# Transcript for Inclusive employee experience in the finance and insurance sector with Lloyds Banking Group and GAIN webinar – March 2023

TERESA: Hello, everyone, welcome to today's webinar, inclusive employee experience in the finance and insurance sector. It's just gone 1:00. Do feel free to drop into the Q&A box to say hello. We disabled the chat feature today as we have found it causes some problems for people using screen readers as well. I can see that nearly everyone has arrived now and I'm really glad that you could all make it so that's brilliant. Thank you for joining us. Let's make a start. Hello, everyone, welcome to our inclusive employee experience webinar. My name is Teresa, workplace and education inclusion consultant at AbilityNet and today we have the pleasure of being joined by Ross, who is accessibility manager at Lloyds Banking Group and Vina who is individual members lead at GAIN and GAIN is an organisation that champions neurodiversity in the banking industry.

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If you need to leave early, no worry, you will be provided the link and lights. You will find a Q&A window. If you want to ask a question, click the Q&A box. Any questions we don't have time to answer today will be available at AbilityNet.org.uk/finance-insurance-webinar.

A little bit about AbilityNet. We are a charity, and we are sort of a technology charity whose vision is a digital world accessible to all and we work towards this vision for a number of services and they are accessibility testing and training, education and workplace consultancy and assessments, free services through IT and accessibility help at home and online resources, blogs, events and webinars. We're going to start today, this webinar, with a quick poll. The question is what are the main challenges to providing an inclusive employee experience in your organisation? We've got recruitment and onboarding practises, teamwork and collaboration practises, performance and career development, lack of understanding of business case/benefits, lack of awareness of inclusive employee experience, no or low senior involvement, procurement of inaccessibility solutions or elements, and limited or no budget allocated. We'll just wait for those to come in. Okay. We like to keep quiet during those times, so it gives you time to think. We have some results in here. What are the main challenges to providing an inclusive employee experience. The top challenge there is recruitment and on boarding practises. That was 39%. 20% voted teamwork and collaboration practises and actually I was expecting to see those in order but in fact we have 57% here of lack of awareness of inclusive employee experience. Okay. So that lived experience there as well. Lack of awareness going on at that point. Limited or no budget allocated, I'm going to roll those down a little bit more. So, I will read those all out to you now so you can understand what percentages have been answered. Recruitment and on boarding practises at 39%. Teamwork and collaboration practises at 20%. Performance and career development at 18%. Lack of understanding of business case/benefits at 31%. Lack of awareness of inclusive employee experience at 57%. No or low senior involvement at 27%, procurement of inaccessible solution or elements at 27% and limited or no budget allocated at 29%. So those are interesting results there that we have had. We also ran a short survey with our sentence and insurance customers and social media followers to find out their experiences of disabilities inclusion and accessibility in the sector and these results might reflect on how you feel as well. If we move forward and have a look at those, the question here was what do you think are some key barriers that are preventing progress in this area? The top four responses were lack of awareness of inclusive employee experience, lack of budget or no budget for external support. No or low senior involvement in disability awareness inclusion and lack of understanding of business case benefits. They kind of resonate with what the poll was saying as well and often it's about that lack of awareness and the barriers as well. I also pulled a couple of stats that give food for thought. I'm going to go back a slide and read out stats for you. The first two, there are 14.1 million disabled people in the UK. That's one in five of us. The organisation that priorities disability inclusion had 28% higher revenue, 100% higher net income, 30% higher economic profit margins and 200% increased likelihood of outperforming peers in total shareholder returns so that provides us with some food for thought as well so we will now move on to the next survey we had and the feedback on that. Just make sure, we're all together on the right slide. So, the question here is how disability inclusive the finance and insurance sector for employees? 22% said more inclusive than other sectors, 61% said the same as other sectors and 16% said less than other sectors so perhaps there's something around how to access support and how employees feel they're looked after. Disability can be situational, and many don't disclose a disability as well. Let me move onto our last survey here. The question here was how disability inclusive is the finance and insurance sector to its customers? 33% said more inclusive than other sectors. 44% said the same as other sectors and 22% said less than other sectors. So, do these results suggest that the finance and insurance sector provide some way in which they support their customers? Is it that some employees are more empathetic toward their customers. Perhaps there isn't a consistent approach to inclusive and accessibility customer service. For instance, a website that isn't accessible, can somebody with a screen reader access that content. Can their account details be read on a laptop by not mobile technology like by phone. So, we have a few things that have come in there from the survey. So, let's move on and meet our panellists for today. I'm absolutely delighted to be joined by Ross and Vina. Ross, would you like to introduce yourself and then hand over to Vina who will introduce herself as well?

ROSS: Yeah, thank you. Thanks for inviting me along today. Pleased to be here and interesting statistics there. I'm a group accessibility manager at Lloyds Banking Group with, I guess, a broad focus but the three areas I look at are partnering with our functions on accessibility property working with our technology teams to improve the accessibility of systems for our colleagues and then working with our sourcing partners to try on the front end to ensure we bring in accessible solutions. Over to you, Vina.

VINA: Thanks, Ross. Thank you, everybody, for being on this call today, on this webinar. I'm Vina. I have been around in the wider sense of the financial services industry for the last 25 years. I hold a PhD in economics, and I'm delighted to be taking part today because I'm a very active advocate for neurodiversity inclusion in the workplace. I cannot wait to get started on this discussion, particularly because I believe that most of the polls have enough for us to discuss and engage with and together, because it's not so much of a consistency approach, together find solutions that we can create sustainable versions out of.

TERESA: Okay. Thank you very much for introducing yourselves. We can move onto our first question. With regard to looking at the question, it's dependant on how you joined the webinar you will find a Q&A window. If you want to ask our panellists any questions, drop a question in there for them to address at the end of the session. Any questions we don't have time ask today will be available at AbilityNet.org. We're going to move onto our next question here. Lovely. Thank you. Our first question, what are the barriers to employment for disabled and neurodiverse people. Ross, can you tell us about your experience in this?

ROSS: Yeah, for me, not for me personally but watching, there are numerous barriers like is the employer's website accessible? Can people use a screen reader and tab through the pages? Somebody who might have more neurodiverse challenges, does the language make sense? What do the colours look like? Is there too much information? We know in the UK the level of reading isn't always as strong as we would like it to be so is it written in a way that uses less jargon? Even the way a job is described, we see words like this is a fast-paced organisation and if you're somebody that might have a particular disability where you associate yourself with not being fast-paced, is that advert already telling the person don't apply here? It might not be intentional by that could be the way it's taken. I think the first barrier is the recruitment experience and then even in the interview, does the interviewee know about making adjustments? There's all of those things and I guess the next step is once you get into employment, what adjustments do you need? How quickly are they delivered? Are they technical? Physical? Non-physical adjustments? There's a lot of barriers and some organisations are doing a really good job at this, and some organisations are on their journey and for some this is a much bigger challenge where they don't have the resources or the knowledge or the dedicated teams to support it, so that's probably a very braid answer. I could probably spend days, but I want to give Vina a chance to goal in there.

TERESA: I agree with you, Ross, thank you very much. It's a very broad subject and it's about the changes that can be made. Vina, what would you say?

VINA: I absolutely agree with you, Teresa, it's the physical and non-physical environment and before looking at employment, let's take a step back and look at a workplace. What is making it attainable for you to joys? Is it that the job specs don't Philly apply to the way you expect things to be produced or I suppose articulate it? And when you do, should you respond to every point or at least you feel obliged to. Does this interview have anything that includes into the so-called hiring stage. Do you feel you're being represented? Is it somewhere you feel like you are going there with your full self on show? Do you feel like you need to mask? Or do you feel like you're not being understood in again, on the other side of this is a person who is recruiting, carrying their own biases and attitudinal expectations but a neurotypical sort of design of the spec and what if the expectations of the job and the - we're speaking of. Whether you would be able to jump over the barriers and, of course, when you're there, it's great to have all the practical enablement’s and adjustments but there's another item we need to seriously consider, which is what's going to make you feel nurtured, psychologically safe and develop yourself into a progressive clear development into something that's going to give you the skill sets for you to realise your full potential as a human over and above a person with a disability or a neurodiversibility.

TERESA: That starts right at the beginning, doesn't it? To make you feel secure in that role. You raised a lot of questions in disability awareness in the employers and somebody who has all the information to apply for those roles regardless of how they want to apply for it, so thank you. Those were very important answer there is that you have given us. I think also looking at the job description and the language that's being used and how to address those feelings of bias. Again, it's about that CV sifting stage that makes an impact, isn't it? Yes, again, I agree with you in all of those. How is that interview going to occur as well and I think Ross brought that up, too, in the digital and physical world and whether that can be done differently and making sure that onboarding process provides that welcome that sets them up for skilling up and moving forward. You answered that brilliantly, both of you, with those responses and covered those areas that I think are so important. Travelling to those interviews is key as well and whether somebody needs to travel to an interview, is there a different way of doing things? It's about finding that right route, I think. I think we can go on to the next question, actually, from there because I think it sort of leads quite nicely in. The next question is how does your organisation approach inclusion and accessibility for staff? Ross, what does Lloyds Banking Group do in this?

ROSS: Again, this is a broad topic I could dedicate more time to but I have worked there 21 years and that's probably a testament of why I'm there but now drilling into which is a function that I worked in in the last eight or nine years so as an organisation, we do lots and I think the first thing to recognise is we feel we're doing a good job. We know there are always things we can continue to learn. Just think about this from a kind of top-down sort of approach. The first thing we have is a sponsor executive member of the organisation and that member sits on the board of the bank, and he has a steering committee that sits under it which is key executives that are in different divisions of the group that can make a difference in terms of inclusion accessibility. So, for example, as a representation from technology, representation from our built environment so they can understand what our colleagues are telling us and what the challenges are and what we need to work on. That's the executive sponsorship. We have an employee resource group, ERGs. I often talk about disability network which is a network of disabled colleagues or allies. You don't have to be disabled to be a member. Anyone who is passionate about inclusion in the workplace. There are two purposes: It's sharing of information and proving a network and community but also, it's the voice of our colleague so we actively, as a team and a function and a business engage to what answers they're telling us. We also start at the recruitment place so when people are applying for a job, they're able to indicate what adjustments they might need in order to be successful during the recruitment. That's the put them on a level playing field. And then in terms of a huge workplace, adjustment of where we work with an external partner to provide targeted adjustments, whether that's anything from a chair, a desk, to more software, technology-based solutions and even like neurodiversity support, mental health support, so we have all of that kind of both physical and the non-physical side of disability in our workplace adjustment. And I guess the other thing that's really unique about Lloyds and networking in this industry is we have a dedicated team. We have a group disability, mental health and neurodiversity which is where I sit, we're a team of 11 or 12 colleagues whose sole aim is to dial up inclusivity, so we're purely focused on the disability agenda. I'm trying to think of some of the other things we do. Again, we work with external accreditations to see where we're at as well, so the disability forums and I think that's a very high-level broad overview. Those are the top ones that come to mind. That's what an organisation can do. Whether you're large or small, if you have somebody in your organisation, say you have two board members, two directors, that doesn't make them aloof to the disability agenda so it should be something they're thinking about right at the top of their organisation and baking it into the DNA of everything they do.

TERESA: That's really very, very good that it's seen as important that it's seen at the top level and it's an accessible way for people to get what they need. I know having worked on that side of workplace assessments for Lloyds Bank as well, you can access a lot of resources as well and that goes from the physical keyboards to the sit/stand desks, the headsets, the software, the specialist software as well and you have the training to support those people and using it or even scripting because some software needs scripting with some of the software that's being used, too. It's really a very, very helpful way in which people continue to access their work by accessing those reasonable adjustments, isn't it? And, of course, we're moving onto embedding that inclusivity in a more accessible way with our websites as well. So, thank you for sharing that. Again, you have spoken about the employees' voice as well so really useful and points of contact in which you have an allyship for people to come to and not necessarily all of those people have disabilities but, of course, we know that not all people disclose a disability as well and they don't need to, so we don't know whether some of those members have got barriers themselves that they're experiencing. So, Vina, what would you say with regard to this response as well?

VINA: I love the attitude of Lloyds Bank in look after individuals and creating a sense of support. You're not alone, there are people like you, let's connect and hear what will help you give your full self to the business. People quite often so not see the committed levels or the board of managers who basically say we recognise that, as a business, this is something that is positively correlated with a high performing culture. If you want to have a very strong company of perfect ability, et cetera, et cetera, you should go back and see whether the human-centric elements are captured. Speaking of human-centric, we're referring to absolutely. How can we make organisations inclusive for the people who are going through difficult periods in their life? For the people who do demonstrate diversity and differences in the way they talk, the way they process information, and hue can we utilize the collective intelligence of an organisation and if I can take just 20 extra seconds, in our insurance banking industry, we talk about knowing our customers and I ask ourselves how well do we know our employees? How well do we capture data that basically tells us who's who and what is going to enable people to give their best selves to the work? And quite often we have to see that as lifelong learning. The items that we, as an organisation, can always utilize and adjust and amend and update in the same that individuals work in order to learn more, in order to provide more, in order to utilize and feel like they're growing within the set up. So, for me, this is really how we can make ourselves inclusive: Commitment, starting at the top for people to feel inclusive, mutual understanding and advocacy.

TERESA: Absolutely brilliant, yeah. Advocacy there on the end yeah and that helps that people have developed that confidence, doesn't it? We'll move on to the next step because we're talking about the pandemic here. It had quite a significant impact on all of us. It gave us a different way of working, didn't it? And a safe place to learn to work differently as well and it kind of opened up doors, I think. So, Ross, have there been any significant changes since the pandemic at Lloyds?

ROSS: That's an interesting question. I think the pandemic, obviously, came completely out of the blue and we had to provide an immediate response to that, and we had to move a lot of people's adjustments, especially the physical stuff, headsets, keyboards, chairs, desks home and we did that. I think what happened, I don't think it was at Lloyds specifically, but there's now a recognition from organisations ant the world of the office is different from what it was before. Actually, we can provide more opportunities for people to work in a hybrid format, but actually whilst that's great for enabling - for example, if I'm a person as a wheelchair user, working at home has huge advantages for me, not having a travel and get up early and fatigue and stress and using different facilities and relying on the inaccessible trains in the UK, but equally, there's the flip side that you can become very siloed and how do you create that physical - this communication is great but it's not 3D and I'm not sure we hug people in the workplace but that virtual hug. The difference now is as an organisation, we're looking at how do we develop our work which is the built environment for the future. We talk about future ways of working and I think there's a desire to encourage people to come to the office but create an environment that helps them be their best. So, for example, I'm seeing a lot of work in our office design space around different types of working zones, so quiet spaces, spaces where people might be able to adjust the temperature and also using real time analysis in the future. We're not there yet but one of the things working in an office that's quiet and away from people, using like Google, like our phones to monitor traffic, we use that similar technology so the fourth floor in the corner is quiet at the moment and that's a good place the go. We're looking at improvement on toilet facilities, not just for disabled colleagues and this is not just about disabled people, I think inclusivity is broader than that. I was at an expo last week and there was a really good quote. I can't remember who said it but I'm going to keep using it. If you design a workplace for 80% of the people, you're discriminating 20% of the work force but if you design the workplace for the 20% of people who have additional requirements, you're creating a workplace that's 100% suitable for everybody and that's why I'm starting to see not just in Lloyds but other organisations and companies I work with, like how to create a secure environment, one entrance for everybody by how is that suitable not just for somebody who has a mobility challenge but somebody who doesn't like lots of colour and noise, not necessarily what we're doing but large organisations looking at things like your smart watch or your phone, if you're registered with your organisation, I'm talking a lot about neurodiversity but if you come into the office and you see a big, colour TV screen displaying a jazzy presentation and it could be a lot and distracting and heighten people’s barriers. If it detects that you arrive at the office, it could almost switch that screen off for 30 seconds as you pass by. Actually biophilia, the new word that I picked up this week, meaning vegetation and plants in the office, that's more of what we're starting to see. The sit/stand desks, people thrive in busier environments and we're looking at our restaurants and saying what traditionally where you went for a coffee or your lunchtime like 45 minutes you might really thrive in that kind of environment so let's make workspaces like that. I think what I'm seeing is a real focus on looking at how we create the office for the next 10 to 15 years but you have to design it in a way that you don't design it for 50 years because we don't know what's around the corner, so we have to be adaptive as well.

TERESA: Yeah, I love the idea that things change for you as you walk through to make it truly inclusive and reduces that feeling of sensory overload as well as you're walking through and the plants in the office and the sit/stand desks, that's truly inclusive and use different zones and know where those zones are. How about for you, Vina, what significant changes have you seen since COVID.

VINA: A big agreement back to Ross' point regarding to the workplace. GAIN is working very close with our corporate members to look into the organisational and physical design of the new workplace. When we speak about the physical workplace that pretty much covers what Ross eloquently talked about, but I want to, again, take my usual step back and look at the lesson learned out of the pandemic. For me, it's been a lesson around inertia. We currently don't have to work from home out of a social responsibility or caution, but we still do. Why? Because many people will tell you that they would rather work in a hybrid environment, going to the office and working from home because it shows them that the lifestyles and commitments and it creates good balance. I know from our neurodiverse individual members, often they find that from the workplace, the screen in themselves ^ {Suffix}s is ^ social security It doesn't give them the direct exposure to all the social engagements that sometimes they find awkward so they like the balance. This is where I'm often myself inertia-wise, what are these underpinnings, the cultural underpinnings that enabled us, aloud us all these years to understand there's a way to live life better and we don't really need to wait for a pandemic to go out there and say why don't we start working in a hybrid environment? That made me very happy when a few weeks ago I saw this article by Jim who was speaking about the new pandemic world. Attitudes have not changed, by we're now sort of understanding the value of the environment, the physical environment. In the past, we just think, speaking of corporate insurance, my most recent stop so long as you're in one of the jazzy glitzy environments, that's where everybody wants to be. Turns out that's not the case. It's a visual stimulus and all this is kind of too much. Some people find hiring, I love what Ross spoke about, signposting, being able to utilize your space in a way that's provided to people without them having to go back to the reception every so often to get a flow plan, they know where the quiet areas are, if they want to avoid the strong aroma from the kitchen or the cafe, they can work somewhere else. I would like for us to spend a couple of minutes during this webinar to think what is really sometimes holding us back from the self-advocacy and quest to improve our lives. Our working lives, our personal lives and the lives that make us happy to grow within.

TERESA: Yeah, I think choice came over clearly in that, having that power to have a choice of how you work and where you work seems crucial as well. I think we will move onto question four and that was covered in that answer. Can we move on to the next question? Thank you. What are some employee initiatives that facilitate inclusive and accessible working. Is there anything you want to add?

ROSS: I think the other thing, something I have been recently involved with, is in this hybrid way of working there's a presumption that technology makes it easier for people. We were looking at MTRs, Microsoft Teams rooms but really, we have been doing a lot of focus groups with disabled colleagues across all ranges of disabilities around how inclusive is that experience for you, both if you're set in the home or in the office. So, for example, and I brought this to light the other day and I blogged about this recently, that the pandemic for me as an individual and having Teams roll out. We went from using WebEx to Teams overnight. I feel like as a disabled person with physical barriers, things like raising my hand or doing a clap, Teams made me confident and engaged so when I'm in the physical space, I'm not able to put my hand up but it's hard for me to say I want to go next actually in a Teams hybrid way, people say oh, Ross, do you want to contribute? Things like that, there's a lot of analysis on this hybrid way and how do we make it as inclusive as possible? Things like on your screen now somebody is standing there with a big monitor with a touch screen. What if you can't physically touch the screen? What about the audio in the room? What about the seats? The cameras that zoom in and out. Some people find it really disturbing when the camera fully focuses on you. We don't assume that these wonderful technologies out will are the solutions to everything that we need.

TERESA: No, and the technology is helpful as well, isn't it, Ross? Because if you feel that the camera being on is a problem, you can turn it off because your name comes up or you can have an avatar, can't you? You can use the emojis and the shortcuts as well and that hybrid working environment with Teams as well, you can be in the office and include people using Teams too. I realise technology can be a hindrance as well to us but it's involving and constantly being updated. How about yourself, Vina. Do you have any thoughts here in regard to the question.

VINA: To me speaking about the practicalities, it's very important to make sure we have a system whereby we can create a check-in, regular check-ins with people. Environments change, roles change, just because we tick the box once doesn't mean it's forever ticked. It's important that we have this feedback that we know something is create if it's creating anxiety. A line manager is aware as if we're creating points to go through. It's not necessarily just that. It's more about things that come from the heart and empathy of leadership, and I find it slightly funny, really, that some people refer to empathy as the new leadership asset. I think it's always been there. Some people were probably feeling suppressed and not really very bold to use it. Being human-centric is part of the organisation F. we say that one part is data and technology, the other is human capital. Ways to create communities, often, again, we talk with our corporate as well as individual members about what they can learn from each other. What have they learned from their own organisation and initially from the service; we don't even know what other organisations do and there's nothing on the website, on social media account s that really denotes the level of the awareness an inclusive input they can give us. We tend to all use pretty much the same language. Instead of saying come join us, we're an inclusive organisation, be open, create feedback. Have the commitment from the top but commitment is more than assigning a budget and I acknowledge budget being one of the barriers for some. It's also about representation. Surely in our industry we have one in five people, as we said, globally concerned or direct referenced by disability. We have neurodivergent individuals. How come we don't see that degree of representation? By the same token, you have neuro diverse clients. Do they feel we know them well enough to represent them? So, it's all about focus of community and awareness that create this is respectful curiosity and check-ins, the updates of adjustments because things do move very quickly.

TERESA: They do move quickly and also, it's that lived experience and if you have someone who isn't aware going on some lived experience coarse or speaking to people with a lives experience really makes an impact, doesn't it? You don't know how some environments are impacting people so having that lived experience is a key thing as well, isn't it? Okay. So, we've got another question here and that's question five. So, what is done to ensure accessibility and inclusion of the digital environment? And what is the value of procuring accessible internal systems as well? Ross, have you got any thoughts on this one?

ROSS: Yeah, just reading the question again. So, yeah, we as an organisation are committed to, again, from a workplace adjustment and disability inclusion point of view is providing employees with the right adjustments to access so assistive technology and we talked about this already, screen readers –

TERESA: It's the systems you use as well, isn't it? Making sure things are compliant like the, WCAG compliance and some places within the sector for a long time, how that technology that you have the buy-in that supports it as well so you might have to have scripting to be able to use it as well and that's something we have seen in the workplace when we do recommendations, there's often a bridge to cover that gap. Vina, do you have any thoughts here as well?

VINA: Absolutely and I'm going to be slightly provocative in that in the banking and finance area we talk about we have one too many software’s because we don't have a massive budget to be allocated for every one of them, yet sometimes we go over purchasing. We don't know how to align, and you end up with a few idle systems. I see similar circumstances with the assistive technology. There are many social enterprises which is great news, and many tech start-ups profess to improve our life quilts and give us assistive technology that's worth using. The question is how well do we know our organisation? How well do we know our employees? How well do we know exactly what we need to procure for? How well have we pitched up to the board to get the representative budget. It's a business case and enabling. A small example, and I have seen Ross has raised his hand, so I want to give you space so falling on to the provocative stance, do we know the technologies by the regulation and updates, government awareness. For example, a light scribe pen. We have one of our individual members who says I love the meet that we do virtually nowadays and of course it's great when you are able to take note at the same time but guess what? My processing ability to be active listening as well as take notes is somewhat compromised so I use the light scribe pen to take notes for me, however, there's a pocket and what should you do there? You have to open up a discussion to create a statement saying we're not using that outside the remnants of this panel but still, it is met often with a lot of belief.

TERESA: A few barriers there, isn't there? Like the live scribe pen could be an issue as well and security issue as well because it's something that goes down on paper. VINA: I fully agree but my last point to that, as an example, how can we use everything that's compliant for the right reasons and we can collect the sort of thing, it's all about my organisation, your organisation, their organisation, it's collectively doing something that's sustainable.

TERESA: Ross, you've got your hand up as well and I'm sure you have extra things to say as well.

ROSS: Yeah, I think one of the things, three things I want to call out, there are internal developments of systems. We have a tool kit for designers and there's an inclusive design guild in the organisation, but I know from my involvement there's lots of forums and groups that get together and talk about all this techie stuff for a guide in these systems. We updated our guides to put more focus on this this acquisition part of systems, looking at the organisations like we want to work and mirror what we're trying to achieve. We're still looking at doing more work there and the third thing is identifying the systems that we've got. I think you talked about it, some systems have been around for a long time and working with a vendor around what is a road map to work on a plan and more accessibility part of it, so I think those are three things as well we're doing to ensure better inclusion in the digital space.

TERESA: Yeah, that's absolutely brilliant. Some of those old systems don't have accessibility built in because they're so old and even having a look at a piece of text recommend a larger screen for somebody to look at just to bring that resolution up for them so it's larger because as we age, we want to see text that's a little bit bigger and we have glasses and things and we're being asked to boric longer as well so there's a lot of barriers that are created as well so there's a legacy that's difficult to make changes to so procuring at the beginning is important and over time it will improve so, yeah, thank you, Ross. That was quite interesting that you spoke about the legacy systems and what you're doing to try to try and overcome those barriers there. Okay. So, question six, why should organisations help you create neuroinclusive workplaces? I love this question. Vina, do you want to answer this one?

VINA: Sure, thank you. As I have mentioned a couple of times is it's a matter of collective intelligences in moving toward the next generation, evolutionary phase of our industry. We need massively intact work forces. Traditionally these people have been ignored because of the barriers that we have mentioned. We need organisations to individually ensure that the commitment we heard and the ability, accessibility practises they shift the dial but what's very important is for us to engage in the ecosystem that basically has got the regulators, the academia, the trade unions, we need to acknowledge that alone we cannot put it forward. We cannot make the change, the progress in a way that's going to be sustainable, going to be there tomorrow. This is exactly what we are doing. We are championing, again. We are connecting the dots, aligning all these people together to create an ecosystem of support and the ecosystem that gives voice to the people who feel marginalized, underrepresented and now, by connecting in the little pockets of communities with their own organisations and lives and families and schools and social environment, bring it together and with their own skill sets, an attitude, which is very important. How often do we recruit for attitude? The courage, the boldness.

TERESA: It's looking at these spiky profiles and something that's one thing and something is the other and we all fit together differently and it's having that diverse group of people working together that's important. I'm going to move us on because I want to get to the audience Q&A as well. Okay. Thank you so much for your input here. I'm going to bring up some of the questions if that's already and to see what we've got coming up here as well. So, bear with me for a moment. My screen just suddenly changed at the same time so that's surprising. One of the questions here is do you think companies are not serious about disability employees and are only forced by law to give attendance to this in their hiring? Vina, what would you like to say here?

VINA: Yes and no. No, I think we're serious we have our personal references. We all have families and a degree of connectivity of that in neurodiversity. What I think we're lacking at this stage or we're on the journey for so ensure that we have the necessary focus in understanding the awareness of training to be able to move together. The legalistic framework is great because it supports people, but it needs to come together. TERESA: I have another question here. How does Lloyd’s champion adjustments?

ROSS: We have an internal process where employees can request a workplace adjustment and we have an internal team that looks at the initial request and see what's the most resourceful and quickest way because sometimes you don't need an assessment so someone may come from a union and say hey, I have dyslexia and we use this software and we might say we use this software, will that work for you? Or maybe it's just a case of getting that installed on their machine. There are cases where people have a new diagnosis and don't know what they need, and we can have them work on an assessment or it's not a complex workplace adjustment. I don't know. I'm trying to think of an example here. I need to work from home on a certain day one day a week.

TERESA: Something that's easy to implement, yeah.

ROSS: Have a conversation with their manager.

TERESA: I like that you said about the students coming over, they have gone through the student allowance assessment and worked with equipment for three or four years and worked perfectly well with that and to be able to take that on board as they go into their any environment is key to their success at times and it's nice to hear that they don't need to go through another assessment to do that. I'm just going to take us back to our training slides because we need to come to an end here and I'm very con shows that I want to share with everybody our training. Let me just move that one. You can book any of these at abilitynet.org.uk/training. We have introduction to digital accessibility, how to build a disability inclusive workplace and embedding accessibility at every stage of your project and there's a 10% saving on the 2023 training courses. The discount code is AbilityNetWebinar10. Thank you to Ross and Vina and we would also like to say please do complete the feedback form which you will be directed to at the end of this session and sign up to have a programme coming up on multiple sclerosis and don't disable me, as well. Big thank you to Ross and Vina for joining us. Absolutely brilliant.

VINA: Bye, everybody.