



From ‘Disability Confident’ to ‘Disability-Smart’

Christopher Watkins, Senior Consultant

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What makes a disability-smart organisation?

1

- Anticipating and removing barriers for groups of disabled people

2

- Making adjustments for individual disabled people

What's in a word?



**Reasonable
adjustments**

**Workplace
adjustments**

Adaptations

**Workplace
productivity
tools**

Accommodations

Ways of working

What's in a word?



A change to how someone works that removes barriers preventing them from reaching their potential.

Making adjustments in practice

1

- Identify that a colleague or a candidate would benefit from an adjustment

2

- Talk to them

3

- Make a practical change to enable the individual

What makes a disability-smart organisation?

1

- Anticipating and removing barriers for groups of disabled people

2

- Making adjustments for individual disabled people

3

- Recognising that disability impacts every area of the organisation

Disability across the organisation

Commitment	Products & services
Know-how	Suppliers and partners
Adjustments	Communication
Recruitment	Premises
Retention	ICT

Reaping the benefits

- Reflecting the community you serve
- Expanding your talent pool by 25%
- Reduced sickness absence in 49% of cases Lloyds Banking Group
- Increased productivity in 83% of cases Lloyds Banking Group
- Average cost of an adjustment (inc. case management):
£750 Microlink / Lloyds Banking Group
- Average cost of replacing a lost employee (inc. lost output and cost of hire): £40,000 CIPD

Contact us

Business Disability Forum

businessdisabilityforum.org.uk

E: enquiries@businessdisabilityforum.org.uk

T: 020 7403 3020

