

Enablement

The case for providing reasonable adjustments

Mark Walker

The Legal Bit - Equality Act 2010

Equality Act 2010 - replaced previous anti-discrimination laws with a single Act.

The Equality Duty now covers the following protected characteristics:

- age
- disability
- gender reassignment
- pregnancy and maternity
- race - this includes ethnic or national origins, colour or nationality
- religion or belief - this includes lack of belief
- sex
- sexual orientation
- marriage and civil partnership (only in respect of the requirement to have due regard to the need to eliminate discrimination)

Equality Act & Reasonable Adjustments

Section 20 – Duty to make adjustments

Section 21 – Failure to comply with duty

Section 22 – Regulations

<https://www.legislation.gov.uk/ukpga/2010/15/introduction>

Q: Who should benefit from Reasonable Adjustments?

A: Anyone who requires adjustments to work more efficiently and productively.

Applicable to employees who are;

- At work
- On short-term sick leave
- On long-term sick leave

Statistics

 **1.3**
million

Workers suffering from a work-related illness (new or long standing) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey

 **0.5**
million

Workers suffering from work-related musculoskeletal disorders (new or longstanding) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey

 **0.5**
million

Workers suffering from work-related stress, depression or anxiety (new or longstanding) in 2015/16

Source: Estimates based on self-reports from the Labour Force Survey

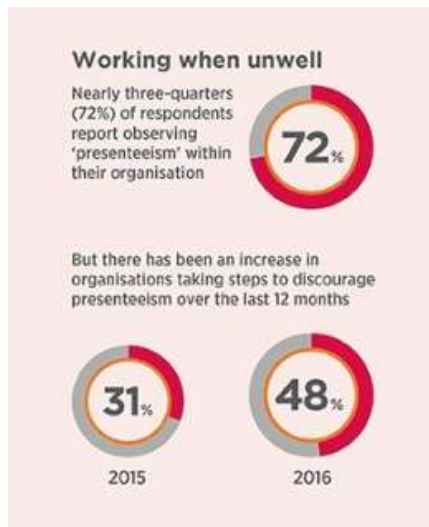
 **9.3**
billion

Annual costs of new cases of work-related illness in 2014/15, excluding long latency illness such as cancer

Source: Estimates based on HSE Cost Model

<http://www.hse.gov.uk/Statistics/overall/hssh1617.pdf>

Employees at work - Presenteeism



Presenteeism or working while sick can cause productivity loss, poor health, exhaustion and workplace epidemics.

While the contrasting subject of absenteeism has historically received extensive attention in the management sciences, **presenteeism** has only recently been studied.

Continued increases in presenteeism, can have a damaging effect on organisations' productivity... employees are likely to work less effectively than usual, may be more prone to making costly mistakes and take longer to recover from their illnesses

www.cipd.co.uk/knowledge/fundamentals/reasons/absence/absence-management-surveys

Employees away from work - Short Term Absence

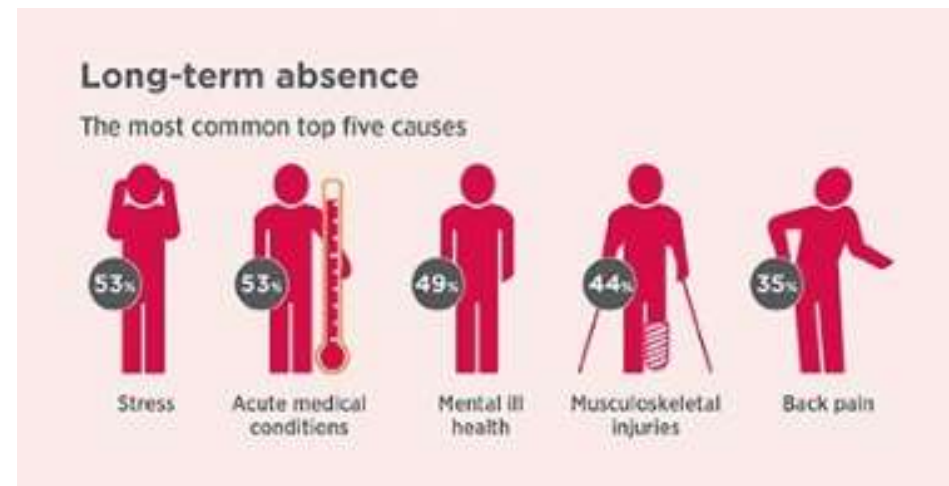
- Minor illness remains the top cause of short-term absence for most organisations.
- Stress and musculoskeletal injuries are among the top five
- Non-genuine absence remains among the top causes of short-term absence for a quarter of organisations.



www.cipd.co.uk/knowledge/fundamentals/relations/absence/absence-management-surveys

Employees away from work - Long Term Absence

- Stress and acute medical conditions are most commonly responsible for long-term absence (four weeks or more)
- Followed by mental ill health, musculoskeletal injuries and back pain.



www.cipd.co.uk/knowledge/fundamentals/relations/absence/absence-management-surveys

Posturite's Experience

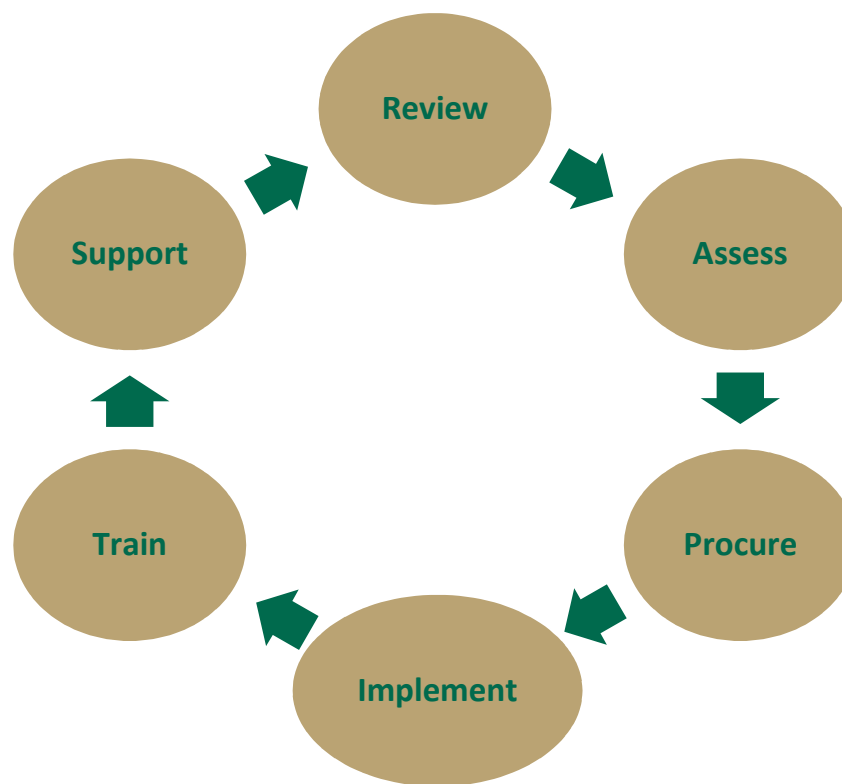
Increasing number of:

- Complex assessments where barriers to solutions were not purely physical ergonomics
- Telephone calls from clients who were struggling to accommodate employees returning to work or trying to stay at work
- Clients asking questions as there was a lack of clear guidance from GP's, fit notes, sick notes etc.

Result:

- Posturite Enablement

What is Posturite Enablement? – A reasonable Adjustments Process



Slide 10

MW1 Mark Walker, 01/03/2017

Accessibility Review

Review

- Review existing Reasonable Adjustments
 - Across your organisation
 - For current employees
 - Create an inventory of existing Reasonable Adjustments
- Advise on AT software options
 - Single user vs Enterprise licence

Assessment Services

Assess

- Assess the needs of the organisation and of the individual employees
- Ergonomic Assessments for musculoskeletal cases
- Diagnostic Dyslexia Assessment
- Workplace Needs Assessment
 - Dyslexia/dyspraxia/dyscalculia
 - Mobility
 - Dexterity
- Visual Impairment Assessment
- Hearing Impairment Assessment

Solutions

Procure



Read & Write Gold V11
Download

£320.00 Ex VAT
£384.00 Inc VAT



Optelec Compact+ Video
Magnifier

£249.00 Ex VAT
£298.80 Inc VAT



ZoomText V9.1 (Level 1
& Level 2)



Franklin DMQ-2110
Speaking Reference
Library

£87.00 Ex VAT
£104.40 Inc VAT

Solution Training

Train

- Imperative to ensure full engagement by employees and to give the greatest opportunity for success of solutions
- Installation Technicians around the UK to support Ergonomic Solutions – specifically seating and desking.
- Access to expert trainers on A.T. Software, Coping & 1-2-1 Strategy sessions
- Specialist training for HI & VI products

Review

Support

- Review installations and suitability
- Provide 2nd line support for issues
 - Telephone/Web based helpline
- Advise of future software upgrades/sunsets
- Scan the market for new and innovative solutions
- Ergonomic Solution & Assistive Technology Product Workshops for 'Champions'

Ongoing Review

Review

- Case Management
- Schedule calls to ensure engagement of Reasonable Adjustments
- Action Plan developed if employee is not fully engaged
 - More training
 - Updated versions of AT
 - Alternative Reasonable Adjustments

In Summary

- Cyclical process
- Reduce lead times on assessments & training sessions
- Reduced processing costs by reducing the supply chain.
- Choose proven products with technical support
- Continually review - case management
- Increase in productivity of employees
- Staff satisfaction levels & retention increased

Case Study – Remploy Ltd

Remploy

Putting ability first

How a proactive Reasonable Adjustment Process can benefit your organisation?

Issues with a 'Reactive' Process

- DWP disability organisation
- 3500 employees – 100 sites
- Many employees with complex barriers to work
- No joined up process for provision of AT or other Reasonable Adjustments
- Ad-hoc Procurement with Bottleneck on authorisation
- Long lead-time
- Costly process on even low value equipment
- Wrong or Inappropriate equipment ordered
- Difficult to manage licencing of AT

Addressing the issues

- Reviewed process with HR/Occupational Health
- Produced new policy procedure for AT & Reasonable Adjustments provision
 - For new starters
 - For existing employees
- Agreed with IT on a WATT (Workplace Accommodation Technology Toolkit)
- Strategic partnerships with AT providers and trainers
- Creation of an on-line portal with Posturite
 - Ergonomic Products, AT Software and Hardware (WATT)
 - Booking system for AT training
 - Procedure for using Access to Work
- Integrated email service for authorisation

The benefits of a 'Proactive' Process

- Shorter cycle times
- Structured ordering process
- Reduced procurement times
- Reduced authorisation time
- Clarity over who picks up cost
- Reduced lead time & installation times on proven kit
- Reduced overall cost
- Improved Employee Engagement, Productivity, Retention & Satisfaction

Thank you

Any Questions

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