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| Transcript for Employee support and adjustments in the age of Covid webinar – April 2022  |
| ANNIE: Hello everyone and welcome to today's webinar. |
| It's just gone 1. |
| so I'm going to give everyone a chance to join. |
|  Do feel free to drop in the Q&A box and say hi. |
|  We've disabled the chat feature as we discovered it can cause problems for people using Screen Readers. |
|  So I'm going to leave it a few moments for more people to arrive and get  |
| started. |
|  I see lots of you joining up. |
|  OK. |
|  So I can see the numbers jumping up. |
|  So, I think we'll officially start the webinar now. |
|  So, hi everyone and welcome to today's webinar which is called Employee Support and Adjustments in  |
| the Age of COVID my name is Annie Mannion and I will be running you through today's session. |
|  So, just to go through a few bits of housekeeping. |
|  We do have live captions on the webinar provided by MyClearText, so thank you Elaine who is doing those in  |
| the background. |
|  You can turn on the captions using the closed caption option on the control panel and additional captions  |
| are available at StreamText. |
| Net,/slash player question mark event, and you can find slides on our website:  |
| And if you have any technical issues or need to leave early don't worry you will receive an e-mail with the  |
| recording the transcript and slides very soon. |
|  So, also, just depending how you join the webinar you will find Q&A window,  |
| if you'd like to ask the speakers any questions, if you could top those in the Q&A area and we'll address those  |
| later on or after today's session on the website. |
|  Then we also have a feedback form you will be directed to at the end so please complete that and also, please  |
| do sign up to our newsletter: So, just a bit of information for those of you who aren't yet familiar  |
| with AbilityNet. |
|  We support people of any age, living with any disability or impairment to sues technology to achieve their goals  |
| at home, at work and in education. |
|  And so, we do this by providing specialist advice, services, free  |
| information, information resources like this webinar, and I'll share a little more about our services at the end. |
|  OK. |
|  Great. |
|  So, just to introduce today's session, joining us today we have Comerford who is head of HR,  |
| at AbilityNet and Adam Tweed innovation consultant for education and workplace at AbilityNet. |
|  And they will be discussing reasonable adjustments in the workplace during COVID-19 in  |
| particular and also assistive technology that can help. |
|  And then we also have Lina Chauhan group ergonomic Musculoskeletal and  |
| Wellbeing Specialist at BT Group and shell be highlighting how BT Group focused on work stations when many  |
| employees worked from home at the start of the pandemic. |
|  At the end we will have a Q&A where you can pose your questions to the panel. |
|  So, just before Mairead kicks off today's webinar content, I'm going to start with a poll. |
|  So, just going to launch the poll. |
|  So, we can have more understanding about your background with the topic, can you tell us what is your  |
| experience of reasonable adjustments? |
|  Do you have none at all, looking forward to learning more. |
|  I've asked and received reasonable adjustments. |
|  I help arrange reasonable adjustments for colleagues. |
|  Or I'm trying to improve reasonable adjustments although my organisation. |
|  So going to leave it a bit of time for everybody that wants to vote. |
|  OK. |
|  Numbers going up. |
|  OK. |
|  Just going to end the poll now. |
|  Last few answers. |
|  OK. |
|  And sharing the results. |
|  We have the top I am trying to improve reasonable adjustments at my organisation. |
|  And then followed by I help arrange reasonable adjustments for colleagues so that was 32 and then 30%. |
|  And then 19%, have I have requested or received reasonable adjustments and 18% are, say none at all and looking  |
| forward to learning more. |
|  So, hopefully we will be able to provide you with some useful pointers to take away. |
|  So, without further ado I'll pass to Mairead to share her best practice advice about reasonable adjustments. |
| MAIREAD: OK good afternoon all. |
|  I'll be spending ten minutes with you looking at three things in particular, what are reasonable adjustments? |
|  What you could be putting in place as an organisation. |
|  And what we do here at AbilityNet. |
|  OK, so, reasonable adjustments: So the requirement by law under the  |
|  the equality 2010 which is a employ need reasonable adjustments for their employee, this is to active steps to  |
| place the disabled staff on equal footing with nondisabled individuals, but it also applies for those applying  |
| for jobs. |
|  So, the purpose of the duty is to put in place adjustments that are reasonable to the organisation to  |
| introduce and have the effect of addressing the disadvantage faced by the disabled employee or job  |
| applicant So, what work placement requirements can be adjusted? |
|  So the duty to make reasonable adjustments exactness relation to  |
| three different requirements. |
|  And I'm going to lay those out for you. |
|  Number one, it is a provision criterion or practice of the organisation. |
|  So, this looks at the way the organisation is running through such things as their policies, their rules,  |
| internal practices, and so it may include recruitment practices, criteria, applied during a promotion  |
| exercise or workplace policies for example, desk location, allocation of car parking spaces, working time, and  |
| absence management. |
|  The second one is the physical feature in the workplace. |
|  This applies to all parts of the workplace so include doors, windows, desks, canteen and even if you have  |
| onsite gym. |
|  So they all have to be taken into consideration with regards to reasonable adjustments and the third  |
| one is the provision of auxiliary aid or service and that covers equipment for disabled individuals. |
|  So it can be things like an adjustable mouse, keyboard, or an assistance for an individual such as support worker  |
| or sign language interpreter. |
|  So, if we look at who it applies to, this duty on organisations, it is to make reasonable adjustments, it covers  |
| a wide range of individuals so it is job applicants, something to remember, all employees and that's part-time,  |
| fixed term, temporary contracts, anybody that is regarded as a worker, and also agency staff. |
|  Therefore, for us as employers we need to understand when the duty arise ass  |
| how to put this in effect to ensure we're not failing to meet those reasonable adjustment obligations. |
|  So, if we look at the duty, when does it apply? |
|  It applies when as an employer we know an individual is disabled. |
|  Or, where we reasonably expected to know when an individual is disabled so. |
|  That can be through things like employee discussions return to work, fit notes you've seen from GP,  |
| long-term sickness, employee having difficulty undertaking a particular duty. |
|  So worth remembering asking an individual whether they're disabled or not could potentially lead to claims  |
| that an organisation has a discriminatory culture. |
|  So, the best way to do this is to ask the individual if they need reasonable adjustments need to be made. |
|  And this word we keep using "reasonable" what does that mean? |
|  So, it's an objective test. |
|  But there are a number of factors that we can consider as employers and that is, how effective the adjustment  |
| is, that we're removing or adjusting the disadvantage, how much the thing will cost or future costs, size and  |
| resources available to the organisation and also anywhere there is any financial support available to make  |
| that adjustment. |
|  So, if we could just move on to slide two please. |
|  So, on this one I'm going to look at what you can do and what we do at  |
| AbilityNet. |
|  So one of the things I think you can do is have an internal adjustment process, and that will give good  |
| guidance to managers, staff, of what is in place, which can then help to create an environment and recruitment  |
| process where everybody feels safe and comfortable to talk about disability. |
|  So, as I said, nobody has to tell their employer potentially employer  |
| they're disabled. |
|  You can ask an employer or job applicant about the disability if you need information to keep to the law so. |
|  Things such as health and safety risks, avoid disability discrimination or even to monitor the number of  |
| disabled people in your organisation. |
|  So, hold a meeting to discuss how the health impact their work, ask if they have any suggested amendment and  |
| remember to use appropriate language, because as long as it can effect how people feel and each individual will  |
| have their own preferences so they might refer to themselves as “I'm disabled" "I have a disability"  |
| understand their preferences and there's a good guidance on the Government website called inclusive  |
| language guidance which is worth a read. |
|  Remember to keep things confidential. |
|  And unless the person is happy for it to be shared. |
|  If they do agree for that to be shared, you need to discuss with them what they want to be shared, who is it  |
| to be shared with and how. |
|  So do they want to share or do they want the line manager to share? |
|  And just bear in mind confidentially may not be possible or limited in  |
| circumstances, as if someone has a support worker at work. |
|  The other thing that's useful to do if they're happy is sharing experiences with others. |
|  And that is if the person feels comfortable with this, this can be done at staff induction. |
|  It could be done with articles on the internet which we've done at AbilityNet which worked well and  |
| especially during Mental Health Awareness Week and it helps to create open, inclusive and accessible work environment. |
|  So, at AbilityNet as a disability Charity and Disability Confident Leader, we work to have a culture of  |
| open inclusive and accessible work environment. |
|  So, from recruitment, we will highlight that we're Disability Confident Leader, and on our adverts  |
| we talk about reasonable adjustments, and we use a clear tell recruitment tool which is optional where someone  |
| applying completes a questionnaire to let us know any reasonable adjustments they require to go through the process. |
|  We look at a we'll amend our processes to assist that candidate for them to perform at their best. |
|  I can't remember when we haven't amended the process to help someone to perform at their best. |
|  At induction, then, when somebody joins us, we use clear talent at work questionnaire, this is confidential  |
| tool. |
|  They took about how best they work and adjustments required. |
|  And this is shared with their line manager and HR or just HR if they prefer. |
|  And from this a meeting takes place and what is required is discussed and possibly a workplace assessment is  |
| required. |
|  What's nice about the clear talent at work is they don't have to talk about it straightaway, they can do it  |
| through the tool and have that conversation with their line manager. |
|  I mentioned earlier about what does reasonable adjustments, what does reasonable mean and if there's support  |
| available. |
|  It is important to know for us all to know about employers about the Government's Access to Work grant and  |
| that's available to help people stay in work if they have a physical or mental condition. |
|  Or disability. |
|  And this grant those pay for practical support so with their equipment, advice about managing their  |
| mental health at work and money to pay for communication support at interviews. |
|  It is not something that the employer can apply for. |
|  It is done by the individual. |
|  And they can apply for the grant even when they are going through a job offer's been made and for any  |
| reasonable adjustments. |
|  And this is covered the grant is covered depending on the size of the organisation and the individuals'  |
| needs. |
|  Some people don't realise, some people think it is just for equipment but it can be for travel costs, so,  |
| I've known someone with due to their disability they can't travel long distances, so, Access to Work pays for  |
| them to stay over at a hotel if they're on a business meeting and over two hours away. |
|  It can pay for assistive technology for example Genius Within, coaching an assistive tool for neurodiverse  |
| individuals and things like support workers And I think, I always think the Access  |
| to Work as the Government's best kept secret but it is something that all employers should be aware of. |
|  Especially when you're looking at the financial side of things being available that employers can use. |
|  So, that is worth looking at the Government site and reading up about that. |
|  I have you've put a link in about our Access to Work tool. |
|  This tends to pay for the things that cost, like I said genius within, Dragon a speaking tool but I'll pass  |
| to my colleague Adam who will talk to other reasonable adjustments available and a lot of those that are free on  |
| the market. |
|  So, I'll pass across to you Adam. |
|  ADAM: Thank you very much Mairead. |
|  Hopefully you can see and hear me now, I've been having a technological nightmare which is always fantastic if  |
| you're about to do live demos but we'll see how they go, it maybe that we'll have to swiftly move on from my piece  |
| I'm innovation consultant at AbilityNet and I want to talk about assistive technology. |
|  The assistive technology available right now the assistive technology you might consider to be assistive  |
| technology but first of I want to start off with a question. |
|  I would normally say one for the chat but you haven't access to that, does anybody know the name Ralph Teetor and  |
| what he was famous nor, or what he is famous for he is a mechanical engineer and prolific inventor, he had what  |
| people described as incredible ability to visualise things in his mind. |
|  He was blind, having lost his sight in his early childhood. |
|  Now, during World War II in the US, the speed limit was set the 335 miles per how are this was down to save tyre  |
| wear and limit petrol consumption, the story goes, Ralph Teetor was wealthy enough to warrant it, was being driven  |
| around by a Tess lawyer, his lawyer, however was somewhat heavy footed and kept speeding up and braking as soon  |
| as he hit the 35mph. |
|  Ralph Teetor being blind was particularly sensitive to motion and regularly getting travel sick so he  |
| set his mind coming up with a solution to control the speed of the car. |
|  And the speed-a-stat was born. |
|  The name didn't stick but most of you will have heard of cruise control. |
|  So cruise control, is an assistive technology, it was born as a result addressing a difficulty faced as a  |
| direct result of a disability but although it presented a specific barrier to somebody with a disability,  |
| it is an assisted technology that everybody can benefit from. |
|  And this is where we move into the notion of sole for one extend to many. |
|  So, what is assistive technology? |
|  Taken this from Gov. |
| UK so the phrase assistive technology is often used to describe products or systems that support and assist  |
| individuals with disabilities, restricted mobility or other impairments to perform functions that  |
| might otherwise be difficult or impossible. |
|  And I think the phrase "or other impairment" is particularly important as it moved us away from a phrase many  |
| heard or said or at least thought at some time in our lives and that - but nobody here is disabled. |
|  Disability, impairments and barriers are not always permanent. |
|  They can be temporary. |
|  And they can be situational. |
|  So by making your content accessible by educating yourselves in the sorts of adjustments widely and freely  |
| available or assuring adjustments and access to software and hardware can be requested or accessed with a workforce  |
| as with little friction as possible you will benefiting everyone. |
|  I'm sure most people in the audience will experience one of the situations on this graphic and will probably have  |
| used assistive technology to address t this graphic is showing touch, see, hear and speak as impairments types  |
| and we have examples of permanent temporary and situational in each categories, like permanent U touch  |
| impermanent being one harm, temporary arm injury and situational as being a knew parent. |
|  So, same again with hearing, we have somebody who is deaf, somebody who has ear infection as temporary and  |
| somebody in a loud room I'd say with the Microsoft as a bartender that gives you a idea of the Microsoft  |
| culture, situational hearing impairment is a bartender but we might think of things as busy trains, for those of  |
| you who remember those, or even the opposite end of the spectrum like a library where you can't have noise so  |
| you might be reliant or assistive technology like captioning. |
|  How many of you set a kitchen timer with Alexa because your hands were busy or full and to go back to the  |
| captions, watching those captions on a commute, was one I used to use quite a lot. |
|  Now, live demos. |
|  As I say I've had a nightmare this morning with technology. |
|  So, it maybe you're going to witness an innovation consultant falling to pieces as technology collapses around  |
| him. |
|  But we'll give it a go. |
|  It is what we're about. |
|  If it goes wrong it is the technology not the individual so we'll lift that a little bit. |
|  So, I'm going to focus on inbuilt assistive technologies as many overlook as a good sorrow ducks to the  |
| sorts of adjustments you can make that will make a huge difference. |
|  The tools can often be presented to employees as productivity tools. |
|  Which can be used as employers struggling with a diagnosis or with  |
| admitting they might benefit with a bit of assistance. |
|  All of these tools are build in, so they don't need quotes and purchase orders and installation, they're  |
| available immediately, I will caveat that it does need Microsoft 365 subscription service for some things  |
| but essentially if you've got that, they're there and ready to go. |
|  And again, if somebody discloses a difficulty it maybe that you can ask  |
| them have you tried using one of the things that I'll show you. |
|  It maybe that the inbuilt solution is enough to overcome that barrier or might be good enough to provide  |
| support for the transition into the full place assessment or something like Access to Work can kick in and be  |
| provided with actual specialist assistive software n my personal soapbox is using free inbuilt software  |
| enables employee to find out if the solution works for them before you purchase a more expensive third party solution. |
|  It empowers them to be able to say this works for me but only up to this point this is limitation I've run up  |
| against and that will help you with the justification for more expensive third party software. |
|  So, we're going to look at a little bit of speech-to-text software to begin with. |
|  I'm going to use the Microsoft version, and just to prove the point, that I'm having tech problems as I  |
| move that up there, my other screen went completely blank so we'll give it a go, but, no it is back, brilliant. |
|  So, here we have Microsoft this, is the online version. |
|  So Microsoft word online. |
|  And it has a dictate feature, there's one on the app version, same place but got a dictate button, if I click that,  |
| hopefully, my flat isn't going to burn down and ... |
|  We'll try that again! |
|  If not we'll move on to something else. |
|  There we go, brilliant. |
|  So, you should now see hopefully, that as I begin talking, it's transcribing as I go. |
|  I did have that horrible moment there as you could all have told where it went wrong! |
|  So with this, you can do other things like there are formatting, so anybody  |
| WHO used to use the old version of Microsoft's deck Tate was word for word, a little hit and miss you now  |
| it's being kind. |
|  If I go "new line". |
|  "new line". |
|  And it's gone to a new line. |
|  So, finally although there was an error there. |
|  Yeah. |
|  So select although, bold that. |
|  Select line. |
|  Select paragraph. |
|  Justify centre. |
|  Undo. |
|  Justify centre. |
|  Undo. |
|  OK. |
|  Right. |
|  Undo. |
|  So you can see it's an excellent version of demo gone badly wrong. |
|  I'm going to try a couple of other things. |
|  It does normally work really well as I said this is an example of tech failure extraordinaire. |
|  But you can do things like select extraordinaire. |
|  Select extraordinaire. |
|  Do you know what, I'm going to give up on this one. |
|  It is not the best of demos right now. |
|  I will say as well with the dictate feature you do, it does help for  |
| example people who are neurodivergent so people experiencing issues like and  |
| conditions like dyslexia, it will do things like words that sound the same but spelt differently so it will  |
| because now when it comes to understanding voices, it is packaging everything together and then deciding  |
| what that sentence should read in its context, it will pick out the right "there" so if they're not sending  |
| their cat over there, are they? |
|  So that's the example I'm loathe to use right now it would pick out the  |
| correct there’s, so there, they're and their, being the examples. |
|  It has another nifty feature which I'll give an assessment to, one of the  |
| reasons I want to use the online version is it has a transcription feature so you can upload an audio  |
| file and I have one ready to go here. |
|  And it will transcribe that file and allow you to put-in-it in the document itself. |
|  While it is that running, I'll switch over to Google. |
|  Because Google has its own inbuilt features. |
|  It has its own in built dictation feature so, we're going to see if we can ruin this one for everyone as well. |
|  So it is under the tools, voice typing. |
|  And I can just click to start speaking and again, it is reasonably accurate in testimonies of what is  |
| actually transcribing for me. |
|  And I would say that's the same with the word thing, I'm on a webinar so I'm gabbling a little bit, probably  |
| having issues with that. |
|  Peter pike, party pickle peppers. |
|  So eventually it catches up, it is reasonably acknowledge rattle with fast speech. |
|  This will do things like, new line. |
|  New paragraph. |
|  Bold. |
|  If I now start speaking it should be that it started to format it. |
|  New paragraph. |
|  And it is always good to start with a heading. |
|  So select paragraph. |
|  Apply heading 1. |
|  There we go, so it applied, it is now going to write over the top because  |
| I'm still recording so it will do that sort of thing. |
|  It will also although I keep doing things like this, so it will write  |
| over the top of this I believe. |
|  Let's switch that off for now. |
|  It will do formatting like text colour red. |
|  Undo. |
|  Undo. |
|  Right then, this has been a bit of a disaster on that front I think. |
|  So, yeah. |
|  In other demos I've done with this software it worked almost flawlessly. |
|  Now, one of the things that I did also want to bring up is that here we go, so we've just translated the  |
| transcript for the audio file that I uploaded it was a bit of doctor Seussand you can add that in the  |
| document. |
|  It takes the same time as it takes to speak it. |
|  Particularly if you have a recording of a meeting and it will identify individual voices within that meeting  |
| so a rill nice feature, that's in the Word version. |
|  We were looking at the Google version, great bit of technology as I say the actual transcription is  |
| reasonably accurate, I was trying to be a little bit Flashy and get it to do many things there, so you could see  |
| the outcome. |
|  But, one of the things that this speech engine does is it powers an app  |
| called Live Transcribe from Google which is handy, it is like subtitling every day life, free app Live  |
| Transcribe down load it and when you're talking in regular conversation you can transcribe the voices and sounds  |
| around you. |
|  But all these things are basically based around what would be a typical voice pan. |
|  Usually you know, it is trained on the white male kind of voice dataset. |
|  So, it has problems with fee male voices not problems but less accurate with fee male voices and accents. |
|  But also, when we're talking about disability we might be thinking about things like atypical speech. |
|  And I want to end my bit with a video from YouTube on project relate and this is what with you do with that  |
| transcription so assistive technology that runs behind transcription a really nice example how it can be used  |
| out in the wild and the difference that it can make to people. |
|  Video. |
|  Video plays. |
|  ADAM: So yeah, just a really nice example of the sorts of things you can  |
| do with assistive technology when it works. |
|  So with that, I will I'm going to go for a long walk now. |
|  And hand over to Lina. |
|  LINA: Thank you Adam and thank you for your presentation. |
|  So hi everyone I'm going to, well I work in BT as an Ergonomic, Musculoskeletal and Wellbeing Specialist, we  |
| annual to taws about displaced screen placement, which we started at the beginning of the pandemic. |
|  So, risk around MSK health in the workplace is done by DSC assessment,  |
| we developed content for a new assessment that went beyond the regulatory requirement with a broader  |
| health and wellbeing overlay. |
|  This was very much evidence-led and factors we included in the guidance we put together was to try and reduce  |
| prolonged sitting sedentary behaviour, physical inactivity, looking altering nomination and work station setup and  |
| people working in different workplaces and making that advice practical and principle-based, socialisations people  |
| working in different places and working away from teams and impact this can have on people. |
|  And also, stress. |
|  So, the workplace can have a positive and negative impact on people's MSK health. |
|  And we wanted to utilise a system that is already in place, so DSC management system to further highlight  |
| educate and support good musculoskeletal health be it in the office or at home. |
|  And when it comes to DSK there's a variety of ill health related to DSCs with mental stress and visual fatigue  |
| and MSDs, the risk sort with MSDs is relatively small, but when you take into account the amount of people that  |
| use DSC, that has a huge impact to people and in the workplace. |
|  Take into account we don't just use DSC in the workplace but also at home. |
|  There is a new building in Birmingham, Snow Hill great office environment and see loads of water  |
| there, and what instantly strikes me when I look at this picture is people are working from laptops looking down  |
| and not plugging into the great monitors they have in front of them and not using the chairs to the best  |
| possible way to help encourage good muscular health. |
|  MSDs are common and recurring in nature and risk of this developing into chronic pain, chronic pain is nor  |
| prevalent than it was 40 years ago with most people reporting it between the ages of 40-50 years of age. |
|  And, those that do develop chronic pain only two-thirds will recover. |
|  So, we wanted to try and encourage really healthy behaviours early on, and utilise RDCs specifically. |
|  So, over the next four slides I will talk about the facts that build built in the evidence, so starting off with  |
| must slow skeletal health will it can affect people all ages and on the left on the statistics this is from the  |
| business in the community toolkit, one in eight of the work age population report to having MSK, and employment  |
| rate to report as MSK a main condition is 59% and 2010, claimants with MSK were more likely than other conditions  |
| to attribute their conditions to work. |
|  So, musculoskeletal health can have impact, because levels can have impact on our musculoskeletal health. |
|  WHO, published guidelines in 2020, in terms of what we should be achieving physical activity-wise. |
|  And it is more or less similar what they published in 2010, which is we should do 150 minutes of moderate  |
| intensity air row bibbing exercise or 75 minutes of intensively and two strengthening sessions a week, and  |
| what they introduced for the first time is try minimise sedentary time and that's, this help to have human impact  |
| on our health, improve our sleep and maintain healthy weight and manage stress and improve our quality of life. |
|  And it also helps to reduce the impact of certain conditions like diabetes type two, cardo vascular  |
| disease, dresses, and joints and back pain and certain types of cancers. |
|  When we look at the actual figures in terms of what people are achieving, unfortunately, there's a bit of  |
| discrepancy so around a quarter of adults and three quarters of adolescents don't meet the recommended  |
| requirements for aerobic physical activity and 8 a% of the population don't carry out two strengthening  |
| session as week. |
|  On top of that, unfortunately has not been much improvement over the last two decades in physical activity  |
| levels, globally, and continues to be different set across different demographics. |
|  Looking a bit more in terms, of sedentary behaviour, increasingly level of inactively is linked to diseases,  |
| this information has been out for a while, 1950s, Transport for London did a study looking at bus drivers and  |
| conductors and what they found was the bus drivers were twice as likely to have a heart attack compared to bus  |
| conductors and the only difference was the bus driver spent most of their shift sitting and the conductors were  |
| moving around during the day. |
|  So we wanted to get that message into the self-assessment. |
|  If you go on the to next slide please. |
|  Thank you. |
|  So the Health and Safety Executive carried out a large scale study in 2007 where they surveyed a thousand  |
| DSE work users over a year period, they looked at MSK systems what they found 73 officers respondents  |
| reported one or more MSK related systems in terms of this, 47% reported neck pain, 39% shoulder pain and 37%  |
| back pain. |
|  Over half of the respondents reported head and or eye symptoms, women generally more symptoms tan men and  |
| large proportion, 82% took no time off work. |
|  For those who did take time off the absences were related to headaches, back pain, effect pain. |
|  As you can imagine, higher prevalence of MSD symptoms with increased computer time at work. |
|  The survey looked at the occurrence of anxiety, depression and distress along DSC users, it is Monday more  |
| younger respondents and those working over five hours over contracted hours had higher frequency of symptoms, but  |
| same with anxiety, higher frequency of women reporting it than men. |
|  Distress was more common among those who worked more than one hour without a break. |
|  And anxiety and depression was more common for those who spend longer per week at their computer. |
|  LINA: , safety and health at work have published a more recent study,  |
| they did looked at research focusing on work related MSDs, between 2018 and 2021, qualitative study was in two  |
| parts, desk study and field work. |
|  The desk study looked at literature review of work and analysis of regulation across EU and field work  |
| consist tad of semi-structured interviews which of 48 employees over 18 companies. |
|  And what they found, in terms of the evidence, psychological risks related  |
| to intense virtual communication, and higher prevalence of self-reported MSDs, link today is sedentarism |
| poor ergonomic conditions working long hours and work related stress, similar to NHS report  |
| and looking back the last couple of years working at home and intense Teams and Zoom calls, that, we've  |
| really fed that in our assessment to make sure people are aware of the impact of that, so when they set up  |
|  meetings, they were setting up meetings for invites for 50 minutes or 25 minutes to encourage regular breaks  |
| not only for mental health but also for the activity to ensure they're moving around. |
|  If you, they use the EU used the evidence from this study for various  |
| tools and publications you can access if you go on the webpage down load loads of information can you use  |
| yourselves, they've got great videos you can use, so if you go on to the next slide, and we'll show the video. |
|  LINA: Thank you. |
|  Move to the next slide. |
|  So the video really emphasises it is grated to have systems in place to  |
| ensure people have the right equipment and at the same time it is important people are provided with right  |
| guidance that enables them to use the equipment in a very much healthy and safe way for themselves and they have  |
| the understanding for that. |
|  I guess the last piece of the Jigsaw piece to the content for the new DSC assessment is information from Leesman  |
| they look at workplace experience and during the pandemic they moved this to remote working and they've done  |
| webinars, and this is from their data collected back in 2020, where they looked at different setups people had  |
| at home. |
|  And what they found is that 37% had a dedicated workroom or office. |
|  33% had dedicated work area but not separate room. |
|  And 27% had nonspecific home locations so dining table. |
|  And what they found the experience varied depending on the work station setup as you can imagine. |
|  So, those that had their own dedicated workroom or office had the best experience. |
|  And those at had a nonspecific home location had lower experience of homeworking. |
|  This also related into age groups so generally the younger population had a lower experience of working from home. |
|  Due to availability of work space I guess and those older, generally tended to have a dedicated workroom or  |
| office and so had a better experience. |
|  They had further analysis to see where the biggest variations when it came to experiences working from home  |
| and these are the four statements that they came up with. |
|  So, my home environment enables me to work productively. |
|  The physical settings I use when working from home are suitable for the work I do. |
|  When I work from home, I am able to maintain a healthy work/life balance. |
|  When I work from home I feel connected to my colleagues. |
|  So we embedded a version of the statements into the self-assessment to highlight if there was not a great  |
| experience for that individual for our colleagues so this could be discuss with the line managers to make sure  |
| people were working to the best abilities and had good work environment for them. |
|  So taking into account all of this, we built this new self-assessment so we obviously had a legal requirement  |
| which we met. |
|  But then we went beyond that with the health and wellbeing overlay based on the evidence we've gone through and  |
| throughout the self-assessment list, loads of guidance and videos on work station and chair set up, it is  |
| integrated from user perspective to people need to order standard equipment they can easily and links to  |
| vast amount of resources we have on our wellbeing portal. |
|  And it links to stream which is our stress management tool so if someone experiences stress to opens up the  |
| dialogue between employee and line manager early on. |
|  And although the development of the contract started off before the publication of the 2021, EU study  |
| which I discussed earlier on it was great this aligned closely with it, we will be evaluating this with a  |
| different research project to see how much impact this has on people. |
|  So, if we move to the final slide. |
|  So, we starting point for managing risk in the work, place is DSC self-assessment and we've tried to  |
| make it very much interactive and practical for variety of people. |
|  If risks are identified and people need further support, then that is, there's a process set up where this he  |
| can have assessment with our consultancy and those require need bespoke tailored workplace adjustments  |
| they know they can refer to the enable process where assessments are carried out by AbilityNet. |
|  We made sure this was embedded in the self-assessment so one of the sections within self-assessment is user help  |
| and wellbeing and we highlight the enable process so people do require, further support for reasonable  |
| adjustments in the workplace they are very much made aware early on. |
|  And that's I guess a whistle stop overview of our self-assessment we  |
| have in place at BT, thank you. |
|  ANNIE: Thank you so much Lina for sharing the information about what BT  |
| Group does towards employee wellbeing and health. |
|  I'm sure you have questions you'd like to ask. |
|  If you have a question please fire away in the Q&A window. |
|  I don't know if he will with' manage to cover everything right now, so, any unanswered questions we'll capture and  |
| answer on our website in the next couple of days. |
|  So you will be sent a link to access them. |
|  So, we've had a few questions through. |
|  One question, is relate available on the play store? |
|  ADAM: Not yet. |
|  It is currently in the US Canada, and I think they're rolling it out in Australia as well. |
|  But, yeah, it is kind of a slow roll-out but it will be here soon I'm assured. |
|  ANNIE: OK. |
|  So, a question we've had earlier on was do you have any advice or suggestive ways to ask for and receive  |
| reasonable adjustments without making the conversation about disability or necessarily sharing the nature of the  |
| disability? |
|  This is one for you Mairead. |
| Mairead: That's a difficult one, can you repeat the question again. |
|  ANNIE: Do you have any advice or suggested ways to ask for and receive  |
| reasonable adjustments without making the conversation about disability or necessarily sharing the nature of the  |
| disability. |
| Mairead: Well that is difficult. |
|  Because, in order for you to get the reasonable adjustment you might need it is probably something that you  |
| should be discussing with the a line manager or HR. |
|  The only way you could talk about without saying what your disability is the effects it is having on your work  |
| without mentioning it is a disability. |
|  But I'd always urge someone where possible to raise, I know it is about the environment you're in, and that  |
| culture within the organisation but that's the best help you'll get. |
|  If you're finding that it is not something you can talk about, then it is best to talk to HR or your line  |
| manager about how you're not able to do a particular piece of work to the best of your ability without a certain  |
| piece of assistive technology or reasonable adjustment taking place That is a difficult one though. |
|  ANNIE: OK. |
|  If there's anything that we think of in between we could always put extra advice on the website. |
|  Just something that was mentioned earlier on, somebody mentioned he can  |
| find the dictate function on the online version but not on the app, where can he find it, it is on the home in case  |
| anybody else had that question. |
|  ADAM: On the demo front I'll try and record some of those and we'll make  |
| them available. |
|  Always on a live demo. |
|  But it is also about getting people comfortable. |
|  We all try these things it goes wrong for everybody, and no matter how many times you practice it in a quite room  |
| without gabling through content and then yeah so I will make those available in a nice edited format. |
|  ANNIE: We can share the same place you will find this recording. |
|  So question from Zoe, can you recommend any resources for guidance  |
| on reasonable adjustments for neurodivergents in particular, OCD, anxiety, AHDT dyspraxia. |
|  Raid ray I don't know if Adam knows in particular for, when he did assessments, but I know that people  |
| have found very useful with anxiety and dyspraxia is the Genius Within that I mentioned earlier, that's very useful. |
|  Normally you would have an assessment for someone to tell you what you need because sometimes it is individual. |
|  So workplace assessment is good. |
|  Other than that, Adam I would say maybe ring our help desk. |
|  Like Alex who would be able to know more because there's lots of different things out there. |
|  Dadaab yeah and we have fact sheets on the website. |
|  I would say as far as that goes, if you focus on the barriers rather than the conditions, you're going to be in  |
| a better frame there. |
|  So if rather than saying this person has dyslexia, therefore they will need AB and C, what you're actually saying  |
| is somebody is having difficulty with reading is there anything that helps with that and going from that point. |
|  ANNIE: Thank you. |
|  A question from for Lina from Harry, I was wondering in BT if you have a dedicated team in charge of reasonable  |
| adjustments and BSE or is it given to a team to manage. |
|  LINA: It rare Jessica Kellgren-Fozard across BT but we have centre of  |
| expertise team but for reasonable adjustments we make sure anyone that requires an assessment goes through  |
| the enable process and AbilityNet who do our assessments for us, and then, we put into place for the  |
| recommendations are. |
|  We have an access ability catalogue so we make sure equipment that is recommended is aligned to our I guess  |
| IT estate and easily accessible for people to put into the workplace. |
|  DSE, we try to make it really user friendly for people to get equipment  |
| and advice and put them on the correct pathway. |
|  Because sometimes, that's the problem with workplaces, is there's so many things to navigate it can get  |
| frustrating so we wanted to make this process as streamlined as possible for people so they're on the right path  |
| earlier on, rather than having to navigate, various pathways. |
|  ANNIE: Thank you. |
|  I think this is referring to a slide of yours Mairead earlier on, it says my partner suffers from tinnitus,  |
| which is a variable impairment, how is this condition classified in temples of the factors outlined in an early  |
| slide with regard to adjustments E for example environmental? |
| Mairead: I would say that if that's something that would be a reasonable  |
| adjustment because it is the noise around you. |
|  There are apps available interests something called tinnitus apps, sound pillows, but that's something you  |
| could have help with through Access to Work and make an application for a grant. |
|  You can do that yourself you don't have to go through your company and then you could just say to them that  |
| you've applied for a grant and they could provide you with the reasonable adjustment. |
|  But I do think it is part of your environment and it is something that will be covered. |
|  ANNIE: OK. |
|  And that leads on to another question from Catherine. |
|  She's interested in hearing more about Access to Work, do you support employees in this process and that's a  |
| question for AbilityNet and for Lina at BT. |
|  Road we support our own people through it and we took someone up and their grant amounted to ¬£4,000 so  |
| it is fending on the size of the organisation. |
|  We don't support it, I don't mind talking people through it, but if you go on the Government website it is  |
| very comprehensive and they will tell you all about it and we have a fact sheet on it on our website, so there's  |
| lots of information out there about it, if someone wants to talk about how I go through it and how you make a claim  |
| and get your money back, that sort of thing then I'm happy to talk them through. |
|  But, I would start off with the Government website. |
|  LINA: We have a page for workplace adjustments, and we the first billet  |
| it is about enable process, which we try and signpost people through because it is more structured and  |
| straightforward, and someone gets on quickly on from AbilityNet and we have the report and put adjustments in  |
| place. |
|  But we have information on Access to Work, it is debate and homepages before they provide support for  |
| travel, where, in those cases Access to Work has come in brilliantly. |
|  But, I guess it is knowing which one to go to, because what you don't want to end up with BT is two different  |
| reports which is frustrating for our colleagues, so we try and make that information nice and clear to them. |
|  ANNIE: Looking at the time, we have time for a quick question if you're OK  |
| to provide a brief answer. |
|  Is there any guidance for organisations adopting hybrid working as part of a return to site which may  |
| bring in barriers which have been absent throughout the pandemic, from Sarah. |
|  LINA: Hybrid working! |
|  Yeah. |
|  Don't know where to start with this. |
|  So, in BT we have a smart working policy we've got a webpage, I guess it  |
| is the guidance there that line managers need in terms of having those conversation with their colleagues. |
|  Because it is very much dependent on people's work tasks and where people's based and personal circumstances and I  |
| guess, we're going through that stage in terms of finding the right balance. |
|  It is, it is going to take time. |
|  Like it is it in the beginning of the pandemic it took time to figure out what you were working what works  |
| and doesn't work for you, we're very much individuals, same thing when it comes to work in the office, getting  |
| that balance is quite hard. |
|  I know some companies made it structured that people come in Tuesday and Thursday and following week to  |
| Wednesday, Monday and Friday. |
|  But the idea of going into work is that you see your colleagues because that's the connection that's  |
| important, we're social beings. |
|  So no point going in the office when none of our team members are there, because you might as well work from  |
| home. |
|  Equally with, it is down to work tasks. |
|  With Leesman, they said focused work doing that at home, whereas when they wanted to do creative work they want  |
| to be in the office environment but, equally with BT, our new building so based at our new headquarters at  |
| allocate so we have great workplace spaces so I can block a room to do creative wore, so, it is getting there  |
| with your team members. |
|  But I think, having advice and guidance in terms of encouraging those conversations because you need to have  |
| those with your line managers and team. |
|  To get a balance. |
|  And we're still looking at a good few months before we get that balance to be fair. |
| Mairead: My advice would be, don't tell them what we're going to do, but  |
| get input from everybody and get an understand what their fears are about going back in the office and what  |
| works for them. |
|  And don't sit down rules to start. |
|  But have that conversation open conversation. |
|  I mean, each organisation is different, and you can't have one rule for all. |
|  We're going back in the office this week actually in our new London office, and it was very much about  |
| having conversations with the teams involved. |
|  And about having a system who is going in when and we did have some people who were very nervous going  |
| back in the office so started a system where they go back one day a week and build that up to two days a week in  |
| June. |
|  And then anybody who decides that's not going to work for them, then we'll go there are through the flexible  |
| working application route. |
|  ANNIE: Thank you so much, Mairead, Adam and Lina, some excellent  |
| discussion points, so yeah, we'll cover any questions that weren't answered on our website later this week. |
|  So, just to let you know, we also run fantastic online training sessions, on digital accessibility and find out  |
| more about those on our website and you can use the 10% discount code which is AbilityNet webinar 10. |
|  And group discount bookings are available so do get in contact if that's of interest. |
|  Coming up we have courses, later this week on accessibility evaluations, and then next week Adam is speaking on our  |
| don't disable me serious about mental health barriers in the workplace and later on, that week, accessibility for  |
| designers, and then following week visual barriers and digital disability awareness with our colleague Adi Latif. |
|  And finally, please do sign up for our newsletter at the address above: We will send a link shortly to keep  |
| up-to-date with workplace accessibility news. |
|  And our next free webinar is on the 24th of May and that's about how to bring empathy into your workplace. |
|  Register with that very soon. |
|  It is not quite live yet but that's available at the address above: So thanks again, Lina, Mairead, Adam and  |
| everybody that joined us and we will be in touch with you very soon. |
|  Please do fill out the feedback form that will appear at the end of the webinar. |
|  Thanks again. |
|  Bye-bye. |