

Top tips for building a more inclusive workplace for disabled people - ensuring disability is considered as part of your employee experience.

SCOPE
= Equality for disabled people



A note from **Catherine Lynch**, Chief People Officer at Virgin Media

After working with Scope to look at our workplaces, policies and practices, we're taking steps to better understand how we can support disabled employees. We're by no means perfect but we do have lots of learnings to share. Our belief is that by working collaboratively as business leaders we can achieve much more for disabled people. It's every business leader's responsibility to create an inclusive culture that embraces and celebrates difference. As leaders we must be positive role models and come together.

Catherine Lynch

#workwithme

1 GETTING INTO WORK

THINGS TO THINK ABOUT

Job applications, packs and forms must be accessible, ensure they are compatible with screen readers and available in alternative formats as a minimum.

Job advert placements should be targeted to reach disabled talent. Consider promoting via websites like Vercida or working with organisations such as Evenbreak or Remploy.

Ensure you use inclusive imagery and photography that represents a diverse mix of individuals.

PROMOTING YOUR ORGANISATION AS DISABILITY FRIENDLY

Use tools such as Textio that will review your adverts for accessible language and bias.

WINNING TIPS

Incentivise your recruitment suppliers to provide a diverse talent pool, ensure it is baked into their contracts.

Attracting disabled talent



WINNING TIPS

Make it easy for candidates to tell you if they need a workplace adjustment. Think about the language you use to do this; move

away from 'disclosure' to language like 'share' or 'tell us' how we can help you to be your best at an interview or assessment centre.

Hiring disabled people



THINGS TO THINK ABOUT

Make sure websites used for advertising and applying for jobs are accessible.

Ask candidates if they require any workplace adjustments during the recruitment process.

ACCESSIBLE AND INCLUSIVE RECRUITMENT

INCLUSIVE INTERVIEWS

THINGS TO THINK ABOUT

Train line managers to have confident conversations and understand workplace adjustments ahead of interviews.

Consider the accessibility of interview location; assess your sites in advance and ensure your recruitment teams plan interviews accordingly.

Ensure material is available in alternative formats if required.

WINNING TIPS

Offer the candidates a chance to get familiar with the room layout, building or assessors in advance to reduce anxiety.

WINNING TIPS

Recruit a dedicated Workplace Adjustment Coordinator to become an expert on the process and manage requests.

Produce a handy guide for line managers that outlines your workplace adjustments process and their responsibilities.

THINGS TO THINK ABOUT

Provide offer letter in plain, easy to read English, minimise HR and legal phrases. Ensure alternative formats can be provided.

Kick off the process to get workplace adjustments in place.

DISABLED PEOPLE JOIN THE ORGANISATION

THINGS TO THINK ABOUT

Monitoring and measuring your recruitment practices is vital to understand what is working and what is not working. Anonymous diversity monitoring forms can help you decide whether you're being successful at attracting disabled talent.

MEASURING SUCCESS

WINNING TIPS

Look to monitor different levels and grades of employees along with people with multiple characteristics such as BAME disabled candidates.

THE EMPLOYEE EXPERIENCE JOURNEY CONTINUES OVER THE PAGE

SCOPE
= Equality for disabled people



#WorkWithMe is a call to action for businesses to come together to create more inclusive workplaces for disabled people.



Virgin Media and Scope have partnered together to tackle the barriers disabled people face getting into and staying in work. Together, we've set an ambitious goal to support 1 million disabled people to get into and stay in work by the end of 2020.

#workwithme

Visit www.workwithme.support to sign up to our pledge and to access additional tools and advice

2 STAYING IN WORK

BEFORE THEY START

THINGS TO THINK ABOUT

Keep in regular contact with the new starter, clarify equipment or adjustments required.
Put an action plan in place to ensure day 1 is planned and goes smoothly.

On boarding

WINNING TIPS

Upskill the team they are joining to build their confidence on disability. Recognise not all disabled new joiners will want their condition shared. Only do so if the individual asks and it's appropriate.

THINGS TO THINK ABOUT

Ensure the new starter is set up to succeed - induction planned, adjustments are ready and regular 1-2-1 conversations are in place.

THE FIRST FEW WEEKS

WINNING TIPS

Allocate a buddy to help the first few weeks go smoothly.
Consider an in depth and bespoke induction for a disabled person that has never worked before - for example, this could cover workplace lingo, inbox management, code of conduct, workplace culture.

THE FIRST FEW MONTHS

THINGS TO THINK ABOUT

Encourage an open and honest culture and positive conversations about disability and adjustments.

TECHNOLOGY AND SYSTEMS TO DO THE JOB

WINNING TIPS

Bring your procurement team into the conversation early so accessibility is front of mind when sourcing new kit, equipment and technologies.

WINNING TIPS

Allow extra time for any training that is required.

THINGS TO THINK ABOUT

Train IT teams in troubleshooting of new hardware and software.

DEVELOPMENT OPPORTUNITIES WITHIN YOUR COMPANY

3 PROGRESSING IN WORK

Career development

THINGS TO THINK ABOUT

Consider setting up a disabled employee network group and work with them to identify opportunities such as leadership development or mentoring.

WINNING TIPS

Spell out expectations of your leaders and line managers on inclusion - reward and assess against inclusive behaviour.

WINNING TIPS

Reward the 'how' not just the 'what' when it comes to performance assessment.

THINGS TO THINK ABOUT

Celebrate successes both inside and outside work.
Ensure learnings and themes discussed are shared with the wider company.

APPRAISAL - RECOGNISING THE NEXT STEP

THINGS TO THINK ABOUT

Ensure talent and achievements are recognised and rewarded; ask open questions to manage expectations.

NETWORK GROUPS

WINNING TIPS

Find ways to connect disabled people to one another and ensure the leadership team is regularly engaged to share their stories.

THINGS TO THINK ABOUT

Ensure anyone leaving understands how they can promote your organisation as a disabled employer.

MOVING ON

WINNING TIPS

Consider setting up an alumni group.

If you require an alternative format please get in touch:
virginmedia@scope.org.uk

SCOPE
= Equality for disabled people

