOB - Date of next meeting
18. Cofnodi'r Cyfarfod / Recording the Meeting
Actions and Decisions noted by secretariat
19. Grwpiau Tasg A Gorffen / Task and Finish Groups
As and When Required
20. Cyfathrebu A Gwneud Penderfyniadau Rhwng Cyfarfodydd / Communication and Decision-Making Between Meetings
As Required

21. Adolygiad Blynyddol / Annual Review

- The annual review will be an opportunity to reflect on the activities of the meeting, and to propose changes that may need to be made to ensure the meeting's purpose, objectives and membership remain current and fit for purpose.
- An annual review to consider the Disability Confidence Employer accreditation and monitor progress and process, in preparation for the 3 yearly reaccreditations.

22. Addasu'r Cylch Gorchwyl / Amending the Terms of Reference

- Via the Group

23. Egwyddorion Llywodraethu Da / Principles of Good Governance

The meeting contributes to the following principles of good governance:

<i>Principle</i>	✓
A - Behaving with integrity, demonstrating strong commitment to ethical values, and respecting the rule of law.	✓
B - Ensuring openness and comprehensive stakeholder engagement.	✓
C - Defining outcomes in terms of sustainable economic, social and environmental benefits.	✓
D - Determining the interventions necessary to optimise the achievement of the intended outcomes.	✓
E - Developing the entity's capacity, including the capability of its leadership and the individuals within it.	✓
F - Managing risks and performance through robust internal control and strong public financial management.	✓
G - Implementing good practices in transparency, reporting and audit to deliver effective accountability.	✓

Workplace Adjustment Agreement & Passport

What is a Workplace Adjustment Passport?

The Workplace Adjustment Passport is used to facilitate conversations about changes to work or working practices that support people who are experiencing barriers in the workplace.

The main functions of the Workplace Adjustment Passport are:

- To provide a structure to support a conversation between an employee and their Line Manager.
- To act as a record of conversations and of any adjustments agreed.
- To act as a record of any adapted equipment purchased on behalf of the employee.
- To support the employee if there is a change in Line Manager. The Workplace Adjustment Passport will act as a reference point to help the new Line Manager understand what workplace adjustments the employee has been receiving.
- To make sure that workplace reasonable adjustments are portable. When an employee changes roles within the force, or moves to a different force, any agreed workplace adjustments should move with them.

The focus throughout should remain on what everyone **can** do, with adjustments, rather than what they cannot.

Who is it for?

Examples of how the passport can be used are:

- Adjustments to support a mental health condition that is long term such as bi-polar disorder or anxiety.
- Adjustments to support someone undergoing treatment for cancer.
- Adjustments for fluctuating conditions such as MS, Asthma, Skin Conditions, Chronic Fatigue, IBS (to name a few).
- Adjustments to support a physical health condition that is long term such as fibromyalgia, arthritis, endometriosis, colitis, diabetes, epilepsy (to name a few).

- Adjustments or support with a neurodiverse condition such as Autism, ADHD, Dyslexia (to name a few).
- Adjustments to support breastfeeding upon a return to work.
- Support for someone returning to work after a long period of leave (maternity, adoption, sickness) which could include mentoring, additional time to review changes to legislation etc.
- Adjustments for an employee going through fertility treatment, including IVF.
- Adjustments to support parents or carers with their parenting or caring responsibilities.
- Support for an employee who identifies as a different gender to their biological gender and are undergoing a transition.
- May include adjustments for perimenopause or menopause symptoms.
- Adjustments to support an employee with a temporary health issue.
- Adjustments to support an employee to address current stressors in work.

Who owns it?

The Workplace Adjustment Passport belongs to the employee for whom the adjustments are being put in place.

How is it used?

When a Workplace Adjustment Passport is shared with a Line Manager, the Manager should arrange to meet with the employee to discuss their commitments to workplace reasonable adjustments and how they will support, oversee or manage the implementation of these.

All parties to the Workplace Adjustments Passport must treat the information in the strictest confidence. It is not to be shared with other colleagues or managers without the express permission of the holder.

If a Line Manager changes but the employee remains in the same role, the new Line Manager should accept the adjustments outlined in the Agreement as reasonable and ensure that they continue to be implemented. The Agreement may need to be reviewed and amended later but this should not happen until both parties have worked together for a reasonable period of time.

If an employee changes roles, the new Line Manager should ensure that the adjustments outlined in the Agreement are implemented as far as is reasonably practical in the new role. If the Line Manager does not feel that all of the adjustments can be accommodated in the new

role they should speak with their HR Advisor in the first instance ([contacts can be found by clicking this link](#)).

Adjustments should be reviewed when there is a change or at least every 12 months and documented in Section 4.

Section 1. – Employee to complete

Name	
Employee Number	
Rank/Post Title	
Service Area/Department	
Line Manager Name	

Details of why this passport is required such as your workplace barriers/disability/condition you currently experience

- This section should include information that may help your Line Manager to understand the impact your barrier/disability/health condition has on your life.

Details of how this affects you at work and the support you need

This section could include:

- The aspects of the job where you experience barriers and require adjustments. This could include the work environment, communicating with others, working arrangements such as flexible working, flexible leave or equipment.
- Any specific requirements such as altered lighting, need to take personal calls, flexible working, sitting away from draughts or near to toilets. These adjustments may be in place now but this may alter if your accommodation changes.
- Specific adjustments you already use or know you need. For example, screen reading software to convert text to speech already installed on your laptop or flexibility in start and finish times.
- How the adjustments will help you or remove the barriers identified above.

Details of the strengths and benefits you feel your personal circumstances/individual characteristics/disability/condition brings to your role and the workplace.

- This section could include, for example, attention to detail, creativity, resilience, etc.

Additional information

This section could include:

- Details of any recent assessments for Occupational Health, Display Screen Equipment or Workstation.
- If you have received a communication passport, for example, from an external provider you can attach this here.
- Information about help you may need to evacuate a building in an emergency and whether you have a Personal Emergency Evacuation Plan. Contact details of someone to contact in case of an emergency.
- Information about any plans you have in place such as a Personal Wellbeing Plan or what your Line Manager and/or colleagues should do if you feel unwell.
- Details of anything else you think would be useful.

I will let my Line Manager know if there are changes to my current circumstances which influence my work and/or if the agreed adjustments are not working. We will then meet to discuss any further adjustments or changes that should be made.

☐

If my Line Manager notices a change in my performance at work or feels these adjustments are not working, I would be happy to meet with them to discuss further.

☐

Date completed

Click or tap to enter a date.

Now submit this form to your Line Manager, who will arrange to meet with you to discuss the above.

Please consider updating your personal details via HR Self Service so that your information is up to date and accurate, these can be viewed selecting Personal Details and then review the following sub categories: (a) Consent to Share; (b) Disability; (c) Equal Opportunities and (d) Emergency Contact.

Section 2. – Line Manager to complete

Describe the operational impact of the requested adjustments.

If there are any risks to the organisation or employee, confirm that a risk assessment has been completed.

Name	
Employee Number	
Rank/Post Title	
Date completed	Click or tap to enter a date.

Once completed please **submit** this form to your HR Advisor, who will confirm the adjustments. If you have any uncertainty about whether the adjustments can be accommodated or not you must speak with your HR Advisor ([contacts can be found by clicking this link](#)).

Section 3. – HR Advisor to complete

Review the above details and provide any comments on the proposed adjustments

- This could include comments from Occupational Health or any external organisations with specialist knowledge of work-based assessments and supportive equipment.

Is the Workplace Adjustment Passport to be implemented?

Yes - WAP to be implemented

☐

No - WAP is not being implemented

☐

Details of agreed workplace adjustments		
Adjustment	Date identified	Date implemented
	Click or tap to enter a date.	Click or tap to enter a date.
	Click or tap to enter a date.	Click or tap to enter a date.
	Click or tap to enter a date.	Click or tap to enter a date.
	Click or tap to enter a date.	Click or tap to enter a date.

Name	
Date	Click or tap to enter a date.

Further actions required:

Complete the Workplace Adjustment Passport, which confirms the adjustments agreed without the detail in the rest of this form. This can also include details of communication preferences (e.g. be clear and direct; say one thing at a time; provide warnings before any changes; etc.).



Workplace Adjustments Passpor

Send the completed form back to employee to confirm agreed adjustments.

Arrange for the completed form to be saved on employee's HR record.

Section 4. – Review

The following table is used to keep a written record of when the Workplace Adjustment Passport is reviewed and/or amended. The Workplace Adjustment Passport should be reviewed at least annually.

Review date	Amendments made	Reason for amendment	Employee signature	Line Manager signature

Line Manager:

- After each review, please send this form back to the HR Advisor, who will arrange to save on the employees HR record.

Information provided in this document will be processed in accordance with UK GDPR Principles.