SARAH BOTTERILL: Welcome everybody. If you are looking to join the workshop

on how to create an inclusive workplace then you are

in the right place. Really

got a fantastic panel line-up for you.

So I'm just going to wait a

few moments to make sure that we have

got people on these virtual seats and we will kick off

from there. Let's just give it a few minutes. I'm just

watching the participant numbers go up. When they start

to stabilise we will get going.

In the meantime, we

have Tracy in the background doing captions for us. You should be

able to see those popping up at the bottom of the

screen there.

So numbers are still rising so I will just give it a couple

more minutes.

Okay. So I think the numbers are starting to slow down now. So I will

formally start the Webinar. So welcome

to how to create an

inclusive workplace which is a topic of our Webinar today.

As I said we've got a fantastic line-up of

panellists and we will introduce you to those in a bit

more depth later but from the top we have got

Peter from VERCIDA. I hope I have said that right,

Peter. Give me a thumb's up.

PETER MacDONALD HALL: Yes, you have.

SARAH BOTTERILL: Heather from the National Trust. Our own

Teresa Loftus and myself Sarah from the marketing team. I'm

mostly here to drive the webinar, give a bit of

intro and my colleague Sophie is watching the

Q&A in the background and supporting me today. So thanks to her

and thanks to Tracy again for providing the captions

So, we will move on.

Okay. So a little bit of housekeeping before we start.

As I said, we've got live captions which are

popping up on screen. We do ask people

to use their Q&A window for any questions

that could be technical queries, or it could be questions from

the panellists as we go on

We turned the chat window off. A couple of reasons for that,

one is it's just easier for us to have one channel

but there is a very solid accessibility

reason as well, anyone who is using a screen

reader will find that everything that goes in the chat

is read out and that can be a little bit distracting which we

found from experience. After the Webinar everybody

will be sent an email that will include

slides, a transcript, and a recording. So you will

be able to watch at your leisure and you will be notified

by email - apologies my dog is now

barking. And there will be a follow-up email for

any feedback as well.

The panelists as I have said we have

Peter, Heather from the National Trust and

Teresa is part of the assessment team at

AbilityNet. Just to say formally welcome to

to all of you and thank you for giving up

your time to be with us today. In terms of

an agenda I'm briefly going to set the scene with a few

statistics around inclusion in the workplace, what this

landscape looks like, how COVID

has started to shift that landscape

and to give a bit of an introduction to who we are

at AbilityNet. Then this -

I will just put it in the wrong order but I will then pass

over to Teresa who will expand on that theme

of the changing landscape

and what AbilityNet can provide in

that space. Then we will hand over

to Peter and he will introduce

us to VERCIDA. The National Trust

will be talking about how they are adapting

We will hear from Heather about the diverse range of not

just workforce but workplaces that she's

managing in terms of that accessibility piece

And then we've got a few

questions for panel discussion, but please do pop any of

your own questions in the Q&A and we will be

very happy to come to those at the end

as well. So I will just give you a brief

overview of AbilityNet as a whole. And Teresa will

go into some of the more detail on workplace

services later. So, our mission is that we believe

in a digital world accessible to all

And there are a number of ways we go about

achieving that mission. So we offer a range of

services for individuals at home, at work,

and in education. The focus for this Webinar

is on workplace services and as I said we will hear more

about that later. Our

revenue comes from selling accessibility products and

services. And that's looking at how we can

facilitate people to make websites more

accessible for everyone. We offer a range of consultancy

services. We also run two annual events

Tech for Good and Tech Share

Pro. Tech Share Pro is the biggest

meet up of accessibility professionals in the UK and we

will be making place in November. We have

amazing sponsor. It's all about keeping that conversation going

and looking at how we can make sure that the

digital world is genuinely accessible

to people with disabilities.

So in terms of the changes working landscape, as I

said I just wanted to present a few statistics that just

sets the scene there.

One thing that has happened in

terms of COVID is that the disability employment gap

has increased. There has been a

lot of discussion online about the fact that

disabled people have actually been disproportionately

disadvantaged by COVID. It's a huge

population of people, there are 8.4 million disabled people

of working age in the UK. Which counts for 20

% of the working age population. So it's really important that

we are having this conversation today and that we keep

that going. Unfortunately the

unemployment rate is - for disabled people is far

higher than people who are not disabled. You know, we

would say that accessibility, digital accessibility

while it doesn't fix all of that, is part of that

diversity and inclusion agenda and we will be looking at

that today.

And as I said,

disabled people were disproportionately affected by the pandemic

, be it through a loss of income, furlough or

redundancy. In terms of the new normal, which is a

phrase we have all heard a lot, there has been a real

shift to people working at home and I know that's a thread

Teresa and others will be looking at. In terms of

going forward, it's something that working adults have

embraced. 85% want to use a hybrid approach

of working at home and

in the office. Business, less sure about

how to go about it, a little bit of reticence there that

32% of businesses are not sure what

proportion of the workforce will be working from their usual place of

work. So it's definitely a

transition. And, again, digital accessibility

and digital has a place within that

conversation.

This is a graph on screen, which just

shows the impact of different stages of

the pandemic and how that

impacted people travelling to work and working from home. And you

can see that there are particular

spikes and troughs relating to lockdown,

winter restrictions, when the government

published its road map. So just again

reinforcing that this has very

genuinely

genuinely scale

genuinely accelerated this conversation and made it very real

and very alive. Without further ado I would like

to hand over to Teresa who is the expert in

this space from AbilityNet. You have been with us for a long time and got

a lot of expertise . I will hand over to you to

just introduce yourself, say hi and

then I will drive the slides.

TERESA LOFTUS: Hello, I'm the assessment team manager at AbilityNet.

And I deliver workplace assessments and

disabled student assessments. So I have been

working with AbilityNet for around about 10 years but prior to that I worked in

education, working with blind and visually impaired children

for around about 12 years. It's quite some time I've been

working with assistive technologies and the ergonomics

of the workplace as well. So

we can go forward on to the next

slide. So really I'm here to talk to you about

the impact and how much COVID

and how it's affected us in the workplace.

So for AbilityNet we had to adapt very

quickly as well. So COVID has

meant that for many disabled people who have previously

travelled to work they were suddenly finding themselves working from home

And for some this was a positive change that

enabled them to manage their conditions in a more effective way whilst

working. For instance, less travelling meant less fatigue for

individuals, with conditions such as

social anxiety. For others there was an increased need in learning

new online tools. And how to adapt and

implement these to continue working collaboratively and

productively without barriers. As such, that meant

line managers needed to learn new tools as well to

implement supportive strategies and tools to ensure everybody

interacted fairly and equally. And employees needed to

utilise mechanisms to enable support to

be applied. That needed to be done quite quickly to start off with

It was no longer an option to rely on a colleague to ask

for support, normally we turn to the side and ask for somebody to help

us and that wasn't there anymore. And so learning new

technology regardless of

disability was essential to keeping business

running. Our shift in support at AbilityNet we

were quick to adapt to the new working ways

Everybody in AbilityNet became a homeworker themselves, setting up

offices in the bedrooms, kitchens and spare rooms and in

AbilityNet provide workplace adjustments. So we were more than

able to provide advice to our team to help maintain

reasonable working adjustments and practices.

We quickly trained staff to assess remotely and implement

the use of video calls to deliver our workplace

services. And AbilityNet successfully met that demand.

Our clients for instance welcome the opportunity to sit and talk to

people. Many of whom were isolated, at

home themselves. And we were able to share screens

to demonstrate software we might be recommending so that provided choice

for people. And we provided links to resources for them to

view as well. We kept all

that continuous support and advice

available to them. And realistic. This enabled

clients to understand how they could be supported in order to continue

with their work.

This is where AbilityNet's strengths and

AbilityNet understood the challenges that were faced. We have been a driving

force in the field of technology, accessibility

and inclusion since 1998 and there is

a little bit of history as well on our website about

AbilityNet and our background. And it's really worth

investigating that too.

Our services include free support for individuals at home,

workplace, services, educational services and

digital accessibility as well.

So the pros and cons. We have now got

this hybrid working office, and that

, or a bit of both. And there is some

pros and cons to that. So COVID has highlighted the

usefulness of assistive technology, many of which

have become the norm due to the nature of skwlon line

communication and collaboration and interaction. Using video

conferences and cloud based services means we can all work

across a wide geographical area without needing to physically hit

base on a daily basis. However this means there

will be a mixture of people working from home, and office that need

to work together. The pros and cons of this

means that communication and interaction becomes a little more

complex. So it might mean that managing

meetings is a little bit more difficult, trying to make sure it's

fair and equal for everybody to participate. Not

intruding on home lives during virtual meetings. And the

boundaries between home and work life become a little bit

blurred. It is also about knowing and understanding the

collaborative tools that work for everybody regardless

of disability. So with you now need to consider whether the office

tools and locations

accommodate all regardless of disability. You will need to think about the

virtual and physical barriers for this as well because that's what hybrid working

is about. Virtual meetings for instance, you might need to

consider how somebody may be with a hearing loss

00:16:23.000 --> 00:16:26.000

needs to interact, when we are on video calls

Whether your colleagues use specialist assistive

technologies and whether you have got the right platform that you need to use. And

how you need to adapt maybe

videos that you might be implementing to

- so these things all have a big impact when people are

using different assistive technologies or they have disabilities that

impact on their ability to access some of these tools. It

might be that you have got people who are

struggling to actually come on to the video calls due

to anxiety. So considering how they need to

work to - it's really important to make those adjustments

There is still a need for face-to-face meetings

as well and those are the physical barriers that some people could experience

and it is keeping those in mind. So you

know, are those physical barriers, we might have

changed offices during COVID, might have shut down sites to

a different size office, you still need to consider those doorway, the

doors and ramps to make things accessible. And do

you have sort of reserve seating at meetings for people who might need

to sit at the front or in

specialist positions to access the

interpreters for instance. And whether you have included things

like using loops in your meeting areas as

well.

So hybrid works also means about the collaborative tools that we are

using. So again we need to consider the

assistive technology, the free and paid for and how everybody will use them. They provide a great opportunity to work at the same time and at different

times and offline. And for example, Microsoft Teams has been really useful for a lot of people.

And it means that they can sort of keep momentum

going with project work and include the diversity of the workforce

regardless of location and

disability.

Sarah did you want to go to the next slide? AbilityNet

have quite a comprehensive range of tools that can

help support people. So you might want to

use something like My Computer My Way which

will help people set up up computer settings to make them

quickly easily to use regardless

of disability. So that might be that they are using a

computer, it might be they are using

tablets or their phones. So my computer my way

will help instruct them as to the types of things that

can be made accessible on - by

accessing the settings on their computers or the

devices.

If you are unsure as an employer about the

types of support for some disabilities as well, the

fact sheets are a really good starting point for you.

So go to those and then you can

then identify the types of things that will be useful.

So going from fact sheets and then you can then dip into had the

My Computer, My Way to see how you can

adapt environments. We also have the training options there.

Again, that's something that you need to sort of think

about from not only the employee's side of

things but maybe having people within the

office that can provide that buddy support or

a go-to person that knows and understands about the disabilities. So the AbilityNet have a wide range of training resources

available to you that e-learning and webinars

and if you go on you can see the huge range that

we have.

So there is - how you can create inclusive accessible

meetings, collaborative working environments and

inclusive and accessible culture and individual work plans. As I

said, the e-learning is a great tool because you can

actually access those in your observe time and at a pace that you want

to.

Then beyond that, it's really important to understand

that not everything is free.

And an organisation might need to access some

specialist support that is quite costly at times. Now, that's not just about the

assistive technology t could be about sort of the ergonomics

or even travelling to and from work or providing buddy support

from somebody. Access to work is a really great resource, it's a

government-funded scheme and not

really utilised as much as it should be. It may be

because people don't know about it. And that's well worth looking at.

We have a fact sheet on that if you are not sure about it. Please

do dip into it.

And then for the employer, and the employee we have got clear talents as

well. Which is a way of identifying types of support that can

be useful to each individual and looks at

their specific needs too.

Okay. So that's me. And my section. Did you want to move on

Sarah to the next slide?

SARAH BOTTERILL: That's fantastic. Thanks ever so much. There is a lot of information in

there. The slides will be made available afterwards and

with all these useful links

in. Lots to cover in there. Lots

about choice I think was the theme that was coming through for me. That

choice of access, whether it be working at home, working online and just really

tapping into all the different tools within the various available

platforms. Which give people choice about different ways of

holding online meetings. I'm sure those are

trends that will come back to when we have the panel discussion. But yes, I

will move on. Call on you

Peter, to tell us all about

VERCIDA Group. And yourself. So I will move forward and you

can say hi. I know you've got a breadth of experience in this

area. Perhaps you would like to tell us a bit

about your background and I know you are

super-passionate. I'm sure that will come through.

PETER MacDONALD HALL: Thank you. Hello good afternoon my name is

Peter MacDonald Hall. As it says principle consultant at

VERCIDA Group. Been in group two-and-a-half years.

Been in the diversity inclusion and I'm going to

add the belonging space now

for 20-plus years.

My background predominantly comes from central government,

starting off my DNA journey there. Before

moving on to the private sector,

or local authority I have to say, I had a stint there for a

while before then being tempted to go to the

private sector. Dare I say in asset management and

recruitment. Very interesting. Had a really exciting time

there before kind of coming to VERCIDA. That's a whistle stop tour of an

overview. I got involved in everything diversity

inclusion and everything belongs. Thanks Sarah. Let's talk about

VERCIDA Group. Who are we? Well, VERCIDA is a composition of two elements of two

businesses. The one side of our business

is VERCIDA.com. What they do is

predominantly work with employers who are absolutely

looking for that diverse and global talent across all

sectors crook all spheres. So the

VERCIDA.com side do some fantastic work. We have a platform which is

accessible. And it is used by a number of our

clients to amplify their job opportunities

and their desire to not only attract diverse

talent, and that includes people with disabilities, as well, as well to intersectionality and everything that that brings,

but to retain diverse talent as well. So

we critically support employers in that space

And it's far more complicated, super algorithms and all that to monitor

accessing stuff far more clever than I could even

articulate really. But essentially they are there to help business

They are to help you attract that diverse

talent and leading employers recognise and value having a diverse and I'm

going to say an inclusive workforce. Very

critical to that. So diversity by itself

doesn't work fundamentally because it

brings dissent. You need to bring inclusion into the equation where

you feel valued, you feel heard, you feel respected.   
Critically you are seen. And now we talk about

belonging. And belonging is essentially around about what is it

that makes you feel connected to the

organisation that you choose to work for. What it makes you feel that

you actually belong? And critically, we are

talking about those key factors around empathy but

fundamentally about psychological safety.

Do you feel safety for your authentic self, do you

trust your employer. What are the key things. So hopefully we

moved away from tick box and moving to that sphere and

now it's about authentic inclusion. That's fundamentally where

we are. Can we have the next slide, please

00:25:25.000 --> 00:25:30.000

So I'm going to talk about the consulting side of business,

fundamentally where I sit. Within the VERCIDA Group offering. What we

do within the consulting side, first of all we

support businesses globally, although located in

London, I'm working from home as you can tell from my

attic p my attic roof. So we have moved to that new

hybrid model very much so. And really

as Teresa highlighted, one of the challenges

we faced in a pandemic was delivery of our

services. Face-to-face. All of a sudden we had to translate

our delivery in a virtual world. Still

keeping that engagement, still keeping

authenticity, still keeping that

connection and I'm glad to say we managed to do so, very, very well.

If anything, my personal expectation, I was

expecting things to drop off. It hasn't

If anything it's been amplified that's for a number of

reasons. The pandemic has highlighted for

certain groups they have done really, really well.   
When we talk about disable, I would say for some they

managed to thrive. It has given an incite for

insight

for those pre-pandemic what it is like to be isolated, what it feels like to be

disconnected from the team. So yes, it's kind of given a really interesting

insight. Unfortunately we had during that period the

untimely death of George Floyd, so when we talk about race

inclusion that absolutely was a catalyst for

change, for a number of organisations when we talk about

race. There is the tension. The tension is historically lots of organisations have

looked at gender, comfort, got the data, got the

numbers to support that. And more

recently around zainl but there is a question mark about disability.

I think there is this perception, and argue that disability

is almost the - the poor bed fellow

in the league of inclusion as such if I'm honest and

hope open because many organisations haven't

really focused on disability in terms of inclusion and the theme for

discussion is about accessibility and I am moving away from the

physical accessibility, I think there is also as well

as a technical, it is also psychological accessibility

when we have come from our perspective. And

clearly more can be done. When we look at the Paralympics, keeping Olympic theme going, there

was campaign we the 15.

So Sarah shared some fantastic statistics. We the

15 was part of the global movement recognising that globally, 15% of the global population has a disability. What's the

impact on you as an employer for you? And we have

seen employers now move into

the disability space primarily now because of

the pandemic through mental health. Also, dare I say, for some

sectors through neurodiversity as well. Different thinking

. And we are now starting to see the

value of diversity of thought and what that can help

to do and amplify their business.

So while it's disappointing that during the pandemic those numbers

have gone up, exponentially for

people from the disabled and deaf

communities, hopefully employers are now reassessing

repositioning their thinking to now valuing

what people with disabilities can now bring.

I like to what we different abilities can bring to the

workplace. I think we are on a journey there in terms of where we are

So at VERCIDA Group consulting we support global businesses and we do

it across three spheres. Primarily we look at

training. The training piece is what we focus on. And I will

tell you a bit more about that. But

critically we help organisations develop inclusion

road maps. Strategies for inclusion with supportive action

plans. So we help them to be much more inclusive from that

perspective. And then thirdly we act as that critical

best friend, sometimeses it just about can we

touch base with you, what does good look like, how

do we know we are on a right journey towards inclusion for all

. Just so you can see, you know I may not

have heard the term VERCIDA, it is made, but this is what it stands

for and this really ties into the organisational values. So we

talk about values, as an organisation, how do you

live your values? How do you - how do you

deliver every day inclusion? Equality. I

almost want to expect equality for equity. A bit

more a challenge there. Respect. Culture

. Behaviours. Inclusion, diversity, and

as you can see that last word,

accessibility.

Really key, really fundamental in terms of timing, inclusion

for the business. Sarah can we have

the next slide? Thank you.

So our expertise highlights in these areas

work programs advisory and leadership development, is a

bit of blurb about research. We're

not a research organisation, but it

fundamentally drives our offering. And our

approach is about a learning model but critically

our ambition is to drive inclusion for

more spheres into sectionality. None of us here

when we think about diverse inclusion are one

facet. So I always sometimes look when I'm kind of having my

sessions I say we are all diamonds. We have different facets to

ourselves. So I'm a black man, of a

certain age. Now we get into the critical piece. You don't know

my sexual orientation. So how are you going to get to know that?

The only way you will do it if I trust you, to share

that. You do not know if I have a disability.

Hidden. Because it's physically you can see you can react you

can be empathy but if you can't see it

how do you know? How do we build trust, how do

we build empathy so we can actually start to have the conversation.

Actually how can we move to be being brave enough to even having

the conversation around that piece? So we

all bring different facets and we look at an age

perspective we know now that intergenerational

, five generations as work. The alpha

generation and generation don't liable labels. Don't

label me. Let's move around, recognise for me the

uniqueness. I think there is a challenge around hire, there is a challenge for organisations

how can we hire inclusively? Authentically? Rather than kind of let our

biases kind of take over? So we do a lot of work

around bias mitigation, but critically, we also do a lot

of work with leaders. Around what is it to be

an inclusive leader? What is it you need to change

about your leadership style? How do you

flex it to connect authentically

to promote and explore team inclusion?

Collaboration? Psychological safety? How do you kind

of get the best out of your diverse group? Because

the fact is the world is changing ever

quicker.

It is fundamentally very complex, we have seen that

with the pandemic, nobody foresaw that and there has

been a - but the key critical aspect is around diversity is here

. We live in a global village. And there is a

challenge if we are going to be successful and to be

inclusive we need to be kind of doing it in a

systemic way and recognise the value that we all

bring to the table. So to speak. In that regard

So when we talk about diversity and being inclusive

, it's really key and really

fundamental and it is core to who we are at VERCIDA to

supporting employers to create that culture of

inclusion. Next slide.

Just me. Okay. So again, if you

are interested, I encourage you for those of you

baby boomers and that Google you know,

Google us. VERCIDA Group, online. Find out more about

us, what we do and how you can support. If again if

you are looking for employment, definitely

encourage you to sign up to the

VERCIDA.com website. Both sides

employer as an employer, again, happy to talk to you further

about the work that we do. And see how we

maybe we can support you working to going forward.

SARAH BOTTERILL: Thank you Peter. I think like Teresa you have covered a lot of ground

in a very short space of time. Thank you

very much. And there is lots to touch on there

that empathy, the

authenticity, the leadership unconscious bias. I think

, I know you have got a

wealth of information on your side. For now we will move

on. And I will welcome Heather.

Who as well as thinking about all those elements of

diversity has a whole range of diverse

workplaces that I know you have to consider

from a National Trust. And I know that's something that you are going

to focus on for us now. I will hand over

to you and really looking forward to hearing all

about it.

HEATHER SMITH: Thank you Sarah and thank you Teresa and Peter for such

great presentations. The joy of going last sometimes, although it is

nerve-wracking waiting is so many people before me have said some of the

things I was going to say. But there traffic lights a lot of different stuff

there is a lot of different stuff so

I will move now. My role is working out

of the operations directorate and leading on

accessibility for disabled people. I work across all the other direct

rates to do that, principally at the moment

with the inclusion team, which is part of that department,

and our curation and experiences department as well.

Who are predominantly look after the care of our places customer

service, and programming the experiences that people can have

when they come and visit us. So there is crucial things that really important

for diversity and also for belonging to pick up on the theme

that Peter was talking about as part of his

presentation.

And recently as well I have been leading on

accessibility work which forms part of the commitment to everyone welcome which I

will talk about a little bit later on in the presentation. I have been with

the trust quite a while, in a range of different roles

but always access for disabled peep as the main

people as the main part what I do.

Next slide. Thank you. So I thought I would start

with a few facts and figures about the trust. First

of all, just the fact that we cover England, Wales and

Northern Ireland. National Trust of Scotland is a

different and separate charity. I work

across the three countries. That's about the size of the organisation and that variety which

brings about the variety of workplaces that Sarah was mentioning.

We have over 780 miles of coastline, over a

quarter of a million hectares of land, over

500 historic houses castles parks and gardens and there

was an awful lot more built structure than is mentioned

in that bullet point there in that number 500 but the

list would go on and on if I tried to name everything. We

have over 470 holiday cottages and other places of

accommodation and other places I would mean things like camp

sites and our base camps. We have lots of group

activities. Nearly 1 million works of art in our

collections. So a huge number of things we care for.

Then around 8 to 10,000 staff and around 50,000

volunteers. Just to finish off that last bullet. Those are the most

recent stats that I could find for us coming

from our AGM publications. You can see

we are a huge organisation and I have worked for

the trust for quite a number of years and we have grown and grown and grown over

that time. So we have an amazing amount of opportunity and

diversity if what we have. We have to think about

how our people can respond to that and we create diversity amongst

the people to do that too. Lots of different workplaces

within this structure and set-up.

So thinking about it from a broader perspective, to bring all that

variety of opportunity and experience together we have our

wider strategy for everyone forever. And this is

the mid-term review if you like of our 10 year

, 2020 was another big moment for us. For the

reasons we will come on to. We were doing our

mid-term review. It was a particular challenge to

do that. Given the pandemic. As we all know happening

2020

Some of you might be familiar with our centenary

mot yes from 26 I think it is years ago now

, forever for everyone. Switching the words

around. That switch of the words around is really a signal we are going to be thinking

much more about people, be they ones who are already connected

to us in some way or could be if we develop and talk

about that totality that I listed out before for

you, that we have the opportunities to connect.

And we could learn from people what we could be and what they

might want us to be and what they might want us to do it.

-- was really about putting people in all forms at the

forefront of our thinking. The strategy itself

is available online and I put together some links on the

slides at the end. Presentation which Sarah

rais making available. I won't go into detail about

that here. Well advance today is the commitment within the strategy

of we will reflect our values by welcoming

everyone and valuing the diversity of our people and supporters. The mention

of values segues into the next bullet point on the slide which

was to acknowledge that as part of the strategy review we also

refreshed our values. We are very clear about our aim of welcoming

everyone. We have four values. I have committed them to memory

so the other three are love people and places, think

now and forever. So the forever word hasn't gone. And make

it happen. Which is really about making sure that we get on and

do the work and become a faster moving

and fafer paced organisation than we often known

for. That determination to effect

change also comes within

the make it happen value. With the strategy commitment it means that we

will be increasing the skills and capabilities of

the staff and volunteers, building more confidence in that variety

of things we care for and everything we need to do to

make sure we keep everything in really good condition, provide people with

greater experiences. We will be improving access to our places

, accessing in all its forms. But particularly including

accessibility for disabled people. And we will do this work through

partnerships and through testing new ideas.

And even more so now, than it was when we actually wrote the

strategy, we will be thinking about being careful financially for

both the short and lock term. And

long term. Through doing this work and thinking about

the variety we have, the opportunity, and some of the

things that they were saying as part how we set

ourselves up we hope we will be able to increase the diversity of

the workforce, a term term I will use to

cover staff and volunteers and think how we might need to flex the

workplaces and design of the workplaces as we embrace that diverse

it I. Working out of the same sorts of places all the time

, and not just because of the pandemic which I will come on to the changes

that made, but I'm sitting today in the beautiful

Peak district in one of the office spaces, I have spent

the past year and a half mostly sitting in my front room and then

I'm often in an office space, usually I was working out

of the car. So you have to be quite adaptable with

the way a number of roles are set-up. We have to

think about the accessibility and achievablity for that for a whole

range of people if we want to improve the diversity of

the workforce.

All of this isn't really new stuff for us. But what's new for

us is to put people so far to the forefront of what

we are aiming to achieve. That's the next point

. I our commitment to everyone welcome. So switching those words

around again. And there is more information again about this

commitment available online, and it's really all about belonging. Picking

up again on some of the things that Peter said actually, and relevance

and being welcoming. Sum it

up in a line from the strategy, we are working to create a

culture that values difference, including everyone and recognises

the strength that comes from diversity. We recognise we have

a long way to go but we are determined to be for

everyone forever. And I think that last sentence about recognising that we are

not there yet and recognising we have a lot to do is

really crucial to the energy to actually doing that work and making

it happen. As I was saying before as one of our crucial

values. Peter outlined just a huge size of the task that we

have a determination to work harder at it and be

better at it than we were before.

Everyone welcome covers all the work we will do across all of our

places. I was saying just there. To do work we need

to work differently. As I in

intimate and we have been bringing people together in different teams.

Picking up from my part of the introduction people working across different

departments increasingly. So for example, I work with our inclusion

team, our specialist advisers and heritage, historic builds

and landscapes. HR teams as I said and

active outdoors teams. I want to spend a little

minute thinking about our outdoor spaces. Because we are often seen

as an organisation which cares for buildings, and a huge amount of

landscape that I talked about at the beginning of the presentation that we care

for gets rather forgotten about. Actually it's

in those places that many people can make their first connection with

heritage, and start to become interested in what

the National Trust is all about. Certainly when I was thinking about the

national Trust I remembered my first interaction with it

was a huge parkland. It wasn't the

traditional objects or any of that, it was really the outdoor space and

becoming really fascinated how it maintained itself in such a

wonderful repair. Who did that? What did they do?

That was my entry point to thinking about working with this

organisation. We have aburban program

as well it. Thinking about creating new

partnerships with cities. That brings me to the other point

on slide, collaboration and partnership to enable our strategy to work we need

to day lot more of this. We recognise that as a

key plank of the delivery of the strategy right at the beginning,

rather than trying to do everything ourselves as wonderful

and diverse as the people might be you get far

better results and get far further when you work in collaboration with other

people.

And in 2019, as an example of this, in September 2019,

we agreed a partnership with the Alzheimers society thinking about

how aspirations to become more success

accessible for disabled people with the The Aim of

developing people the capability of staff to welcome people with dementia and

create more dementia friendly environments. This was a model that was going

to grow as was the multi-disciplinary team approach and working with

other individuals Smaller

organisations locally as partners

as I get to the slide, COVID-19 and the

image of the COVID cell we became so familiar with

sadly.

So we had all the wonderful aspirations the ideas of thinking about

our workplaces, what would it mean, how could people work

differently, how could we adapt what we were doing so people could have more

opportunities with us. And then we had a pandemic to contend

with as we all did. And the impact I'm sure is felt by so

many if you if not all of you

listening to the Webinar today. Like all organisations we had to have the grand

plans and move away from them and think about tackling something

we hadn't tackled before. And the first thing we

did was overhaul all our policies and procedures. And

introduce new processes to bring in to all the government

guidance meant for us. And it was not easy as I'm sure you all found

out.

And at the height of the pandemic we had around 80%

of our staff on furlough and no volunteers rather.

Certainly no visitors on site but no volunteers on site at the

beginning of everything. And we took care of our people as

much as we were abiding by government guidance. Many of

our volunteers were in the age bracket defined as a high risk from

the virus, some as staff underlying health

conditions which put them in a higher risk and I mention this because

it also impacts on how we are recovering from the

impacts of COVID-19 which obviously continues. But also

that general desire to return to work in the way that people have

been working up to 2019. And that

includes the workplaces that people were choosing to work

from.

And we had to manage the many different responses of members and visitors

. Again some synthetic and some not. Again this, impacted on a

number of our staff, particularly those working in our outdoor roles

. But we had to keep going. We

lost member, no visitor admission fees or anything

at all. Whilst we were doing all of that, we had to plan for the

future. Whenever we thought things might ease and

resetting for the future, as the slide say

as we come towards the end of this particular section

. And we had to think about this in a way that was actually

really tough because we had to make some eredundancies

on to that bullet point,

15% of the start of of staff and some volunteers

decided they didn't want to return. We lost a significant amount

of income we knew we were going to have to do the day job

differently for a long time to come. We had to think about what that

impact meant on that work balance for people.

And it's not an unusual tale at the moment to be thinking about what this would

mean for the future. We were adamant we were going

to keep going on everyone welcome commitment and keep

that central to the recovery. And I think what was interesting for me and I

was one of the 20% of staff that kept working all

the way through, and thinking about flexing all of our

policies and approaches as I say, it helped

us to understand really how far away we were from everyone welcome

. At the centre of our thinking. So I talked earlier about recognising

we had a lot more to do and actually the pandemic really

brought it into sharp focus. Particularly when it came

to how people did their jobs and where they did them from

at the moment and what that might look like in the

future.

But we did keep it central. And we faced into the challenges, and

we did think about how we could reintroduce

aspects of our 2019 and before, if I can put it like that, working

life. Carefully. But also how things might

just permanently change. And Teresa

talked a lot about that aspects here that impacted on us as well

. In her presentation as we did that.

And there was change of work circumstances as I have been saying

working from home as we have already talked about whether people were not used to it

. The impacts of that. It was isolating for some

people. Being on furlough brought its own stressors particularly

for people were on furlough for most of the year

as some of my direct colleagues were. Getting access to

technology. We talked about that earlier on and accessible

technology wasn't always easy, for many of the staff the usual workplace was not sat in

front of a computer so it was getting used to a new way of doing work

, a new tool to use to do work as well as thinking about how

accessible it was for people who perhaps had chosen a profession away from

the type of work that we were doing on our computers for very

specific reasons and reasons relating to

disable often as well.

And we also found people who didn't need any further support,

with the usual desk set-up and the usual workplace, found

they actually did because they were working at kitchen tables or

using other surfaces in the house as tables because not all of

our your work life experience at home and personal circumstances makes it

easy to pivot to take office into your own home

and personal space. And I think hindsight is a wonderful

thing for some of the approaches we took and could have

taken. We learnt an awful lot about the conditions the staff

are working in how we had to improve those and what that means for

us moving forward. If you really wanted to capitalise on a

everyone welcome commitment.

What was becoming apparent to us we went through all of this was the

need to support our people more and particularly our

disabled people. And Sarah and Teresa outlined

earlier on the impacts of the pandemic on employers but also on

disabled people ourselves. And there is so much research and so much

in the media about the impact of the pandemic, and it felt to

me like as a disabled person myself, working

for the trust, there was a way we could actually raise our

voices even louder at this time, it was important we

did so. And we just wanted to make sure that as an

organisation we created the change that we were being told we needed to

create. We reset everyone welcome approach

effectively, and brought the methodology of that col oabrasion and

partnership, I talked about earlier on, very much with our own people

, bringing that into the sharp focus.

Just to go down the slide, some of the things that we have done just

to finish, wellbeing was a clear focus and

I think we are all very aware the mental health impacts on every one of us

in some way or another the last 18 months has been significant. And we

reshaped some of our approaches to bring in a dedicated

role, part of another existing role that we had to really

support wellbeing and make that a key part of our

revised strategy if you like and develop a strategy for it on its

own.

We did lots of things to highlight mental health, but actually we weren't

bringing it all together. We weren't taking that step back and

thinking about all these little facets of things. What did they really

mean and what do they say about the organisation and commitment

. A lot of the disabled colleagues have been talking about mental health and

the added impact on them and it's been really interesting just to see

how we can pivot from the small interventions to

really thinking about it. More

strategically. And we started to develop a culture of -

training and support as the next point there. We began to increase the

amount of training that we were making available for our staff and

volunteers. And all online at the moment for obvious reasons. But we

started to think about have we actually got the right information in our development

, what else do we need to add? And how can they help

us to understand the diversity of opportunity that we have,

but how we can increase the diversity of people to take those

opportunities.

And something that was also very relevant to us thinking about diversity

of people, and improving the diversity of the

workforce going forward, was our staff networks. We started to develop

a culture of staff networks before the pandemic but we

didn't have one for disabled staff. But we launched one in June

2020, pandemic notwithstanding because we were hearing as

I said before that disabled people wanted to come together, raise those

voices and take this time to challenge the organisation to

recover better. To explain how difficult things had been before the

pandemic, and have challenge how

challenging things were now. There is a lot of input from

the staff who travel around for their job like I do, I was explaining

earlier and a lot from the outdoor teams a. As

I talked earlier about the outdoor properties are not

thought as much about the builds so it was

feeds for the staff and provisions for the outdoor staff working

in the environments. To finish off a consequence we already have

a much more reasonable

adjustments process now. Again like wellbeing it was

fragmented before and often existed principally in

my

inbox. We brought it together and called work wrablg

ity, what was missing. How the process worked and

what needed and what needed changing. We launched

the new process yesterday. A soft launch we need to do tufting

but it is -- testing, it

is so much better to have everything in one place, to have a clear line of

sight for all the information and importantly some centralised

funding to help to finance those reasonable adjustments which is something we didn't

resources support needs to come from.

And that collaborative process of developing the advice was so much better as well

and a great example of how listening

around conversation and transparency really helps us learn more about

what we need to do and how we need to change. And I

will finish on that point, that actually it's that dialogue and

collaboration that's been so transformational for us and will mean everyone welcome

changes will have inclusion practices at

its heart, right from the very staflt start. Dialogue

, discussion, learning and

listening are the keys we found to set

ourselves off sort of post pandemic not quite on the right

foot to create much more inclusion you have workplaces

for the people.

SARAH BOTTERILL: Thank you. Another really, really rich

whistle stop tour there that lots of activity

, and can see the challenges, the acceleration

, the journey that you have been on.

And that yes, just wanted to move on to

our panel discussion and just dig into some of the

themes really. I was wondering if maybe

I can come back to you Peter because you talked

a little bit about that intersectionality which I think is

something that has been touched on in all

presentations but what - what is the position of

accessibility within the diversity and inclusion

agenda? And how can we better integrate the two

? I think that's a challenge I'm sure Teresa would agree with

. It will be good to hear from you Peter first and then come on to other voices

as well.

PETER MacDONALD HALL: Sure. I think the point was really made by Heather really in the last

slide about inclusion at the start. So

really when we are thinking about

accessibility, let's get it in our thinking from the outset

. And rather than from an add-on later on in the

process, so when we are thinking about that accessibility,

I'm looking at very much in terms

of yes, to tech, yes, that

AbilityNet specialises in but I'm also thinking about the accessibility in

terms of access to leadership, the culture piece

very much from that aspect. But it's - when

we are accessible and - if we come from an

inclusive mind-set, I think we automatically think about inclusion

. That's my bias. We think about actually how

are people connecting. How are people teaming. So when we

move into this - the challenge about the virtual

space, that Teresa and Heather really nicely

highlighted some of the challenges and the opportunities, we think

about the accessibility about socialisation of

a team. How can we connect teams in a

virtual space authentically? Because when we look at hybrid

works for an example, there is clearly now the

new normal is probably three days at work, if you want to

do that, three - two days at home

or whatever way works for you. There is a temptation to

move to face-to-face engagement.

I feel however we may need to keep that virtual meeting, so if from

a manager in even - I'm in the office, I need to

keep that virtual meeting so everybody, so as

well as face-to-face meetings I want to do virtual

meetings. Because it affords ability to

connect everybody. And it's a bit of bias at play because I think

there is a tension that if I have close proximity to

a manager, I can feel - I'm - they can see the

good stuff I'm doing. The challenge is if I'm in a

virtual workspace away, from my manager who doesn't have

line of sight of what I do, might challenge then

is how am I perceived, how am I going to show

I'm of value. Because we know home works always

give that bit more pool part time workers always seem

to do more than full fine works. They do as much in three

dayses Somebody does in five. The spinoff from the pandemic

has really the effectiveness of workers

. So for me when we talk about accessibility within the

DNA agenda, it is around the inclusion. It's around

making sure everyone has a fair

and equal access not just through the tech, bit also that we

mitigate the biases that can prevent some groups benefitting than

others.

SARAH BOTTERILL: Brilliant. Thank you. There is a couple of

questions that have come in. So one in particular, just

to put to the panellists.

Any advice on how we might measure

inclusion, diversity and in particular

accessibility and I know Peter you touched on that without just

ticking boxes. So Teresa I don't know if you have any

thoughts on the accessibility piece there how you

would actually measure that or measure all of that stuff? And then open

that up.

TERESA LOFTUS: I think measuring it as in sort of providing some sort of

means of feedback I think is what we need to have.

Is normalising sort of like that way of

feeding back to whether everybody is being included in discussions

and I know Peter had mentioned

about sort of like the virtual office and

working and having these virtual meetings. That's really important

as well. So you know, when you are

face-to-face with somebody you get that nuance of body language going

on and you can pick up on that. And if you have got

hybrid office that means that? Have that

advantage whereas when they are working from home they haven't. So

maybe asking all your to have that

virtual meeting even if they are in the office might be a solution to

reduce those kneeances of advantage that

-- nuances from advantage that people get from being in the office with the line

managers maybe. To get the feedback whether that's working or not

those are the sort of things that you need to be thinking about as in is

providing accessible tools to have feedback, so you

using surveys for instance is a really good way and you

can do that within sort of a meeting maybe, or it could

be that you want to have a look at

your whole organisation and using something like a

tool that assesses an individual need so you

can address each person's individual

sort of barriers and solutions that would

support them and that makes everybody

included basically. We are looking at everybody individually. So there is

some different ways in which you can get that feedback

I think.

SARAH BOTTERILL: Heather you talked about your inbox which is - the

most scientific method but definitely a temperature check isn't it

. How do you measure your progress? Smt

submit it was something that was pulled up as part of my we need to

changes process to be honest because I can't possibly keep

statistics when I'm trying to help staff who need support. We

realise it wasn't effective if everything was coming to one person

. But it did help capture some trends. That's what we are

looking at I think moving forward. We think how we can see the sorts

of things that come up regularly, as feedback to our

reasonable adjustments process. The sorts of things that are

requested. We do have a -

talking about surveys we have a staff survey, which we are asking

some very particular questions focusing on inclusion and belonging in

now. We are not going to necessarily ask the same questions every year because it

will take longer every year for impacts to be felt but what we will

do is put in place some of the things that we are being asked to do

and those - the answers to those questions. And

then as measure those in the next survey to see if we have actually moved things

forward. So we are looking at the survey approach, and

we are also look at some better tools in terms of

how we actually record the information. And not just for

our - workforce diverse it I but also for implementing

accessibility, improvements at our properties. So how will we

have a meeting tomorrow, quite honestly about how we would measure those

more effectively. So we can see we are making

really good demonstrable change for visitors who will

hopefully encourage more people to come to work and volunteer with us.

Are looking at different ways of using tools and surveys to really

capture that information. And I our staff networks are the best source

of feedback and trend giving really, because

there is a lot of really rich information there which will help us realise

what we need to focus on. Also where we are doing well

so we can start to build the picture of feedback from

people directly themselves.

SARAH BOTTERILL: We are sadly running out of time. But Peter any thoughts from

you on any specific tools or tips

for measuring progress?

PETER MacDONALD HALL: Really, in terms of tools you said about the survey, my think

thing about staff employment survey is brilliant. As long as we were able

to kind of slice and dice, so we can tell

about differential experience. Sometimes I look at engagement

surveys and they give me break

down by business area which is great. However when we slice

and dice that for example, people with disabilities we can capture

that feed back, that then tells me if there

is any specific interventions we need. So

are they having fair and

equal access to career opportunities. Are they moving through the organisation

. Are they getting farnd equal skraes to training

. Do they have good relationships with the managers. Picking up

on point that Heather made about asking the specific inclusion and

belonging questions, well I slice and dice

that by ethnicity, sexual orientation, you know

, et cetera. I am able to identify great, because you

know what, it's not about captioning the

bad stuff, sometimes when we do that it is surprisingly very good stuff

. So that then allows an organisation to then

tell that story. So there is two

motives there. One is about the data and numbers that's one parts. The other part is about the story

. So you don't have to be big about that. If you have - you can

be a small organisation but actually the

actual workplace experience of disabled people is

fantastic. Who do you tell? Who knows about

that? Who feels that? And actually if you can

capture that element from your data, this is now how

we use data to tell and amplify

diversity because it's part of your brand and in

lightened organisations are fully aware of this. It adds to their brand

value. So when you are accessible to all, you are

attracting your future talent, you are telling

yourself - your partners and your suppliers who are

actively now looking to work in organisations on

this agenda. We are here, this is what we are visible and we are doing it

. It's not about having the policy.

It's not about having that sheet of paper that gets dusty

on the shelf. You are living it and you are breathing

it and people are feeling it. And that's - that's

empowering that's how we can move forward.

SARAH BOTTERILL: That's brilliant. Thank you. That's a lovely note to end on because

sadly I need to bring things to a close. I know I have

enjoyed the session today and I hope all our attendees have as

well. I think there is a real sense of

an ongoing journey that we are all taking to the. Thank

to you all the paintist

pavenlists for sharing what stage of the journey you are at

and there has been amazing tips that have come through in the

session today. There are some more training sessions

coming up, this will be shared as part of the slides with a

discount code. As Heather touched on there is

also some more resources from ourselves

and from the National Trust and the links there from

Peter earlier. So all that remains is for

me to say thank you, again

. Watch out for the emails, watch out for

the details coming through and thanks ever so

much everybody. Thank you. And goodbye.