Hello, everyone, those of

 you joining. If you are

 just joining for the first time and you've

 not been on a webinar or not joined

 an AbilityNet event before, then

 please have a look for the Q&A box

 on the Zoom tool, and

 you should open up something which

 says, 'open questions,

 answered questions' and 'dismissed questions.'

 That is where the action is going to be for you. You are all

 on mute, so there's no voice

 input - it causes all sorts of

 technical and feedback issues. So in terms

 of interacting with us,

 please make yourselves familiar with that

 Q&A box, and

 Michael

 Vermesh has found it and

 Mona has found it,

 hello! I won't ask you to do

 full introductions, there

's 278 of you! And if I can

 ask you to stop saying

 hello, because there might be somebody trying to tell

 me they can't use it or they've

 suddenly got problems, so

 it is suddenly filling up!

 Katherine, Sal,

 Mona, Michael - hi

, Robin. But that is the

 place you can ask questions before we get started and in

 there is also where you are going to be asking questions

 as we go along. And I've

 got some hands raised

. Maria, Hazel, Laura,

 Chloe. If you can

 find the Q&A box, then that's

 what we are looking for.

 It is in the panel that should have been

 opened up when you started Zoom

. And I can see some

 hands - more hands, if anybody here

 is still stuck.

 Heather,

 Diane... So if you're

 having problems getting in,

 then that's what the hand raised is for,

 and the best place you can

 get help is to find the Q&A box, if

 you are able to do that.

 That should be accessible and it

 should be in the control panel for

 zoom, which should open up

 when you enter. I'm not quite clear whether there will

 be an issue with that, if you are using -

 I can see a couple of

 telephone calls,

 so you probably won't have that

 functionality on the telephone, you will

 just be in listening mode. If you can't hear

 me, then I guess you don't

 know what to do at this point, but

 hopefully if you can see

 the screen, you can

 still... I'm just going to move

 this, a second.

 JO: So there is a

 question from Gil to all

 the panellists, "Should we

 be able to see the chat box

and I don't think they should be able to see the

chat box, should they

unless it is the Q&A

box? MARK: Yeah. The chat

 box, I'm just trying to open it -

 I had it shut.

 I can't see the chat box now

, where has my chat gone?

 The Q&A is the best

 place to go because

 otherwise we end up trying

 to do things

 in two places. So

 it says Q&A on the panel, and there are a

 couple of places we can interact as a

 group but that just puts everything in one place.

 So if you are in the Zoom webinar

 chat, please use Q&A. Otherwise

 I've got to try and keep track of

 the different questions and answers in two different

 places. So the chat is

 not the one we

 use, the Q&A is the one

 that gives me the best chance in terms of hosting

 to make sure I see

 all of your questions. So,

 are the captions autogenerated?

 No, they are delivered by My Clear

 Text. Hi, Cate, who is running those

! So they are human-generated. We will talk

 about captions on

 events, and that will be,

 I'm sure, a topic that comes up

. It was something that was asked and requested to discuss. So

 we'll tell you more. But no,

 they are being delivered by a human and not a

 robot, and hopefully you will be able to tell

 the difference! Cool, so,

 we've got 331 people on this call

 today, which is

 brilliant, and we are going to be

 talking about tech solutions for disabled people

 working from home. My name is

 Mark Walker from

 AbilityNet. Because we've

 got so many I'm just going to, in a

 moment, check I've got all the

 answers to questions. You should be able to see

 slides, and I believe you can see

 the panellists in the video

 panel down the right hand side.

 I can certainly see them.

 Can you all wave, please,

 panellists? And then that should

 work. There's now a load

 more hands going up

! In the chat

 box! Which is - I'm still

 - should there be sound? Yes, there should be.

 Greetings from

 Italy - hi,

 Luca. I just

 can't see whether there's any other

 questions here that I can answer. So,

 yes, you should be able to hear sound

. Let me just say that

 in the chat again.

 And given past experience, if you can't hear sound

, it is because there's something not working

 at your end. Because

 everyone else can hear

 it.

 OK, I'm going to get going

, and we may have a few technical issues

 as we go along, but once we are up and running

 and others are

 talking, I can have a quick look at

 where we're going to go. So

 I don't have any pictures of

 panellists - do I have to show that?

 I don't think I do. No

, you should be able to see them. That might be something that

 you've got at your end as an option

 to hide video panel

. I can hide it at my end

 - that might be what you have got switched on at

 your end. It is in the

 - in the control panel for Zoom

. Right, let's get going,

 and the other thing I would say is that

 although we have lots of slides - although we have

 lots of panellists and lots of slides and lots of

 questions, actually, we are intending

 this to be audio-only, to some

 extent. We're not

 having lots of bullet points or

 intending to share this visually, in the

 event that we hope the

 this will be as interactive as

 possible. You should still be able to follow the discussions on

 the topics and we shall also produce

 notes afterwards, the slides and the

 video will be shared afterwards and we will probably

 publish it as an audio file as well. So

 if there is a bit of the process that

 you are not able to access for any

 reason, technical or otherwise, then hopefully the

 other bits will pick up the pieces, and

 as a last resort there will be a

 transcript of the event shared afterwards

 as well. Cool, so, we're

 talking about disabled people working

 from home. I got loads of questions from

 you when you joined, and signed up for tickets, and

 I did a Word Cloud

, just to make sure we are all going to be in the right

 place. So the biggest word

 is 'home.' The other words

 on here are 'staff, work

, can, best,

 disability, accessible'

, so hopefully you will recognise those

 words and understand you are in the right place

 to understand broadly the themes we are looking

 at. I also took some questions for

 you. I will just run through these briefly

 but my point with this is there is no way that we're

 going to cover all these topics in the

 same depth but you are in the right place by asking

 these questions. So these are some of the

 themes that came up. Good practice in supporting

 disabled people working at home and in education

, particularly higher education. We have a lot of

 people in our network in HE

 and universities and it was noticeable that there was a lot

 of people in that

 network. What are the

 obligations on employers to provide equipment to support

 someone to work from home? A lot of stuff about legal

 and other issues and things like that. What are the

 accessibility solutions for using

 Teams, Hangout

, Skype or other video conferencing

? We know a bit about

 that but we won't delve into it too

 deeply because I think this event won't have long enough

 to cover them in enough detail

 but I think we can probably

 anecdotally tell you a few things we are

 doing and what we are discovering about other

 tools. Equipment and

 ergonomic things for home work

. If you are not comfortable at home and you

 haven't worked at home and you are not sure about

 equipment, then I think there are

 some top tips and advice coming your way

. Assistive technology versus security of

 company information and personal information.

 I think there is an IT issue here about people

 working from home and whether or not

 it's secure. And we're not going

 to cover that in great depth - we don't

 have an IT or security specialist on the panel, but

 we may mention that,

 or we can certainly

 answer that afterwards. Can remote

 one-on-one support be as useful as face-to-face support

? Killer question in lots of

 different businesses and services and educational

 settings. I guess the point we're going to

 make today is how to make it

 as effective as possible. It may not

 always be the best option but it might be

 the only option for us at the moment. There is a

 fair amount of mention of different disabilities and

 impairments, so I thought I would just mention a few

 that came up a bit more often than

 others. Visual impairment,

 dyslexia, other special learning

 disabilities - specific learning disabilities

, hearing impairment and mental health. Those

 aren't the only things we are going to

 talk about but it is worth mentioning they were

 asked about quite a few times. And then

 advice for employers, legal responsibilities,

 and employees' rights. Looking at

 employers as a group that we want to

 support, because clearly that leads

 to support for the employees.

 Bell

a is here from

 BDF, the Business Disability Forum,

 and is running an event on

 that later, but we have that expertise

 on the panel but again it might be something we

 delve into a bit more deeply later.

 I'm just going to just start a poll.

 Again I just want to check this technology

 is working. So I'm launching a poll for

 you and hopefully you can all see that

. There are two questions, and one of them is

 what type of organisation

 are you from - so how big

 is the organisation,

 or are you

 a university, a

 charity, local or

 national government or other and you will see

 in other that I asked you to mention that in

 chat - I meant Q&A

! Because everybody can see

 that Q&A then.

 And I can see primarily, it's interesting - the

 biggest number that's popping up - I can see the live

 results, of course - is that universities are

 the one with the most

 right now, which is interesting

 to see. Michael, I see your question and I will

 come back to that

 in a second. So,

 Kim, if you can ask

 in the Q&A

 any question that you have directly. You put

 your hand up, I don't know if you have

 something you can ask in the

 Q&A?

 Cool, so 76% of you have

 voted. I'm just going to jump on with this

 so that we keep going

. I can show you the

 results. So I'm going to share

 the results with you.

 Because I think if nothing else that might give you some

 reassurance about the sort of types of questions we're going

 to cover. So you can see the

 most popular - I'm just going to run through

 these. The most popular group that

 people have ticked is a

 university. That's more than the

 small and large businesses added together. So

 businesses with more than 250 people

 is a quarter of the people who

 ticked the box. A much smaller proportion of

 smaller organisations, a few

 freelancers or sole traders. Some national

 and local government, 10%. 2%

 of you in the NHS and health care. When

 I did that list I did wonder

 whether anybody would be able to join but

 there will be people here from

 administrative roles, I'm sure, and then in the

 chat there were mentions of other

 organisations, universities,

 guide dogs charities and so on. So

 we have a great range and then

 in terms of your knowledge, only

 3% of you said that you know almost

 nothing, which is interesting. 35% of

 you said that you know a little

. 19% of you say that it is

 mainly based on personal experience, and

 43% - almost half of you - said

 I've got a lot of knowledge, it's part of

 my work. I think that is important for us as

 panellists and content to think about that. We

 do need to do some of the basics, but that

's interesting that there is a lot of university and a

 lot of knowledge and expertise

 in the room from the participant point of view, so we

 just need to take account

 of that in terms of our

 work with you. OK, I'm going

 to stop sharing the results, and

 I'm going to

 go straight into the content. So,

 thanks for all that preamble -

 I'm now going to introduce to you

 who you've got to help you today and

 run through things. So I'm Mark Walker from

 AbilityNet, I'm the head of marketing and do a

 lot of our webinar work and I'm going

 to be hosting and facilitating.

 Robin Christopherson from

 AbilityNet. Billy Courtney

 from AbilityNet, Jo Blood from

 Posture People and Bela Gor from

 Business Disability Forum. I will ask you guys to introduce yourselves to

 make sure the sound is working

 for everybody. Robin, can you tell us

 your role and how easy it is for you

 to work from home? ROBIN:

 Robin Chris fer son, head of digital inclusion,

 am I coming through OK

? MARK: Yep.

 ROBIN: Yes, so I have been working

 from home for several years now,

 I'm a blind screen reader

 user and I am easily able to

 deliver my role apart from client

#NAME?

 in conferences, et cetera, from my desk and I think

 home working is fantastic, particularly when your

 colleagues are a very noisy bunch

 and you have to rely on speech

 in your ears to be able to do your work

! So, yes, home working

. I've had long

 experience and I'm hoping to be able to pass on

 some top tips today. MARK:

 Brilliant, thank you. Billy, can you

 tell us what you do for AbilityNet and

 your experience of working from home? BILLY:

 Yes, I'm one of the DSA managers

 - can you hear me OK? MARK:

 We can, indeed. BILLY: As I said

, I'm one of the

 DSA centre managers and workplace

 assessor as well. Obviously

 because of the virus, we've been working from home

, and we've now started

 doing remote assessments with students and

 people in the workplace, and it has been working very

, very well.

 Which we previously had experience of

 doing remote assessments

 anyway. We found doing

 video links enabled us not only

 just to give presentations

 and share screens to demonstrate software

, but actually we can actually show them

 physically through video links how equipment

 works as well, so it has

 gone well.

 MARK: Thanks,

 Billy. Jo? JO: Hi

, my name is Jo and I work for

 Posture People. We supply

 ergonomic equipment into workplaces and we've

 got great experience of supplying kit into offices

, but also into home-working

 environments. I tend to work from home

 about one day a week so I'm very

 used to sort of home set-ups as well

 and we've obviously been doing a lot of advice

 over the last couple of weeks about trying

 to get as many people as possible comfortable

 at home. So that is our role here.

 MARK: Great, thank you, Jo.

 And Bela? You are from the

 Business Disability Forum, can you tell us what you do there and

 your experience of working from

 home? You were telling us about your

 comfy seat earlier!

 BELA: I was, sure! So I'm head of legal

 and content at Business Disability Forum. I have

 worked from home since 2008, when I moved

 to Edinburgh, which is where

 I'm speaking to you from

 today. I was

 on sabbatical in Tanzania before that, so

 I've got some experience of complete isolation and not having

 anyone or any internet,

 either! Or anyone to speak to in a

 language that I'm fluent in. But I've been

 working from home since 2008, and I can

 do all of my job from

 home, bar the going

 out to see clients, and it makes me

 much more productive because I

 hated the London commute, which meant

 that I arrived at work exhausted after two

 hours of getting there and two hours of

 getting back. So I think it makes me a lot

 more productive to work

 from home. And I've got

 lots of tips - if anyone wants them,

 I won't share them

 today, on do it

 your way, because everyone is different.

 MARK: Great, thank you. I have a few notes coming

 in. There is a question here about whether you can use

 the poll. I thought you couldn't

 use the poll with a screen reader

, apologies if you can't. We are going

 to mention briefly about accessible platforms, but

 I think we are

 aware that there may be some limitations.

 I thought you could use those,

 but not. So, what we're

 covering today, I think, I really want to

 sort of stress at the beginning that we're intending to run

 this as a series of webinars.

 They will be running at

 1:00 on Wednesdays during

 April and we note - the reason for that is

 we know there's no way we can get

 through all the different advice that we want to get through

 - you saw the questions

 at the beginning. So what we're trying

 to do, I think, at first,

 is just gather

 a better picture about really

 what are the obstacles that are happening

 right now. We are very clearly focused

 on disability and the needs of people with

 disabilities working from home and the particular accessibility

 issues that they're facing

. We'll obviously have other top

 tips as well coming in that could be of

 value to anybody. But again, just to

 emphasise, today is not about

 answering every single question as fully as we can - it

's about teeing up a

 series. We didn't see anyone else doing this, so we

 really just wanted to try and fill a

 gap and we want to make sure

 that we're giving you a chance to ask

 questions. Everything that goes into the Q&A box is

 recorded at the end and then we do our best

 to do F AQs or

 links wherever possible and we will be running

 future events and I'm sure

 we'll see from today what the most popular

 topics are. But I think the starting point -

 so on the screen at the moment are two pictures

. One of them is the one that

 Jo sent when she said, "This is what you

 advocate as the perfect set

-up from home." It is a laptop on

 a stand that's propped up so that the

 top of the screen is at

 eye height, a separate

 keyboard and mouse, and that is an adaptive

 mouse, isn't it? So that is a special mouse

 as well. And a really nice chair that

 fits nicely under the seat, under

 the table - the dream ticket

 for everybody! Now, there might be a lot of

 offices that look like that but I think

 most home offices look more like on the right hand side if

 you are lucky. That one has got

 filing cabinets in it, I'm fairly sure

 that most people don't have filing cabinets in

 that kitchen! But what

 we know of course is that people have been sent home to work

 from home who have never had to work from

 home before. There's lots of students being

 confined to spaces

 that aren't necessarily ideal for their work.

 They may or may not have the right equipment.

 They may or may not have a space that's

 adequate. There may be under all sorts of

 pressures from child care and other caring responsibilities

. So this is the situation we

 think lots of people are in, and that

's where we're coming at this from,

 is just thinking, "What can we do to be

 helpful to those people?"

 We know that there's

 going to be lots of physical

 barriers in terms of providing equipment to people

 but perhaps we can help make something happen

 better. I guess the

 other bit that has cropped up

 in the ticketing and questions people ask

 is the other thing of working collaboratively.

 Lots of questions about the use of

 Teams and Skype and Zoom and other things. I think that is

 putting a pressure on our working patterns,

 and for some people the barriers will be

 quite simply about being able to access those platforms

 and use them effectively, and trying to find

 the features that are relevant to them, depending

 on their particular needs. So I think that's

 the sort of space

 we're in generally and what we're going

 to do is just go through some top tips now and

 then, as I say,

 as much as we can answer the question that come

 up with the Q&A

 panel, but be aware that we're

 going to be doing deeper dives into this

 stuff in the future so anything that you can

 see - that we can do, we will,

 but there may well be something coming up over

 the next three or four weeks where we go

 into a lot more detail and find some

 expertise that is relevant to it. So, firstly

, Robin, what I'm going to do is ask

 you to just talk about disability impairment, because

 I think it's important to set a framework

 to are this, and just

 to describe briefly -- for this and

 just to describe briefly how

 AbilityNet sees the world and the

 work that we do in the workplace.

 ROBIN: Yes, so AbilityNet have a practical

 and pragmatic approach to disability, so

 obviously we adopt the social model, because it is the

 right approach and being a very

 client-facing organisation and

 working with clients every day, we are very much focused

 on solutions and how your

 environment, your technology, your

 support framework, et cetera, can be

 customised to

 help you with your particular

 challenges, and we

 definitely don't see disability as, you know

, someone in a wheelchair, someone

 like myself with a guide-dog

, you know - disability is much, much

 broader than that. I'm sure everybody

 who is logged in today is on that

 page already. So

 disability is a spectrum, just like

 neurodiversity is a spectrum, just like

, you know, fear of spiders

, probably, is a spectrum as well! We're all very, very

 a rich mixture of different kinds of strengths and

 weaknesses, and

 disability is definitely not something that

, you know, you

 necessarily are going to be registered disabled for, it's

 not something that is going to

 be a simple case of, you

 know, once you've got your disability allocation,

 like me as a blind person, you know, who

 knows what's going to happen next? Touch wood

, I hope it is not going to be a hearing impairment

 - really not looking forward to that. Perhaps

 later on in life. But anyway, I'm

 sure the technology will help,

 come that eventuality. But

 people don't fit into nice, neat

 boxes. We all have a different mixture of

 impairments and they come and go. And also

 it is very important to say that in this age

 of extreme computing, where

 we are all using mobile phones on a daily basis

, I guarantee that everyone listening here

 has used their phone one-handed

 today, and every day, and

 for that time you are temporarily

, in very real terms, disabled.

 You have exactly the same requirements

 as somebody with a 24/7

 motor or dexterity

 disability when it comes both to the

 design and the content of things you are

 accessing. So it is a very rich,

 complicated, diverse picture and AbilityNet

 and I'm sure everybody else who is

 listening and contributing today is very

 familiar with the range of services. We've

 got some up on the slide here, he

 says, not knowing for sure, but I think

 we've got free services and other things there

. There is a rich

... MARK: They are coming later,

 Robin. At the moment, it has just got the bit about

 reasonable adjustments and assessments and so on.

 ROBIN: Right. If I was going to review the

 screen I wouldn't be able to talk to you at the same time

. But yeah, so disability very much around

 the social model.

 It is almost, you know,

 in every single case it is going to be

 invisible or not completely open when

 people present themselves.

 Obviously in some cases it is very evident. But

 yes, that is the picture

 here and people will perform more or less

 well with the transition to home

 working, as a result of their particular

 rich mix that they

 have.

 MARK: Could you mention reasonable adjustments and put that

 in context for people? It is a piece

 of jargon that some may be familiar

 with and others aren't. ROBIN: Absolutely.

 I feel like Bela should jump in on

 that but the Equality Act 2010 was

 an absolutely groundbreaking bit of legislation

 because for the first time it required

 proactivity on the part of the

 employer or people who were providing goods and services, et cetera

, so you really had to think about doing

 things in an inclusive way upfront

, and that broke that circle,

 that cycle, of not taking

, for example, disabled people on

 board, because your systems weren't

 accessible and it was a catch-22. So

 it's all about reasonableness

, and that definitely comes down to the nature of the

 adjustment that might be required,

 the size of the organisation and their resources,

 the prioritisation

 of the particular system or task that the person

 is having a challenge with

 and what is reasonable obviously isn't

 clearly defined. UK legislation is very

 up on lightness of detail -

 it is light-touch legislation - and then it requires or

 it relies on case law to dot

 the Is and cross the Ts and pad out

 the details. So what

 is reasonable? We can certainly discuss that

 in the context of what equipment you should

 provide for people at home, who

 may only be working there for weeks

 or months, but yes, so reasonable is the

 - reasonable adjustments, reasonable

 accommodations they call them in the States, is the key

 phrase that will

 apply here. As an employer,

 there is also employment law, so there is

 other legislation out there. There's the public

 sector regulation, which is an

 additional piece of legislation that applies

 here to do with accessing

 services for

 employees at home, et cetera, of the public

 sector. So, yes

, it is all about what you could

 reasonably be expected to do in a particular

 instance. That's probably not

 a very helpful response, because it's so vague,

 but that's the key here - there's no

 single definition and you will be expected

 to have made a suitable assessment

 of a situation that potentially would hold

 up if it came to having to review that in some sort of

 tribunal or compromise agreement arrangement

. MARK: Great, thank you. So as you

 say, Bela is hopefully going to delve

 a bit deeper into that and there are other

 resources around about that, but I do think it is important to mention that

 the reasonable adjustments

 is the helpful idea of what

 disabled people are entitled to

, and that

 - to me, that sort of part of the

 glue in the whole picture is that

 you have a responsibility to provide

 reasonable adjustments and that you are entitled to ask for reasonable

 adjustments and then the conversation that

 takes place inside that is obviously about

 what adjustments are required and what is reasonable

, but that is the broad framework in which, particularly

 in the workplace, it is relevant. Now, is there anything

 - because we've

 got a lot of education people represented here

, Robin, is there anything you want to

 add about that? Is there anything in particular around

 access to HE services, and particularly

 I was thinking about the public sector legislation that

 came in recently? ROBIN: Yes,

 so HEI is

 Higher Education

 Cam institutions are getting very excited and

 very on board with the public sector regulation.

 It is all about access to those services

, whether it is an employee of

 an institution, or

 whether it is the students via

 the LE or the

 LMS, or the processes and systems

 that they have to use. I know there is a bit

 of a Heights

 --

 hiatus when it comes to students

 actually doing their studies at the moment

, so, yeah, it is really important

 that you review your systems. The clock

 is definitely ticking. You need

 to have that review done and the road map

 in place, the

 gap analysis, so that you can

 then create a meaningful

 accessibility statement and you can be working

 on the issues that are outstanding and that you can demonstrate that you have

 met the milestones that you have set yourself

 over the coming weeks and months in resolving

 those problems in a reasonable way.

 So, yeah,

 I mean, my study,

 my way, which we way come on

 to later -

 mystudymyway.com we would really

 encourage students to point themselves at

 because that is a brilliant resource that will provide

 an awful lot of self-

help, info and support for those students.

 So, you know, self-help

 is going to be what it is all about, or largely

, when it comes to home working

 and isolation. So

 mystudymyway.com will go a relatively long

 way towards helping you meet your

 responsibilities there by empowering those students

. MARK: Great, thank you. So

 there's going to be lots of stuff that

 gets suggested as links. If you have questions

 in the question box which we don't

 mrg manage to answer - for example,

 if there's something about Scotland,

 Bela can answer that. The whole point in

 taking the Q&A is we can download it and look at

 it as stuff in the future. So apologies if

 we don't try and answer everything in

 detail but that is exactly what we are trying to do through

 the Q&A, to try and make sure

 we don't miss something. But this is not

 going to be delving deeply into the legal

 issues but Bela is here to

 answer some of the questions that have come up but

 it may be that we do another session in the future

 to look at it in more detail. Let's

 look at what we are going to be doing. We came

 up with five topics we

 thought we could cover. I think these

 match up to the topics you mentioned in your questions

. But I will go through the various

 panellists to ask them questions about this and

 as we are doing that, if

 you have questions that aren't

 answered use the Q&A box - we will be

 using that to decide what we do in future sessions

. First of all,

 Billy, I'm going to ask you

 to quickly mention the assessments that you do in the

 workplace at the moment and the extent to which what you are

 looking at is furniture and hardware or whether it is

 other things. I mean, you are an

 experienced assessor in both education and in

 workplace, so what's the balance typically between

 figuring somebody's desk and chair or sorting

 out their work pattern. How

 does that work when you are doing an

 assessment? BILLY: Basically it is trying to get

 the person into a position where they are comfortable, as well, because obviously

 we can't force them

 into the perfect

 ergonomic posture, that would be totally wrong, but

 what we can do is support them the best we can, and that's obviously

 making sure the

 monitor is at the correct distance

. If it is too far away

 they are going to end up leaning forward and

 putting stresses on their lower

 backs. And it's worthwhile

 considering, obviously, people have moved from the

 office to the home, and you can sort of like

 copy these adjustments in the

 workplace by using simple things like

 adding books to your monitor

 to raise them up,

 purchasing a keyboard,

 so you can work sensibly, putting

 cushions on your chair to make sure

 that you are at the right height and

 you've got some circulation in the

 seat, because if you have been

 unable to sort of like sit at

 your office chair and you are using a kitchen

 chair, there are lots of adaptations, and making

 sure you are not resting your arms

 against the edge of the table. You know

, you can actually use

 - you know, you can

 even use a sponge to support

 your wrists to prevent carpel tunnel

 and stuff like that. It

's what you do in the workplace, and

 then trying to adopt it within

 your home environment.

 Is there any questions, any

 specific questions? MARK: Well, somebody

 has mentioned it can be

 dangerous to balance monitors on books and obviously there is

 a whole degree of safety which people need to

 take account of. The other question I had was

 in the sense of the amount of things that when you are

 working with a student or an employee, there are other

 issues, I'm sure, that you

 cover around work patterns and

 a more holistic take on the use of

 their space. Do you have any suggestions around that?

 I mean I know that some

 of it is to do with mental health

 and making sure that people are dealing

 with stress, for example? BILLY: Yes,

 I mean the main thing is to adapt a schedule

, keep a routine,

 ensure that you have regular breaks,

 because we can all be guilty,

 once we get into something,

 especially with work or education,

 before you know it, an

 hour or two can go

 by and then

 we're not having those microbreaks

, where we would smile at somebody or somebody

 would ask a question. So then

 what we've been doing is using

 Teams, so we can have

 regular - we call them chat

 and coffee breaks - just 15 minutes of the day

. That will break that up. We need to

 ensure that we exercise, as well, because

 we're not designed to

 sit, you know, we're designed

 to move around. So you can

 put in sort of like reminders to get

 up and walk around,

 or move around.

 Yeah, it's good if you can get

 some sun at some point, if

 you've got a garden or you can just go out

 for ten minutes and walk your dog or whatever

. It is breaking the cycle

 up and having that routine

 scheduled as well. MARK: Great, thank you. I'm

 not quite sure whether this falls between the

 questions that you have or the ones that

 Bela may be able to help with but I think

 probably this is more into the bag with Bela, but

 it says, can we legally advise

 people to use books under laptops

! It is a good suggestion, though

! BILLY: Obviously you've

 got to use your common sense.

 I've actually set up my wife's

 home office and I've given her my

 laptop stand, so what I've got -

 my laptop is

 sitting on

 just a wooden box.

 You know, but I don't touch - it

's stable, it is not moving around

. The laptop is stable. I

 wouldn't stack a number of books

 where it was, you know, not safe

. You know, you can use large

 items, even like a little travel

 case or something, as long as you get to the right

 level, so the top of the

 monitor is level with your

 eyebrows. The screen is close to you

, so you can move the screen forward to you, so you are not

 bending forward to read

 small print or whatever.

 You can sit comfortably,

 you know?

 >>: I should definitely say, though, that if the

 laptop is raised up you are not typing on it

. You are typing on a separate keyboard and

 a mouse if you need

 one. So you are certainly not

 typing up under your chin. I think one of the

 top tips here is that you are not going

 to be recreate the perfect work station from

 work, necessarily

, at home, with the average desk

, unless you have an office kitted out

 at home, for example, with proper

 height desks. But

 the kitchen table is higher than your

 average desk so as Billy was

 saying you might want to pop a cushion

 under your bum, but if

 your feet are then not touching the floor

 you might want to put

 a cushion on the floor then

 to raise your feet up slightly. But variety

 is really key here. So we are going

 to be moving from one

 unergonomicly perfect situation to another throughout the day. So

 work on the sofa for a while

 on your laptop but by no means

 not as a permanent thing. It is not as comfortable

 as you might think. Your arms are end

 is itted much more in front of you and they

 really need to be hanging from

 your shoulders with your arms at right

 angles. Put an ironing

 board up against the wall at a height for standing,

 for example, to recreate a standing

 desk, against a

 wall ideally so you don't knock

 it over and have a laptop catastrophe.

 Work from that for half an hour, standing

 up, move to your kitchen table, move

 to your sofa. Whatever it is going to be

. You are not going to hurt

 yourself by moving from one

 unergonomicly unsound

 work space to another. Obviously there are other

 considerations around how you can best get in the zone, and

 Billy alluded to those, you know - if you can

 keep the routine that you've got at work

, the hours, ideally, even dress for work

 so you get in the zone

, and if you go on a video call and

 the video comes on straightaway, you are

 not still in your

 pyjamas by mistake, so that works

 on both counts there! But separation,

 so moving around the house

 from one place to another might be fine if

 you are in the house on your own but if you have kids

 around and you really need to

 shut yourself away obviously that variation in

 your work space isn't going to be as - you are not

 going to be as flexible there. So there are a

 lot of considerations

 to think about. It is about making the best

 of kind of an imperfect situation if you are having to

 temporarily work out

 what is best for you

 in a non -permanent

 home working situation.

 JO: Can I jump in as well a little

 bit just to give a little

 bit of voice. One of the problems is

 we are in extraordinary circumstances at the moment and to

 echo what Robin said is actually,

 no, probably no, we

 wouldn't normally recommend using books and

 cushions and stuff like that but actually

 you have to look around at what you have around the

 house now so you can adapt them. One of the key things

 to look at when you are

 setting yourselves up at a desk is

 sitting at the right height or standing at the right height

. So one of the main things is to look and

 sort of say, right, when your shoulders

 are relaxed, just pick the

 bottom part of your arm up to form a

 right angle and that is ideally the

 height that you

 want to be hitting at. At

 Robin said earlier,

 one of the main issues is

 kitchen tables tend to be

 about 3cm higher than the

 average desk and a kitchen chair is lower than

 an office chair so you are magnifying the

 differences that you would normally see in a normal desk. So what you are trying

 to think about is, right, how do

 I form that right angle? How do I

 get my elbow and forearm in line with

 the desk? So it is, it is cushions

 and using books as foot rests. If

 you've got a block of paper at home

, that makes an excellent foot rest

, as well. Really, using

 blocks or books under

 laptops - it's one of those

 things. As long as they are good

, solid hardback ones

, we would normally recommend you

 using a plastic box so a

 book would do the same job

, and I think what you have to have is a make-do

 attitude as opposed to the perfect attitude. If we were setting

 everybody up, yes, we'd

 definitely recommend laptop stands and foot

 rests and ergonomic chairs,

 but actually you haven't got that at the moment, so it is

 adapting what you've got

. MARK: Great, thank you. And there are

 a lot of questions. Can I just mention, there is a

 lot of questions coming in about - I'm just going

 to pick off a couple because I think we need to

 acknowledge these are coming in. There

's stuff about what the responsibilities of the employer

 are, whether Access to Work will

 cover costs, whether somebody who has

 just joined would expect to have this at home and

 at work. I think we will

 definitely cover that with Bela. I think

 what we're looking at here are the

 top tips that it may be helpful to pass on. And

 the other thing I should say is that you know, in

 preparing this webinar, we could have

 gone into any depth - this was the point about it

. There is a lot of ergonomic

 advice out there, and it may or may not

 be directly relevant to disability and so

 the same things may

 apply to certain people, you know, in

 their situation, and other

 people's conditions or impairments may need

 that they need a different solution

. So I think if you go looking

 for advice about working from home and

 ergonomics you will find lots of stuff about posture.

 I think the point to make

 is that there may be different

 adaptations or particular things to make

 for people with particular impairments. Some

 of those may be software and some may be hardware

 but I think the point Jo is making is

 there are lots of pieces of advice out there

 about sitting comfortably

 and making sure you are safe and comfortable in the

 workplace and if your workplace is on your kitchen table

, then essentially the same rules

 apply. JO: Yes

. MARK: Cool. Working pattern,

 we've mentioned briefly. The reason

 I mentioned that is that I know

 that with a lot of reasonable adjustments that are

 made, for the people we work with,

 in terms of working with employers,

 amongst some of the changes that are recommended is the fact that you may have

 a switch in your responsibilities.

 So it may be that the particular

 tasks you are being asked to perform are switched because

 people recognise that

 because of a particular condition or impairment,

 then you've been given sort of broadly the

 wrong tasks, or you need more

 help with a particular task. A

 good example is that when employees are

 asked to do long reports and have issues like

 dyslexia to deal with,

 then maybe what they need is

 to work alongside a colleague to share

 that report and make sure that that structure of the document

 is clear, to work on

 all of the different grammatical and spelling

 issues. And I think that the

 collaborative nature of where we are

 at at the moment brings that to the surface as well.

 You may find that employees,

 or colleagues or students are out there feeling very

 isolated and don't have support, but very often what

 we're doing with reasonable adjustments and the

 recommendations we're making in the office is to ensure that the

 team is organised around that person's

 needs and requirements. So I think

 it 's worth considering that those changes

 may be affecting some people more than others,

 and that the way the team works

 may have been established around a group of

 people sitting - you know, who can

 see each other

 who are in the same space every day and now

 they've distributed and some of that

 practical support or help that people are

 used to getting may just not be there. So

 we're talking about the physical space but I think

 the team and the

 collaborative nature of what we're doing

 in a workplace will have shifted and that is

 equally true of the mental health stuff. The classic thing

 is I'm not sure about my job but I love the

 people I work with. Well

, maybe we are not seeing as much of them and maybe we need

 to think about keeping that contact alive and being in

 touch and again, thinking of students

, working from home in small

 student accommodation, for example, they may

 not be seeing people that they're used

 to seeing a lot, so the whole social

 aspect of their lives may have switched completely

 and there may be all sorts of changes which they're

 trying to deal with. So I

 put that one in to mention

 around working pattern and the slightly broader

 picture of how we actually engage with the people

 around us and

 connect. So

, the question here about software and apps,

 what I'm going to pick up is we've

 got a couple of questions, and I'm

 just going to list a few things.

 I think this is definitely a

 stand-alone session that we'll do because it has

 come up a lot and we have been asked a

 lot since we announced this session to look

 at what is the most

 accessible platform, how do you make

 certain platforms accessible, does this platform do

 this? So by platforms we mean lots

 of mention of Microsoft Teams

, and there is somebody here from

 Microsoft and I may ask limb to comment

, if he is able to.

 -- him to comment if he is able to

, but we would certainly do

 this afterwards. Microsoft Teams is what

 we use in

 AbilityNet so we are familiar

 with lots of features that make it

 accessible. It does have

 live captions. But that might not be available

 to every user. So it will do

 live captions when you are on a

 call, in terms of the people on the call, and

 there is a limit on the number of people who can join

, but in a sense that is

 an internal team meeting type

 of event and Teams

 links into your other

 Office 365 software,

 Word and Powerpoint and expel,

 for example, you can share those

 through Teams and do

 lots of different interactive work where

 you can control the document and edit it together

. The accessibility of Teams is great

. There is lots of advice about accessibility for

 Teams and there is a really useful

 section on the Office website and

 Microsoft have done a huge amount of work

 to make Teams accessible.

 One of the features that people probably use

 least from our experience is

 that email, Word particularly

, has an accessibility

 checker, and Powerpoint

, so before you

 send a document you can actually check

 whether you have made an accessible document

 and we couldn't emphasise

 how much how valuable that accessibility checker

 button can be for two reasons. One is you can

 check the email you've just

 composed is accessible to everybody you are

 sending it to. The other thing is it

 raises awareness of

 accessibility and it gets people using

 accessibility features that are there and starting to understand

 accessibility. So we definitely recommend

 using that accessibility button within

 Office. If you are not familiar with it, you will

 find it in the Office

 365 and it does mean you can do a check

 before you send documents around. You don't

 need to save it as a PDF

, but if you have made an accessible

 Word document and saved it as a PDF,

 you shouldn't be 100% confident

 but you've certainly done a better

 job than if you hadn't checked it at all.

 PDFs aren't always accessible

 but they are more likely to be accessible if they have been

 created from an accessible Word document

. So that is an example of the sorts

 of tips we would recommend.

 ROBIN: And I would very cheekily jump

 in at that point and while we have Michael from

 Microsoft and there may be

 others as well put in a plea for the

 accessibility checker to be activated by default, just

 like the spell check is. You've already got

 different sections in that spell checker,

 you've got spelling and grammar, et cetera

, language style. Please just

 add accessibility as another little option

 in that pane,

 because its discoverability at the moment isn't all that it

 could be. Let's make it something that

 people have to opt out of rather than

 opting in. MARK: Yes. So I'm just

 checking. I think what we're

 getting is an offer from Microsoft to include

 that in a future session as a

 panellist. I know that will be popular and I know there

's lots of features in

 there that people will either know or not

 know. And you can go looking

 for them but I think it would be useful for us to do a

 review. A couple of other things to mention that

 we've been grap

ling with. Live captions on webinars.

 So we have a service here that we are

 paying for and we've paid for it

 traditionally on our public-facing

 webinars because although the autocaptioning is great, it is

 not as good as a live

 caption, and it gives us lots

 of similar functionality. We've been able

 to afford that when we were running fewer

 webinars but we are going to be able to do that in the future

 so we are looking at alternatives. As an example,

 I can actually do this live, so sorry about this

, Cate, I'm just going to pull

 up the Powerpoint

 live subtitles. So in

 Powerpoint, there is a button

 under 'slide show'

 that says 'always show subtitles

' and you will see what will happen is a

 big panel will appear along the bottom, and

 hopefully my words will

 appear on it. Here

 we go. So that is built into Powerpoint and it is using the

 Microsoft AI engine to create the

 - to create the

 captions. So I'm going to turn

 it off because you can't have both of

 them on, but we were going to use that.

 One of the things that we can't do with

 that is we can't switch to any other

 media. So because we are in Powerpoint,

 we can't show you a web

 page. Whereas the slides' titles

 will be on Powerpoint, and if you

 switch out of Powerpoint and go

 and try and show somebody something

 on the website, which we were intending to do in

 future events, then we would lose the

 subtitles. So those are quite

 subtle differences but they are there. There are

 other pieces of software - a YouTube

 - we haven't actually explored that very much ourselves, using

 Meet-ups and Hangouts. I know

 there are a lot of features in there that can be

 turned on in terms of making

 stuff more accessible and I think that is

 one area we are going to do some more work on.

 We've worked with the Google

 accessibility team quite a lot, so we've approached them

, and they are in the US and so we have to

 just work out the time differences in terms of

 getting them

 involved in this but I think there are lots of tips out

 there about using

 Hangouts and Google Meet, so we can

 pull some of that together. And then

 there's other platforms, and

 we are using Zoom, obviously, but there are

 other things like Go

 To Meeting. House Party is the family

 one everybody seems to be using! I'm

 pretty sure that doesn't have any live captions

 but has a lot of other benefits in terms of

 quick and easy access. So I'm not going to go

 through those in detail. My point would be we

 want to do a proper session about that and get some

 input. There is a couple

 of

 points coming in here saying where do you

 find the accessibility checker in

 Office? For today's call I will switch to

 Powerpoint again. I'm in Powerpoint now

, I've got a slide

 deck open, this could be embarrassing if it fails

 because I dropped a

 picture in very quickly and I don't think

 I put any and the text on it.

 I switched to the review tab

 and it says "Check accessibility"

 and a box opens on the right hand side to say

 I've missed

 alternative text there, so it shows you

 which I haven't got alternative text on. This

 one, probably, which is one I dropped

 in right at the last minute

. I can then do

 alt text in

 it, "Chaotic real-life

 working from home" and then that is now more

 accessible. So that is a button in

 the

 slides across the top

, the review.

 ROBIN: The review. I think the fact

 that somebody asked that question

 speaks to the point I made earlier - where

 is it? MARK:

 Raising the awareness of that facility. There

's also people saying they haven't got it

 and they are surprised that Microsoft

 Teams is totally accessible. Michael

 has just posted up actually a

 list of accessibility features

 on the Microsoft site and

 I will just post those

 into the answers, so everybody can see

 what he has just said. JO: Mark,

 while you are doing that, there was a question I think that

 Bela wanted to answer about the legality

 of putting books underneath

 laptops and things? MARK: Sorry

, Bela, I was going to hold on to those things

. What I was going to do - and this is a good

 time to do it - I think there is a big question here and I

 wondered what the attitude of employers was

 as far as you were picking up at the moment? You

 know, BDF is essentially representing the employer

 side of the question. Are people

 coming to you and asking these

 questions about their responsibilities? What

 sort of questions are you being

 asked about this?

 BELA: Oh yes, we are getting lots

 and lots of questions with employers.

 I think the thing to note is employers are

 struggling with this, and the larger employers

, if they've got hundreds if

 not thousands of employees working from home all

 of a sudden. So they are struggling a

 little bit. In terms of the

 legality of things like ironing boards and

 books - great idea, but

 the employer does have an obligation

 to make sure that the employee is safe

 when they are working from home and

 that's health and safety regulations, to make

 sure. So the advice that we're

 certainly giving to employers is, keep

 checking in with the employees, check how

 they're working, check what they're doing and if

 you are finding that somebody is sort

 of balancing precariously

 on books, then you do

 have an obligation to say, "I don't think that's a great

 idea" and to provide some better support for them on

 advice on how to do this. So this

 sort of thing is great but there is quite

 a lot as you said out there on the internet

, good advice, on ergonomics

 and what to do and what not to do. But if as

 a manager, as an employer, you see

 that your employee is doing something that looks

 unsafe - and by that it

 means that it is foreseeable, to use the

 legal language, that they are going to

 come to harm, or reasonably

 foreseeable, then as an employer you have to take

 reasonable steps to stop the employee

 coming to that harm, and that might be to

 actually issue an instruction and say, "

I need you not to work like that," and

 - or indeed not work at all if you

 can't work until we find

 a safe way for you to be working. So we are

 getting a lot of questions on that.

 And also on the government announcements - things

 like furlough and sickness

 absence and what this all means, and sick

 pay. So all of

 we'll be covering a little later in our own

 webinar this afternoon, which I'm afraid is full at the moment

, but we will be doing them weekly and we will have

 the information on our website very

 soon. Well, some

 of it is already on our website. MARK:

 And we will share out the links as we

 go along. I think that is a good example

 of why we think the weekly updates

 are going to be so important because you mentioned

 two things that didn't even exist at the beginning of the week there

, the furlough thing, for example

. I have an interesting comment here - there's

 a couple of questions about software and the platform stuff

. Somebody is saying the captions

 are not working due to

 bandwidth problems which I

 guess may be an issue for us in different ways.

 So be aware that these aren't

 foolproof. And

 there is also a question about which ones are the

 easiest to join in with because there

 may be people with particular needs in terms of learning

 disabilities or anything else. I think that

 teams, when we're talking

 about Teams, as an organisational tool

, is the sort of thing you would expect could be

 on somebody's desk as part of

 Office 365, and so part of the challenge

, I guess, is providing support

 around all of Office 365's

 functionality. It may be that other platforms,

 when you are talking about a more

 general public audience,

 might be more relevant, so Zoom, we

 think, is generally the most

 accessible for us. We can run it

 as an accessible tool, it has

 an accessible back end, we think it is

 accessible, it has some features which we would

 like it to add

 like automated captions

 and other things, which we would like it to

 add, but it is easy to

 join and despite the fact there has been a

 few hands raised about things we couldn't do

, in the vast majority of cases people can

 join it easily and quickly and it is

 accessible. So that is our number one consideration in

 any of these situations. And then there are other systems

 out there. So rather than comment on any

 of them, there are obviously other things that

 we don't have experience of, but I think

 Teams we find the more you use it internally

 the more familiar you get with all the

 functionality and of course that is true with any

 piece of software and Zoom we use because

 it is we think one of the

 easiest to join. You get sent

 a link, you click in,

 you can use it in a browser and you don't have

 to download a piece of

 software, which some people will have a

 problem with if they are behind a firewall.

 So just back to the stuff about the legal

 stuff, Bela, so you are saying that

 employers are obviously struggling with

 that. Do you feel like

 the rules are being changed? Does

 it feel like there is sort of a relaxing

 in it, or are we

 expecting employers really to continue to

 respond the

 way that they should previously?

 BELA: Employers are expected

 to respond. Obviously, what

's reasonable - somebody asked this

 question, has what is

 reasonable changed? What

 is reasonable always changes depending

 on the circumstances - it is never fixed.

 So it will depend on the circumstance that the employer

 and the employee find themselves

 in. So employers are

 working on the whole to try to work

 out what that means. Robin

 outlined the steps for determining what is

 reasonable but I think the first

 step, before going into the what is

 reasonable, is what is the

 practice criteria or provision, the

 PCP, as the law

 says, that is putting the

 person at a substantial disadvantage - what is the problem, what is

 the barrier they are facing? So if you are

 an employee, talk to your

 manager, talk to

 your employee about what is it

 you are finding particularly difficult now you are

 working from home? Identify the actual problem

 and then work together to try and find a

 solution. That might be a little bit difficult, it

 might take a little bit more time to

 get that solution in place,

 but then you can work out whether it's reasonable

 to put that solution in place. It could be that

 some employers are

 transporting work chairs to the home

 office for employees because that's actually the simplest

 way of doing it, is to

 actually just courier the

 chair to them at home, if

 this is going to go on for some time

. Others are providing grants

 - they are the richer,

 bigger employers, to say you've got a certain amount

 of money just to buy what you need, and

 I think a lot of it is being brought from

 Amazon, if I'm honest, in terms of

 that. So that is another solution. It is not

 an option for smaller, poorer

 employers - absolutely not an

 option for them - but this is

 what some of the larger employers are doing. And it

 might be that if you can't work safely

 and your employer thinks you can't work safely

, that you do actually stop working for

 a while, and that could be

 asking you to take annual

 leave, and that is

 something that might have to be done. It might be

 that it is unpaid leave or paid

 leave, depending on what your employer

 can afford, and then there is the furlough

, as well, where if you really

 cannot do your job - although I would caution against

 employers furloughing

 disabled employees rather than non-disabled

 employees, simply because they

 can't make the adjustments at home. There is

 a legal risk to that.

 I won't go on too long on all of this.

 MARK: OK, thank you.

 ROBIN: Just to speak to Bela's point about

 defining the problem as being

 the initial stage, that is absolutely

 true and I mentioned

 mystudymyway.com for students, and

 there is an equivalent that is called

 Clear

talent

atwork.com free for each

 employee in the UK to use and they will explore

 together the areas right across their

 working and it has been completely updated

 now for covering

 COVID-19 and home working so it will

 provide a lot of information for them about safe work

, set-up, working patterns, et cetera

, and it will provide information to the employer,

 to the line manager, about what is reasonable

 in that situation as well. And

 that's under constant review

. So about helping

 define the problem in the first place

, the challenges that they might have in

 their new situation, we would definitely

 encourage people to go to

 that website and create or update

 their profile. MARK:

 Do you mean

 cleartalentsondemand? >>: Well, you can

 do, but 'clear

 talents at work.com" will

 take you to the same thing. MARK:

 I'm just putting a link in the box

, so I was just checking that, and

 we've talked about having clear

 talents at a subsequent event. ROBIN:

 Absolutely, I think it

 needs a session.

 MARK: We were intending to be

 done right now but I think we can keep going for

 another 15 minutes. Just to clarify a

 few points for people. You can tell there is a

 huge range of stuff we want to

 cover. We picked out a few things

 we want to touch on and

 we've really only scraped the surface

 on most of them, so that is what

 I want to emphasise for the subsequent

 sessions - we are seeing lots of stuff going

 on working from home and we are

 clearly focused on the needs of people with disabilities

 in that situation, whether they are studying or working

 there is a particular need for them to be productive

 and there is a particular difference between that and trying to

 keep in touch with your family and

 all the other advice you see. We're actually

 running a session at 1:00

 today with our volunteers about how we can update

 the information that they offer to people at home,

 when they're thinking about keeping in touch with

 their family. What we're

 doing here is very much separating out the issues

 that are employment-based or

 education-based. So I just want to

 emphasise that - that we recognise that there is a lot here

 to cover, and I think there's a couple of things

 you've just picked up on there, Robin,

 about the tools that are available, and the stuff

 that you are talking

 about, Bela, will

 obviously adapt and change

 over time in terms of the responsibilities of employers

, and then equally the advice about top

 tips and tools - there's plenty

 out there but it may be that we need to find the

 right sorts of angles and

 put in some

 specific stuff around a particular need for

 people with a particular disability or whether it is

 a group that have a particular

 technical requirement that we can focus on. So that is

 what we're intending to do.

 Just looking at the rate at which the questions

 are still coming in, that is

 our intention, is to continue to dig a

 bit deeper into these topics in

 subsequent events. So I'm just going to

 ask one more question - Bela, I think

 this is one for you and I don't know whether you

 know much about Access to Work and anything that is

 changing in Access to Work at the

 moment?

 In terms of their approach to people working from

 home who were getting Access to Work support in the

 office. Do you have any knowledge around that?

 BELA: All I know is that they are inundated and they are taking

 a very long time to

 respond at the moment. So we are

 advising our members who call the

 advice service not to go to

 Access to Work at this time, but to go to other

 organisations, like yourselves,

 actually, AbilityNet,

 Posture Right... JO:

 Posture People! BELA: I beg your pardon

, Posture People!

 Posture People at the moment, so hopefully

 you won't be inundated as well, but it is

 true that Access to Work is

 struggling at the moment. So

 larger employers who can afford to, we're

 advising to make the adjustments themselves.

 I know that doesn't help everyone who has been

 asking questions here. MARK: Yes, cool,

 thank you. I've got

 something - this is probably a finally

 wrap-up because this is technical and

 I think AbilityNet's stuff around technology is obviously

 a core one. It is about captions

 and adding captions. I think that

 our experience is that there are two areas

 where captions need to be considered,

 and there are different software needs.

 One of them is on a live event like this

, or on a meeting when

 you are with colleagues, particularly

 with so much remote working going

 on now. It has become vital that people can actually access

 the same as all their colleagues, can

 access the meetings that are going on

 and not just the documents that are being shared

 around but the debates and discussions

. We do as much as we can of

 that internally within our own use of

 Teams, for example. You can switch on the subtitles

. Actually, Michael, could you just put

 an answer in there to

 tell me whether there's any

 constraints on Teams' geographical

 use of the captions? As far as I understand

 it is completely available but if you are able to just answer

 that one for me, that would

 be really helpful. ROBIN:

 It is more around language than

 location. MARK: Is it? So it is a

 restriction on which languages they can

 display. And there are people here saying they

 don't have that option on

 their version of Teams, so I don't know if that is

 a particular version or if it works in a particular

 way. But that is one adaptation

 around captioning, whether live captions, if

 you are using AI will be a

 certain quality but certainly good enough for

 most people to follow, and then making

 sure considering that when you are communicating

 out through other video, live

 video, means.

 But the other question that's coming

 in is about putting captions on

 to video after they're live so that

 they can be shared as a recording and there are

 a number of ways of doing that. There are

 a few top tips out

 there and websites that we would recommend. So

 what we do is we

 - if we haven't got captions

 being used live, as they are here

, then we would firstly run a

 recording through something that would produce a transcript

. One service I will recommend - and we have nothing

 to do with this - is

 called Zubtitle, with a Z, and

 when you go to

 Zubtitle, you can upload relatively short

 videos. I can't remember the constraint, and I can't look

 online just now, but I think it's

 20 minutes maximum. You upload the video

 and it provides a transcript that you can edit

. You can then change the

 style of the captions. It's

 important that your captions

 visibly are accessible, so we've

 got white captions on black background

 here to be as clear as

 possible. Not, you know -

 we don't want any transparency on the background so

 the words get lost if the image changes

. And you can do that in

 Zubtitle.com and I think it is 50 cents a minute for

 the video that you have uploaded. So

 if we do a short minute of a 5

#NAME?

 up £2.50 to do that.

 So that is a top tip from me that I used a

 lot for quick and easy subtitles on to

 short videos. And again

, I would just say that we are intending

 to do a training session about that, because

 accessible video is a lot more than just

 adding captions. There's loads of

 other considerations to make.

 But short-term, if you can do live

 captions by using a platform

 like Teams or

 Hangouts, then obviously you are helping people

 enormously and then in recorded

 videos, if it is short form,

 then something like

 Zubtitle. Once you get beyond that we

 couldn't see anything you could do cheaply

 from an external service but you may

 need to have somebody in the team who can take a

 transcript and then load it on to a

 video file, and the programme that I use when

 I do that is called Hand Brake

. It is not the easiest

 thing in the world to use

 but once you have created the

 transcript file, which is in the format of an

 SRT, then you can merge the two and it will put

 the captions on to the video. I

 found it difficult to make them

 visually accessible, there may be some guides

 out there to use it. So there are

 a few tips there -

 Zubtitle and Handbrake are

 do it yourself type tips for doing id

 video. Michael is saying they should be available on

 every version if you are on the right version

 and by right version I assume you

 mean the new one!

 And he says Teams can record and

 upload to streams and you can make an

 edit the transcript, you can edit the

 transcript and that gives you a transcript from the

 thing that you have recorded on Teams. So if you are

 on Teams and you have

 recorded a meeting, you can upload it

 to Straems, that is an option when you receive

 the recording and you can get a transcript from

 it. You can also get a transcript from

 uploading it to YouTube and

 you can download from YouTube a transcript or

 an SRT.

 I think you can do that as well

 - but if you don't recognise these words

 we will do a deeper dive into that

 topic because there are a few

 technicalities

 in there that are beyond just turning a button

 on and it appears. So

 anything that anybody wants to add from the panel? I will

 go through each of you. Jo, is there anything you

 want to add about what you are

 seeing from the way that employers are responding? I

 know that you've created

 a service where you deliver furniture to people's home -

 is that because people are asking for that

 from your customer base? JO: Yes. It's

 getting harder. Normally we've got

 no problems whatsoever,

 and we deliver everywhere. One of

 the things is it is getting much harder to do that

 now so we've

 had to stop a lot of installation.

 So we can still get things couriered to people

, but they then need to be able to take it

 into their own homes and then we do

 set-ups via a

 video assessment as well. One

 of the things which people might find

 useful, if they're struggling to find

 what is a good ergonomic set-up

, is there is a page on

 our website. If you go on to the home page

 of www.

posturepeople.

co.

uk, the first section is all about working

 from home and there is lots of diagrams on

 there and a video I've done about

 setting yourself up at a kitchen

 table, so that might be useful for

 people as well, and I can certainly send

 the link afterwards so you can share that around

. MARK: Great

, thank you. Bela,

 do you think in terms of what's going to come next, do you think

 we're going to see a lot of change in terms of

 the way that employers are responding? You

 know, we're going to be running

 these sessions for the next

 four weeks at least and I know you are

 planning to do the same. How

 dynamic do you think this is going

 to be? BELA: I think it will calm down.

 I think employers are, like

 everybody else, just struggling to get to

 a new normal at the moment. But we'll have

 - we have guidance on our website which is very much around

 the law, and the government advice, and

 we're updating that regularly. That is being

 viewed a great deal at the moment, and

 I've put together a

 COVID-19 toolkit which is just

 sort of top tips, including mental

 and physical health and wellbeing

, as well as employees,

 supporting disabled employees,

 and supporting disabled customers as well because that is a

 big thing that's coming through as well, now

 that everybody is shopping and accessing

 information remotely as well. So that is a topic

, I think, that will come to the

 fore in weeks to come.

 MARK: Yes, OK, thank you.

 And, Billy, you're

 seeing a switch to remote

 working definitively,

 now, where all of AbilityNet

's assessments are now moving to remote

 online. Are people comfortable with that? Are you seeing any

 changes in the way that people

 are just accommodating

 that? BILLY: A lot of people are

 making sort of, like

, obviously adjustments and like it has been

 highlighted, obviously people with young children in the

 house and stuff like that, but it's just

 trying to stick to that routine

, and giving yourself regular breaks,

 trying to set your workplace up

, your work station up as comfortableably

 as you can and, like Robin said

, variety can help as well. You

 know. And try and get

 as much exercise as you can,

 and try and use any medium

 you can to actually speak to other people,

 whether it be visual or a phone call

. You know, so -

 but a lot of people I have been talking to are

 sort of saying they are getting more done

 because they are not travelling to and from work

, so they are actually

 getting more work done! MARK: So we've

 become more productive, great

! And, Robin,

 finally, in terms of your overview from

 AbilityNet's point of view, there are

 some up-sides to this,

 aren't there? People will have to learn

 where these buttons are on Office

 and what the tools are and it seems like

 that is a positive part of the

 picture. ROBIN: Absolutely. MARK: So

 these are going to have to be solved now

, rather than being hidden

 away in an office? ROBIN: Absolutely

 and to what Billy was saying there it is potentially

 a much more productive way of

 working and I think it was

 Bela at the very beginning

 said you get exhausted by the time you get

 to work, so I think we're going to see

 a lot more question marks around all of

 this travelling to do face-to-face meetings

 and as a blind person I have been on that page for

 a long time - why do you need

 to spend the whole day travelling into London and

 getting across London to have an hour-long

 meeting when you could fit in six of those in a day

? So I think we're definitely going to come

 out of this much more

 digitally savvy and much more potentially

 efficient than we were before with our time,

 with resources, you know, with the environment

, et cetera. It makes

 sense to do as much online and as efficiently as

 possible. To Billy's point, as well, you know,

 try and keep in contact with people -

 the temptation is going to be to do things through text

, through emails, through IMs

, and that sort of thing.

 A lot will be lost if we just go purely to

 text communication,

 both from a nuance point of view,

 from a spontaneity and ad hoc point of view

 - so a lot of teams - if you are

 in a small team and you are used to being

 in an environment where you just spark off each other in a room

, you might want to set up a

 group call that lasts all day.

 That is not going to be for everyone by any

 means but it will keep that spontaneity and that support, and

 counter the isolation that you could

 potentially feel just typing away and not hearing

 anything going on. Use your smart speaker for

 sounds. I've got one right here

. We could be instantly transported to

 an office or to a cafe or wherever

 you might be! Just

 ask your Echo

 for office sounds or cafe sounds

, for example, that can help with ice

 -- isolation. The audio

 side of things - if you are producing a lot

 of audio-related meeting

 content as a result of going online with

 this sort of meeting, you mentioned

 Zubtitle and other ones that can do it in a

 live meeting, but if you want

 a transcript I recommend

 Otter AI.

 I think the first 600 minutes each month are

 free and you upload your content

 and it comes back with a really very good

 transcript with time stamps and speaker recognition,

 so it will say - it will put a

 name next to each speaker and you can

 then tell who said what.

 So Otter AI,

 and it is spelt as it sounds, is a

 really good resource as well. So try and

 counter isolation, try not to get -

 we're going to cover these in much more

 depth in later sessions around mental health

, for example, but try not to

 be overwhelmed by news. Do not

 have a rolling news channel on, on a

 TV in the corner. That is not going to

 help with mental health. If you cannot

 resist looking at social media,

 put your phone in another room.

 You can get apps that will actually

 lock you out of your phone altogether or

 out of certain websites and

 apps. Obviously if it is a

 work phone or a work machine, IT

 might need to be involved in

 kind of installing those particular

 restrictions on your devices, but it could actually really help with

 your mental health not to be

 constantly exposed. Limit the times

 that you are away from your desk doing the exercise to

 those times when you might quickly check Twitter

, for example. So yeah, we will

 have many more top tips

 in future sessions but for now thanks

 for the kind of broad overview and please do sign up for the

 following week's sessions that sound promising

 and kind of applicable to your role

 as well. MARK: Great,

 thank you. So I put a poll up

 for those of you that -

 hopefully all of you can access that

. You can see that we anticipated

 that we weren't going to be able to cover all these things

 in detail. Free and low-cost software

. How to run accessible meetings

. Top tips for home set-up. More

 help for employers. Legal issues for

 employers. They're all scoring

 reasonably well anyway and clearly you want to know about

 that. One thing I would mention is that we didn't know, until we set the

 event up, just what proportion of people

 would be coming in from HE

 and it may well be that we need to

 pick up another session particularly around university

 issues and the idea of supporting students

 remotely has very different questions attached to

 it than exploring employees and

 employers have a different responsibility to the

 universities and there are some nuances in the accessibility

 regulations - all sorts of things

 that shall different from those two point of views. So we will

 definitely be picking up on that. We

 hadn't anticipated such a large proportion of people

 would come from HE. I'm pleased tos that

 the majority of people have found

 it either useful or very

 useful to be here today. I hope that you have been able to

 share your advice, as well, because we will -

 we're asking you to use

 the Q&A because we can download and use that afterwards

. So there will be a huge amount, I'm

 sure, that we can trawl through and

 provide useful links afterwards. Weave

 -- we have a series that

 we are calling AbilityNet Life and there will

 be two parts to that - one is

 about working and supporting people from

 a volunteering point of view, and there are lots

 of people like carers' organisations that

 we will be working with trying to support

 older and vulnerable people using technology

 to maintain contact and address loneliness

 and all the other issues of

 isolation. We will be working on this one

, as you can see, on a much more workplace

 and education basis,

 looking at the tools that enable people

 to remain productive

 in their education or their workplace. We haven't set

 up the sign-ups for those yet

. We've spent all week

 working on these two things.

 There's another meeting coming up straight

 after this one that we are going to run for the volunteers

. But look out for an announcement and please do share

 that around. It is amauz

 -- amazing to see how many people have joined

 in from different networks. So please do

 encourage people to come in, it helps

 us to be more responsive but seeing the questions that

 come up and what people want to know. We have

 loads of resources on our website.

 There's loads of fact

sheets about how people

 with different disabilities can be helped

, please look for those

 on our website.

 Factsheets in particular, but actually some old

 recordings of webinars. All

 of our webinars are

 archived and you will almost certainly find something

 helpful in there I hope. And we have services

 we can offer employers in the workplace. We do

 assessments for people, as billy is

 saying, we do that remotely now and

 we have been doing face-to-face but we've

 obviously switched to doing those remotely, something

 we've done for some time, and you can see access

 that. It is a paid-for service

 but it is something that employers do pay for, and

 we're looking at adapting

 that for a working from home version

, and Robin also mentioned

 Clear Talents, and we use

 Clear Talents within that service as well

. The Business Disability Forum

 has a huge amount of information, particularly

 from an employer point of view, and

 actually somebody in here, you might have

 noticed Bela was saying it would be

 great if you could make statements like you did about Access to Work

 and just to clarify some of the underlying

 issues. I know there is information on that in your

 newsfeed. And then

 Posture People, we're working with Jo because

 it is somebody that I know and there is some really

 great top tips and advice in there, but

 those equipment suppliers that are out there, as opposed to

 Amazon, you know, there is a lot of

 advice and information from

 people who know how to adapt equipment to meet

 different people's needs and I've

 almost certainly got some advice to offer you

 whether there is a current supplier or somebody that you are

 able to turn to now. So

 those are just some ideas. Obviously there's

 loads of stuff in here. One

 thing else I would mention is that

 Michael

 Vermesh is someone we know well within

 Microsoft, because we work with them a lot and

 he has been chucking loads of great ideas

 into the Q&A box. If you haven't been

 following that, I think we will almost

 certainly have a session with Microsoft looking

 at supporting disabled people using Teams

, for example, and other Microsoft

 tools, and there is a lot of information

 in there. We're aware that people aren't

 using all of those features so we are always telling

 people about them. So please do

 have a look for yourselves and see what

's out there in

 Teams and Office 365 -

 lots of accessibility features that I'm sure you will find

 useful. So thank you very much for joining us

. I'm just going to show you

 the end of the poll and

 you can see the most popular next session would be

 how to run accessible online

 meetings. And we will try and do

 that next Wednesday. We obviously had to do

 a reasonable amount of prep to get

 that going. That could be the next one

, it could be another one off that list that

 we find easier but it will definitely

 be in the next couple of weeks that we will run

 a session on how

 to run accessible online meetings and

 look for any advice and support you can offer through

 the Q&A box and also bring

 in other issues that have been mentioned today that haven't been

 addressed. So thanks for joining us.

 ROBIN: Can I make a final

 comment, do you mind? Very quickly,

 I would really appreciate everyone who has a disability or

 impairment of any kind to

 please tweet @

AbilityNet or send us an

 email to inquiries at

 abilitynet.org.uk with the

 particular challenges and solutions and top tips

 relating to working from home that you have

 discovered over the recent days and

 weeks. So @

AbilityNet or

 inquiries @abilitynet.org.uk so we want to make

 the resources as useful as possible.

 MARK: I think the easiest place for us

 to respond interactively remotely is Facebook

. We are tracking Twitter but on

 Facebook it is easier for other people to see the questions and

 answers, so we've got a Facebook page. If

 you haven't used it and aren't

 using it please go there and sign up to follow us

 and if you have any questions that is a good

 place to post. Because whilst we

 do that on Twitter as well on Facebook we find

 people are a bit more engaged in the answers

 and it is easier to write longer answers

 and make

 references to other links so we are

 using Facebook as our primary point of

 contact for this type of inquiry and you will find

 us easily on Facebook. Great,

 thanks, everyone, for joining us

. As I said, please

 be confident that we have taken

 note of all the Q&A that came in today

. To let you know over 250 people have been

 on this call the whole time and that is the most

 we've ever had on a call in these sorts of

 webinars that we're running so I think we've tapped

 into something and we think the series will

 hopefully provide you with some answers to questions, but also

 please do pass on the word and let people know that

 we're trying to do it in this way

. Thank you. And thank you, Robin, for your help

, thank you, Billy, for your help

. Thank you Bela and Jo from outside

 AbilityNet, coming in and helping us

 with your expertise and thank you all for joining

 us. So we'll see you soon.

 (Meeting ended)