



East of England **Development Agency**

A manager's guide to promoting disability confidence in the workplace

Foreword

We are delighted to introduce EEDA's manager's guide to promoting disability confidence in the workplace.

Our staff is one of our greatest assets and EEDA is committed to supporting the "social model" of disability. In other words, we want to recruit and retain talented staff within our workforce and wherever possible, address the barriers which prevent disabled people from making a valuable contribution to EEDA.

We know that statistically, over fifteen percent of our staff under 50 yrs could be disabled or have a long-term health condition which affects their ability to carry out day-to-day activities, and meets the legal definition of disability under the Disability Discrimination Act. The likelihood of having a disability increases to over forty percent for people over 50 years, which represents nearly a quarter of EEDA staff and Board Members (as at 31st March 2009).

The chances are that we will not know which of our colleagues is affected in this way. It is important therefore that we at EEDA do not make assumptions about people, based on our perception.

This guide is intended as a toolkit to help managers gain an understanding of disability and their statutory obligations, and to reflect good practice as managers and employers. It is also available for all staff to read.

We hope you will find the guide useful, and welcome any comments and suggestions you may have to help us improve it further, as we intend to keep it under review. Comments should be directed to Fei-Ni Toole, Equality and Diversity Manager: feinitoole@eeda.org.uk

The guide will be supplemented with briefing sessions but in the meantime, please take a few moments to read through it.



A handwritten signature in black ink, appearing to read 'Deborah Cadman'.

Deborah Cadman
Chief Executive



A handwritten signature in black ink, appearing to read 'Richard Ellis'.

Richard Ellis
Chair

Contents

Introduction

1) Disabled people – facts and models

2) The law and how it applies to you

3) Meeting disabled people

4) Recruiting – good practice

5) Existing staff

6) Support and Finance

7) Good practice

8) Quiz

Introduction

We all tend to have preconceived ideas about disability, leading to fixed opinions

When we have little or no practical experience we can sometimes come to the wrong conclusion without meaning to. This happens in day to day life and especially in the workplace.

It's the way our brains are wired to deal with the information we are continually bombarded with. We need to recognise that this is happening. For example, when most people are asked about disability they immediately think about wheelchair users, that's the wiring of our memory, yet they only represent about 8% of disabled people.

The fact is, like everything else in life there are so many ways people can become and are disabled and there are differing degrees of disability too. Most disabled individuals are able to make a full and meaningful contribution towards the society in which they live, although the general view is often different.

I am profoundly deaf and a musician. I can still entertain people and hopefully they enjoy my work - I get by quite nicely, thank you. If it was wholly down to wiring we probably wouldn't have had Churchill to lead us, Tom Cruise to thrill us, or Stephen Hawking to amaze us!

By being open-minded you substantially increase your recruitment opportunity pool, which means you have a better chance of employing the right person for the job.



Dame Evelyn Glennie
www.evelyn.co.uk

Dame Evelyn Glennie

1

Disabled people – facts and models

- > What do we know about disabled people?
- > Myths and misconceptions
- > How many people are affected?
- > The Social Model of Disability

Disabled people - facts and figures

What do we know about disabled people?

Disability goes far beyond the users of wheelchairs and guide dogs.

You cannot always tell, just by looking at someone, whether or not they are disabled. The fact is, most employers will already be employing someone who is disabled and protected by this law. The employer may not realise it and the person themselves may not choose to describe themselves as disabled.

The legal definition under the Disability Discrimination Act 1995 is:

“A disabled person is someone with a physical or mental impairment that has a substantial and long term adverse effect on his/her ability to carry out normal day-to-day activities.”

In this context, long term is taken to be 12 months or more but an impairment can be regarded as long term where it has not yet lasted 12 months but is likely to do so. For example progressive conditions such as HIV, cancer or multiple sclerosis would be counted as disabilities immediately from the point of diagnosis.

The law also covers people with severe disfigurements, and hidden disabilities like dyslexia and epilepsy, depending on the severity of the impairment. It also automatically covers blindness or partial sightedness. People with severe back pain or arthritis can be covered by the law if their ability to perform normal day to day activities is sufficiently impaired.

The law lists some specific exclusions, such as: Addiction to alcohol or drugs, unless resulting from a substance being medically prescribed, seasonal rhinitis (hay fever), a tendency to set fires or steal, a tendency to physically or sexually abuse other people, exhibitionism and voyeurism. Further details of what constitutes a disability and reasonable adjustments under the Act can be found at: www.equalityhumanrights.com

With a few adjustments, disabled people are often able to achieve the same results that non-disabled people do. With a little thought and imagination, the restrictions created by a disability can often be overcome with minimum inconvenience or cost.

For example:

- > A disabled employee needs to fit his/her working pattern around medical appointments. Flexible working arrangements might be the solution.
- > Ensuring doors are wide enough for wheelchair access.
- > Providing appropriate IT or telephone equipment for someone who has a sight or hearing impairment.

Myths and misconceptions

1 Myth: It is risky to employ disabled people because they take more time of sick

Fact: Research shows that disabled people are at least as productive as their non disabled counterparts, have equal or better attendance records and are very loyal and thoughtful employees.

2 Myth: Providing adjustments will be disruptive and expensive.

Fact: Research shows that most disabled people won't require any adjustments at all, most adjustments involve minor changes to working patterns/job descriptions, and should costs be involved, the average is below £200. Grants are usually available to the employer and/or employee through the Jobcentre Plus Access to Work programme.

3 Myth: Employing disabled people causes disruption and upsets other members of staff.

Fact: Many employers have found that providing proper awareness of disability issues, through this programme for example, minimises potential disruption or misunderstanding.

Positive changes in attitude and culture within an organisation will have the added benefit of leading to improved staff morale and team development.

4 Myth: Disabled people have no skills or are unemployable.

Fact: Being disabled does not mean a person lacks skills. Research shows that over 78% of disabled people acquire their disability whilst of working age, so they will already have gained considerable skills. The challenges which disabled people have had to overcome, can also give them a whole host of different skills.

5 Myth: Employing disabled people is a health and safety risk.

Fact: Undertaking a comprehensive access audit and improving the working environment for disabled employees, benefits all staff.

Sources of information:

Employers Forum on Disability www.employers-forum.co.uk

Equality and Human Rights Commission
www.equalityhumanrights.com

Jobcentre Plus www.jobcentreplus.gov.uk

How many people are affected?

There are around 10 million disabled people in Great Britain - 18% of the population.

Over 16% of these are of working age. The figure increases to 33% if you take into account people with regular contact with someone who is disabled, such as a family member or other dependents, carers and friends – in other words, a third of the population is touched in some way by disability.

These figures are likely to be a conservative estimate, as many people who are protected by disability legislation will not consider or declare themselves as disabled.

The East of England has one of the fastest growing populations in England, including the fastest growing over 50's age group. The chances of being disabled in the 50-65year age group rises to almost 45%.

Some of your colleagues will include disabled people, although their disability may not be apparent to you.

In the East of England:

- 16.4% of people of working age have a disability or long term health condition.
- The employment rate is above the national average but the equality gap between disabled and non disabled people is the same as the national average.
- The region has one of the fastest growing ageing population, and it is estimated half will be over 50years by 2021.

In the UK:

- 78% of disabled people acquired their disability whilst of working age.
- 6.8 million disabled people are of working age, one fifth of the working age population. They comprise:
 - 3.5 million men.
 - 3.3 million women.
 - 3.4 million unemployed disabled people (half of whom would like to work).
- 1.5 million of whom say they could work with adjustments.
- 0.5 million of whom say they could start work immediately.
- In the last seven years:
 - the working age disabled population has grown by 14%, from 6 million to 6.8 million.
 - During this period the non-disabled population increased by just 0.6%.
- Estimates from spring 2005 suggest:
 - the unemployment rate for disabled people in Britain was 8%, double that of non-disabled people.
- Only 20% of people with mental health problems are employed.
- The proportion of disabled people increases with age:
 - 9%, adults aged 16-24.
 - > 44% adults aged 50-65

Detailed information is available at:

www.statistics.gov.uk/CCI/nscl.asp?ID=6345

Annual Population Survey Oct 2005-Dec 2006

The statistics show big numbers; a large pool of individuals capable and ready for work.

We know from employers that they are finding it difficult to recruit the right calibre of people, citing skill shortages particularly in the technical and managerial fields.

We also know that 50% of employers perceive that the nature of their business means disability is a barrier to employment - yet they are unable to substantiate this.

As a result, disabled people are five times less likely to find employment than their non disabled counterparts - discrimination on an industrial scale due to the entrenched stereotypes and prejudices that exist as part of today's society.

When you consider that there are 1.7 million unemployed disabled people wanting to work, which means 20% of people looking for work are disabled, you can see this represents an enormous pool of untapped talent.

Retaining an employee who becomes disabled (over a third of workers over 50 have a disability and 78% of disabled people acquired their disability whilst of working age) gives you an opportunity to retain their experience and skills within the organisation as well as reinforcing a positive message of support towards all employees.

Getting it right for disabled employees has benefits for the whole organisation.

The Social Model of Disability

EEDA is committed to supporting the social model of disability.

This was created by disabled people themselves, following their own experiences.

Disability is seen as being imposed upon people with impairments by a refusal of society to adjust, thus it is society that creates the barriers. For example a wheelchair user is disabled by poor access, not the wheelchair itself.

By making reasonable adjustments, we can often address the barriers which prevent disabled people from participating in activities which non-disabled people take for granted, and allow them to make a valuable contribution to EEDA and the work we undertake.

2

The law and how it applies to you

- This section provides practical information to help all managers and staff to meet their duties and promote fairness and dignity in their respective areas of work.

The Law and how it applies to you

The Disability Discrimination Act 1995/2005 (DDA)

The DDA aims to protect disabled people from unlawful discrimination. It gives disabled people rights in respect of employment; access to goods and services; managing, buying and selling property; transport; and education.

The DDA came into force in December 1996, with additional requirements relating to service provision coming into force in October 1999 and relating to physical access to premises in October 2004. Further provision for disabled people was enacted in the DDA 2005.

Who does it apply to?

The DDA applies to all employers, irrespective of the number of people they employ. It also applies to any organisation that provides goods, facilities or services to the public, or a section of the public, again irrespective of the size of the organisation and regardless of whether service provision is free or paid for.

What does the law say?

The DDA makes it unlawful to discriminate against an employee or job applicant, for any reason relating to their disability.

Who is responsible?

Everyone representing EEDA has a responsibility and both the organisation and individual can face legal action should they break the law.

It is important therefore, that employees as well as employers know their responsibilities in this area, not least to help enhance a positive image of the organisation.

Disability discrimination means

- Treating a disabled person less favourably than someone else, on the grounds of their disability.
- Unjustifiably treating a disabled person less favourably than someone else, for a reason relating to their disability.
- Failing to make reasonable adjustments for job applicants or staff when a provision, criterion or practice (or any other arrangements) or a physical feature of their premises places the disabled person at a substantial disadvantage.
- Subjecting a person to harassment due to their disability.
- Victimisation of a disabled person (or anyone else) due to action they have taken under the DDA.

When is it reasonable to make an adjustment?

Factors that may have a bearing on whether it will be reasonable for an employer to have to make an adjustment include:

- How effective the adjustment is likely to be in preventing the disadvantage.
- How practical it is. For example, someone with a hearing impairment could be employed or retained if an induction loop was installed.
- Proportionality: the financial and other costs involved and the effect of any disruption. For example, knocking down a supporting wall and making provision to strengthen it in order to install a lift may not be reasonable, when another solution can be found.

A practical guide to the law and best practice for employers can be found at: www.equalityhumanrights.com

Duties on providers of goods and services

Duties placed on providers of goods and services also apply whatever the size of your business.

And they are anticipatory duties, which means that you need to be thinking about them in the expectation that some of your customers or stakeholders will be disabled.

You cannot:

- Refuse to serve...For example, preventing a disabled person from participating at a meeting because access to the meeting room is poor.
- Offer a worse service...for example, placing a disabled participant at an awards dinner event separate to others because of fears he might make other diners uncomfortable.

But you must:

- Change policies, practices and procedures...e.g. no dogs rule for offices must exempt guide and other assistance dogs.
- Provide alternative ways of accessing a service...e.g. if the cost of installing a lift is prohibitive or impractical, consideration should be given to providing a ground floor meeting room to enable a wheelchair user to attend.
- Provide auxiliary aids...e.g. an induction loop for someone who has a hearing impairment, or a chair for a person to sit on whilst waiting. (EEDA has an induction loop facility which can be obtained from reception)

Remember, the DDA requires you to consider making reasonable adjustments to change or overcome obstacles that make access by disabled customers impossible or unreasonably difficult.

The DDA 2005 and public body duties

The DDA 2005 applies a new range of duties on public sector bodies such as local, regional and central government and agencies, hospitals, schools, colleges, universities, libraries, museums and the police.

- > The duty requires public bodies, when carrying out any and every aspect of their functions, to have due regard to the need to:
 - Promote equality of opportunity between disabled people and other people.
 - Eliminate unlawful discrimination.
 - Eliminate disability related harassment.
 - Promote positive attitudes towards disabled people.
 - Encourage disabled people to be active in public life.
 - Take reasonable steps to meet disabled people's needs

3

Meeting disabled people

- > Meeting disabled people
- > The language of disability

Meeting disabled people

1 in 3 of us are disabled or close to someone who is.

All of us will meet disabled people at some point in our everyday lives, with colleagues at work or when serving customers. Some people may have disabilities that are not obvious, for example arthritis, asthma, diabetes, dyslexia, back pain, epilepsy, heart disease or mental illness. The way we respond to any given situation will have a major effect on that interaction, reducing or amplifying the effect of a person's impairment.

Basic principles in all our communications reduces the potential for creating barriers, by using common sense and courtesy, treating people with dignity, respect and equality. Ask yourself how you would want to be treated and be prepared to change your approach if that's what the disabled person wants. It should be noted that addressing these issues benefits not only people with disabilities but everyone in society.

Some simple rules to help you:

- Don't label people
- Never make assumptions. For example, don't assume someone wants help. Equally, don't assume someone doesn't want help either. Ask if they want help but don't do it in a patronising way.
- Don't be offended if your offer of help is refused - most disabled people will be glad you asked.
- Don't assume that someone is more or less disabled than they are. Treat everyone as an individual, with needs which are specific to them.

- Don't assume that disabled people can't do certain tasks. Disabled people often develop life skills through dealing with everyday issues.
- When speaking to a disabled person, speak normally and be patient. Always speak to them, never to an interpreter or helper.
- Listen and act upon any instructions you are given.
- Don't ask personal questions about a person's disability. But do ask them how they want their disability or impairment to be described.

Above all act naturally and think.

Meeting people who are deaf or hard of hearing

Around 8 million people in the UK have some degree of hearing impairment.

This ranges from the relatively minor through to being profoundly deaf.

It may not always be immediately apparent to you that someone is deaf or hard of hearing. But if they are, you can help them by:

- Avoiding shouting.
- Not assuming they can lip-read, ask them.
- Remembering that lip reading is never wholly reliable.
- Gaining their attention before starting to talk.
- Facing the light and look directly at the person.

- Speaking clearly and keeping your hands away from your mouth.
- Only 30% of what we say is visible on the lips, so speak with facial expressions, gestures and body movement - avoid jargon.
- At meetings, only one person should speak at a time. If you're using a signing interpreter or other communications support, always build in time for rests.
- Making sure an induction loop is available at meetings and in customer service areas - this can help people who wear hearing aids.
- Remembering that hearing aids also amplify background noise so, when talking, keep it to a minimum.
- Writing things down, if necessary.
- Not being afraid to use colloquialisms like "did you hear about"

Meeting people who are blind or partially sighted

Nearly 1 million people in the UK are registered blind or partially sighted, and that can take a variety of forms.

For example, only a small percentage cannot distinguish light from dark; some see colours and shapes; some have tunnel vision; and some only peripheral vision.

Around 2,400 people are deaf and blind and approximately 13,000 read Braille.

Ways you can help:

- > Approach a person who is blind or partially sighted from the front and clearly identify yourself and any other people present.
- > Ask before shaking hands.
- > Tell them before you move away and connect them to one of the others in the group if you do.
- > When escorting a blind person, allow them to hold your arm rather than the other way around.
- > Describe your journey clearly and accurately, for example when nearing obstacles, steps, doorways, or when turning left or right. But don't go overboard!
- > By not moving the person's belongings without asking. At work, this means leaving things where they are on their desk.
- > When offering a seat, guide the person's hand to the back of the chair and allow them to seat themselves. Tell them you are going to do this, don't force them into a chair.
- > If you have a blind person in a group or meeting, ask other people to identify themselves when they speak.
- > If you're using slides or handouts, try and provide them beforehand in an appropriate format (large print, e-mail, audio tape, disk, Braille or Moon are the usual options). If this is not possible, talk through the content of each slide.
- > If the person is using an assistance dog, don't distract it by petting or speaking to it while it is working.
- > Don't be embarrassed to use colloquialisms like "see you later".

Meeting people with speech difficulties

- Give the person your whole attention.
- Be encouraging and patient, don't correct or speak for the person.
- Resist the temptation to finish sentences for them.
- If you need to ask a question, try and ask one that requires a short answer.
- Don't pretend you've understood when you haven't. Repeat what you do understand and the person's reaction will guide you.

Meeting people with physical impairments

Being physically unable to do something doesn't necessarily make you "dependent". You may simply need services to be supplied in a different way.

Physical impairments may limit a person's ability to walk, lift, carry things or move objects. There may well be less obvious things like back pain and breathing difficulties.

People with these impairments may need:

- Help to carry things.
 - To use car parking spaces nearer to building entrances.
 - Automatic doors or doors that are easy to open.
- A chair to sit down when for example, queuing.
- Seating with adequate support, e.g. lumbar support

Meeting people who use wheelchairs

Only about 8% of disabled people use a wheelchair.

Ways you can help:

- Avoid leaning on their wheelchair, it's part of their personal space.
- Never push a person's wheelchair without asking first if that's what they want.
- An offer of help may be appreciated if there are hazards such as heavy doors or thick carpets to overcome, but don't be offended if your help is declined.
- When talking to the person, think about where you stand or sit. Try and position yourself on the same level.
- Talk directly to the person rather than via a companion.
- Relax and make eye contact.

Meeting people with learning disabilities

The term learning disabilities (sometimes called learning difficulties) covers a wide range of impairments.

For example, people with Down's Syndrome, people who have difficulty remembering or retaining information and people with dyslexia.

Often, people with learning disabilities have other impairments too.

Ways you can help:

- Being patient but never patronising.
- Start by assuming you'll be understood; don't assume you will be understood only if you speak slowly or shout.
- Always check that you've been understood, possibly by asking the person to mirror what's been said.
- Use plain English and simple diagrams whenever possible; avoid jargon.
- Do offer a record of conversations or meetings. If this is in note form, make sure they are easy to read.
- Demonstrate how to do things, don't just issue instructions.

Meeting people with mental health problems

As with learning difficulties, mental health problems cover a very broad range, from stress or anxiety through to clinical depression and schizophrenia. The fear and stigma associated with these can give rise to negative attitudes about mental illness.

How we react is of vital importance.

You can help by remembering that:

- Mental health problems are likely to touch us all, either personally or through contact with a friend or family member.
- In any one year, one in four of us is likely to experience a period of mental ill health.
- Most mental health problems do not last indefinitely and are unlikely to recur.
- Mental health problems vary widely in their effects. The majority of people are able to work and live independently.

The best approach is to be patient and non-judgmental.

When talking to people with mental health problems, try to minimise things that might cause additional stress.

The language of disability

Most disabled people and their organisations use the term “disabled people” regarding themselves as disabled by society rather than their impairment.

They believe that the term “disabled people” refers to all “disabled people” regardless of their specific impairment and that that commonality unifies them as “disabled people”.

However, some people prefer the term “People with Disabilities” because it puts the person first. Others argue that this term is inaccurate, individualistic and blurs the key distinction between impairment and disability. Whichever term you prefer it is important when talking about disabled people that you use words and language that are acceptable and thoughtful.

Use words like...

Disabled people

Wheelchair user

Learning difficulties Person

with an impairment Non-

disabled A person who is

blind/has

a visual impairment

A person who is deaf / has

a hearing impairment

Speech impairment

A person who has depression

A person with cerebral palsy A

person with Down's syndrome

A person with epilepsy

Access requirements A

person with mental

health problems

Avoid words like...

The disabled/invalid

Wheelchair bound/
confined to a wheelchair

Mentally handicapped

Handicapped/invalid

Normal/able bodied

The blind

The deaf

Dumb

Victim of depression,
suffering from
depression etc, afflicted
by, crippled with

Spastic

Mongol

An epileptic

Special needs

Mad/crazy

4

Recruiting – good practice

The recruitment and employment
of disabled people

- > Job description or Person specification
 - > Advertising
 - > Applying
 - > Shortlisting at Interviews
 - > Making your decision
 - > Health screening
 - > Health and Safety

Recruiting – good practice

Good practice simply means looking beyond the disability at what a person can do, sometimes with minor adjustments to the workplace or working practices.

Introducing good practice into an organisation's procedures will help maximise the opportunity to attract and keep disabled staff, as well as reduce the risk of unintentional discrimination.

For specific advice refer to EEDA's Equal Opportunity and Diversity Policy or speak to the HR Department.

Writing a Job Description or Person Specification

- Include only the requirements that are essential for the job. Don't use phrases like must be able to drive when you mean occasional travel to visit clients is necessary; or must be physically fit when you mean occasional heavy lifting is required.
- Focus on what the job is to achieve, rather than how it is to be achieved. For example, don't insist on touch typing, which would exclude anyone with Repetitive Strain Injury who could use voice activated software.
- Focus on the specific skills that are necessary to do the job, rather than qualifications. A disabled candidate's education may have been interrupted, but that candidate could have the necessary skills for the job.

Advertising

- Use wording that will actively encourage disabled candidates to apply, for example that you are an equal opportunities employer.
- Use employment specialists; the Disability Employment Advisers at Jobcentre Plus; or brokers like the Papworth Trust.
- Display the “Two Ticks” symbol in your advertisements.

Application

- Make sure your application process, including the application form, is accessible and available in alternative formats if requested.
- Indicate that you understand your duties as an employer and ask all applicants about any adjustments they might need at interview or in employment.
- Be flexible and provide a contact who can answer questions and provide help with the application process if required.

Shortlisting

- When selecting applicants for interview, consider whether they meet the essential requirements.
- Remember that formal qualifications may not be an accurate indicator of capability.
- Don't discount voluntary work experience and other non-paid activity.

Interviews

- Remember to check access requirements with all candidates.
- If you do not know in advance that a reasonable adjustment is necessary, you should try and accommodate any requirements a disabled person might have anyway.
- Anyone involved in an interview panel should have had appropriate training.
- If you use assessment tests, be prepared to revise the test, or the way it is conducted, to accommodate specific disabilities.

Making your decision

- Choose the best person for the job, but remember to consider how well a disabled candidate could do the job if you made a reasonable adjustment.
- Be aware that you can apply for a grant for reasonable adjustments through the Access to Work scheme.

Health screening

With regard to disabled people, it is not just a question of being fit for the job, but fit taking into account reasonable adjustments. If in doubt you should seek advice from an Occupational Health specialist through the HR department.

Health and Safety

It is rare that health and safety will present an insurmountable barrier and in many cases the modest changes required, eg cleaning a cluttered office to accommodate a visually impaired person, can actually improve conditions for everyone.

5

Existing staff

Existing staff

It is interesting to consider that more than 40% of workers over 50 years of age have a disability and 78% of disabled people acquire their disability whilst of working age.

Under the DDA, it is your duty to consider what reasonable adjustments can be made to enable an employee who becomes disabled, or whose disability changes, to continue to work.

There are also sound business reasons to retain an employee who becomes disabled - they have the skills to do the job, they know your organisation and the way it works, and it is expensive to recruit and retrain new staff.

Organisations such as JobCentre Plus or the Papworth Trust can support an individual who is at risk of losing their job as a result of their disability or health condition, working with the employer and employee to provide support, advice and guidance on reasonable adjustments to retain a valued member of staff. People tend to forget that with a few adjustments, disabled people are often able to achieve the same results that non-disabled people do.

With a little thought and imagination, the restrictions created by a disability can often be overcome with minimum inconvenience or cost, for example;

- > Widening doors for wheelchair users.
- > Appropriate IT equipment for someone with a visual impairment.
- > Telephone amplification, for someone with a hearing impairment.

- > Flexible working arrangements for an employee who needs to adjust his/her working pattern to fit in with medical appointments.
- > Flexible attitudes to office procedures allowing someone who has been off work for some time with depression, permission to make private phone calls during the day to their support worker.

This is not meant to be an exhaustive list but to illustrate just how minor yet effective, some changes can be. Studies have shown that 80% of employers found it easy or very easy to make adjustments to enable disabled people to join or stay with a business. 65% claimed there was no direct cost. Where there was a cost involved, on average it was below £200. These are examples of how forward thinking employers have been able to make the best use of the skills from their employees who happen to be disabled.

6

Support and Finance

- > Access to Work
- > Organisations that can provide help

Support and Finance

Access to Work

Access to Work is a government funded scheme operated through Jobcentre Plus. As well as providing practical help and support to overcome work related problems for disabled people, financial help is also available.

The Access to Work programme can pay employers a grant towards certain extra costs that may result from employing a disabled person. For instance it can help fund things like:

- >A communicator, to help at interview for deaf people.
- >A support worker, to help at work.
- >A job coach, to support people learning a new task or skill.
- >Special equipment or training.

Access to Work can also help the employee, with for example, travel to work.

Currently, for those already in employment, it pays 80% of the approved costs over the first £300. For people starting a paid job with you the grant is up to 100% of the approved costs.

More information about the Access to Work programme can be found at:

www.jobcentreplus.gov.uk/jcp/Customers/HelpForDisabledPeople/AccessstoWork/

Organisations that can provide help

Equality and Human Rights Commission www.equalityhumanrights.com

· Employers' Forum on Disability www.employers-forum.co.uk

Centre for Accessible Environments www.cae.org.uk

Shaw Trust A national charity providing training and work opportunities www.shaw-trust.org.uk

English Heritage (for access advice in listed buildings)

www.english-heritage.org.uk

DIAL UK (can put you in touch with a local disability advice and information centre)

www.dialuk.org.uk

Disabled Living Foundation

www.dlf.org.uk

RADAR Royal Association for Disability and Rehabilitation (for details on the needs of disabled people and local access groups in your area)

www.radar.org.uk

AbilityNet (IT adjustments for disabled people)

www.abilitynet.co.uk

Council for Advancement of Communications with Deaf People (CACDP)

www.cacdp.org.uk

Disability (General)

www.disability.gov.uk

Norfolk Coalition of Disabled People

www.ncodp.org.uk

Essex Coalition of Disabled People	www.ecodp.org.uk
Mental Health Foundation	www.mentalhealth.org.uk
MIND (National Association for Mental Health)	www.mind.org.uk
Royal National Institute for the Blind	www.rnib.org.uk
Royal National Institute for Deaf People	www.rnid.org.uk
Access to Work (AtW)	www.jobcentreplus.gov.uk
Association of Disabled Professionals	www.adp.org.uk
The British Dyslexia Association (BDA)	www.bdadyslexia.org.uk
Opsis National Association for the Education, Training and Support of Blind or Partially Sighted People	www.opsis.org.uk
Rehab UK	www.rehabuk.org
The Papworth Trust Working across the East of England	www.papworth.org.uk

Skill: National bureau for students with disabilities www.skill.org.uk

Arthritic Care support people with arthritis www.arthritiscare.org.uk

The Stroke Association is a national charity concerned with combating stroke in people of all ages www.stroke.org.uk

The British Heart Foundation support people living with heart disease www.bhf.org.uk

Depression Alliance is the leading UK charity for people affected by depression www.depressionalliance.org

Scope Disability organisation whose focus is people with Cerebral Palsy www.scope.org.uk

Disability East a partnership between charities for disabled people www.disabilityeast.org

7

Good practice

Good practice

Accessibility is more than just ramps, lifts and wide doors.

It is about the whole experience of getting to, getting into, moving around in and leaving your premises easily and safely. It is also about accessing information and services.

It could be as simple as lowering reception desks and counters for wheelchair users, by providing seating or better lighting and signage, by making our website accessible. These will benefit everyone.

EEDA has venue checklist available on EEDAnet which should be used when arranging meetings and booking venues externally. For internal meetings, make sure you also consider accessibility issues. This is incorporated into the Meeting Room request form.

Information in other formats

Any communication activity needs to be clearly understood by all.

This is particularly important where staff have hearing or visual impairments, or learning disabilities.

People often feel embarrassed to say that they haven't understood something, so here are some basic suggestions for providing information in other formats and making sure that presentations and other initiatives cater for the needs of employees and customers alike. And of course, accessibility does not only affect people with disabilities – it has enormous benefits and rewards for everyone.

Visual impairments

EEDA has adopted the RNIB's minimum standards for communication and uses the default font of a minimum of Arial 12pt for emails and word documents.

Larger print, typically 18-20 point (can be read by 36% of blind people and 75% of partially sighted people according to the Royal National Institute for the Blind).

Further help and information can be found at www.rnib.org.uk

Hearing impairments

- Use Plain English.
- For all meetings and interviews you should find out in advance wherever possible, whether people have communication requirements. For example, use of loop systems, sign language interpreters, speech to text translators (palantype) or lip speakers.

EEDA has a loop system which can be booked via Reception.

Learning or literacy difficulties

- Use clear, simple language avoiding jargon.
- Use bullet points and have regular summaries.
- Use images to support the text and caption photographs and illustrations.

8

Quiz

How 'Disability Aware' are you?

To help you understand disability and its impact upon disabled people, try this quiz.

It highlights many things that affect disabled people which most of us take for granted.

There are no trick questions.

1

Wheelchair users make up what percentage of disabled people?

- a) 15% b) 10% c) 8%

2

Assistance and guide dogs are trained to read?

- a) Numbers on buses b) Telephone numbers
c) Neither

3

Which prime minister held office whilst managing a manic depressive condition?

- a) Harold Wilson b) Benjamin Disraeli
c) Winston Churchill

4

Approx. how many disabled people are there in the UK?

- a) 5 Million b) 10 Million c) 12 Million

5

What percentage of disabled people are born with their impairment?

- a) 8% b) 12% c) 15%

6

In spring 2005, how many unemployed disabled people were there compared with non-disabled people?

- a) double b) the same c) half

7

What percentage of employers believe that the nature of their work is a barrier to employing disabled people?

- a) 10% b) 30% c) 50%

8

How many workers over the age of 50 have a disability?

- a) 10% b) 25% c) 43%

9

When adjustments for disabled people are required, they are mostly?

- a) To improve access
b) To working practice
c) For retraining

10

What percentage of disabled people acquire their disability whilst of working age?

- a) 28% b) 58% c) 78%

11

Facial disfigurements are covered by the DDA

- a) True b) False

12

Who is responsible for the DDA within an organisation?

- a) The board b) Senior management
c) All employees and representatives

13

To be covered under the DDA how long does the disability or health problem potentially need to last for?

- a) 3 months b) 6 months
c) 12 months

14

Disabled candidates should be asked to complete a health assessment questionnaire or attend a medical?

- a) Yes b) No
c) Only if it applies to all

15

When you are having a conversation with someone with a hearing impairment it is best practice to make sure you are in good light and facing them from the front?

- a) True b) False

Answers to Quiz

- 1** Wheelchair users make up what percentage of disabled people?
c) 8% - a very small proportion of the percentage of disabled people, despite the common perception that disabled people are often wheelchair or guide dog users.
- 2** Assistance and guide dogs are trained to read?
c) They cannot be trained to read. They can be trained for example to alert their owners to a ringing doorbell or to load and empty a washing machine. There are a lot of myths about disability. Like the belief that disabled people develop a sixth sense to replace the one that they have lost.
- 3** Which Prime Minister held office whilst managing a manic depressive condition?
c) Winston Churchill - disabled people are not incapable or helpless. As a generality, they can do a huge variety of jobs.
- 4** How many disabled people are there in the UK?
b) Approx. 10 Million - 18% of the population.
- 5** What percentage of disabled people are born with their impairment?
a) 8% - nearly 80% acquire their disability whilst of working age, usually while employed although their disability is rarely work-related. They have skills that can be used or retained.

- 6 In spring 2005, how many unemployed disabled people were there compared with non-disabled people?
a) Double at 8% - and within this figure only 20% of people with mental health problems were employed.
- 7 What percentage of employers believe that the nature of their business is a barrier to employing disabled people?
c) 50% - employers relate this directly to the nature of their business, yet often have difficulty substantiating this.
- 8 How many workers over the age of 50 are likely to have a disability?
c) 43% - most will not require any adjustments and all of them will have a wealth of transferable knowledge.
- 9 When adjustments for disabled people are required, they are mostly?
b) To working practice - for example job descriptions, flexible working etc.
- 10 What percentage of disabled people acquire their disability whilst of working age?
c) 78% - they are in a good position to identify product or service opportunities to promote to the £80bn disabled market.
- 11 Facial disfigurements are covered by the DDA?
a) True - even though they may have no effect on a person's physical ability to do normal activities, they are protected under the Act.

- 12 Who is responsible for the DDA within an organisation?
c) All employees and representatives - if you want to know more about EEDA's policies and how they take the DDA into account, you should contact the HR Department.
- 13 To be covered under the DDA how long does the disability or health problem potentially need to last for?
c) 12 months - which is why people with broken bones are not included as most broken limbs will heal within 12 months. But an impairment can be regarded as long term where it has not yet lasted 12 months but is likely to do so, for example, progressive conditions such as Muscular Sclerosis, HIV, cancer.
- 14 Disabled candidates should be asked to complete a health assessment questionnaire or attend a medical?
c) Only if it applies to all - This is, however a good opportunity to assess any reasonable adjustments the candidate might need.
- 15 When you are having a conversation with someone with a hearing impairment it is best practice to make sure you are in good light and facing them from the front?
a) True - this is particularly important if the person is lip-reading as only about three in every ten words are visible on the lips, and many syllables look similar.



If you require this in another format please contact the Communications team.

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