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)