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**RI World Congress
25 October 2016
Parallel A Carrick
Disability Confident Employers**

>> CART Captioner: The audio was very quiet. Is there a way to turn it up on your end?

>> CART Captioner: I cannot hear the speaker.

>> CART Captioner: Okay. I can hear that perfectly. Thank you. I hear a speaker in the background.

>> Speaker: Let's hurry up then. I'm a project leader for this project which we have been running now in Norway for three years. It's run by a business it's run by a business organization it has roughly 2500 members. It means Norwegian businesses. Out of 100 out of them are in the project for delivering the candidates. They are vocational rehabilitation enterprises. It means that they are in the same organization. Most probably we'll finish in the end of.

>> [Question off microphone]

>> Speaker: Okay. Have we having a little -- are we having a little break?

>> CART Captioner: I can hear you.

>> Speaker: Seems like Mr. Breyer and former session was a little bit too optimistic about how the computers can replace people.

[Laughter]

>> CART Captioner: I am on hold with Skype. Standing by.

>> Speaker: In a way to focus on employers, very many different type of representation and whatever are doing so but we are, you know, really focusing on the needs and that we try to have other sort of needs around bureaucratic rules, whatever, to let us say follow the employ year's needs. This is the message we are doing this is a mixture of different sort of vocational rehabilitation message.

What is very important is that we are -- first we start with an assessment of the company. In a way a little bit what you are doing if your job coaches in support of employment. It's try to find out what type of work is free. Is it a need for new jobs in some period of time only or a stable job or whatever. We can also do job carving like again supported employment, trying to find out different type of jobs which no one else are doing in the company and which there is a willingness when you combine different job tasks, work

tasks, that an employer would like to employ people for that. Then we make a recruitment agreement, and then we can do prequalifications. This vocational companies they can do prequalifications or start directly training at the site, at the employers work site. It all depends on what the employer wants. So if you are familiar with this place and train and place, we don't care about that. It's employer's needs who decides what type of service he gets from the vocational rehabilitation company. And one crucial point is this line here which says: One contact person throughout the whole process. The employer needs only to have contact with one service provider, one person at the service provider. So you don't need to, you know, to have contact with all different type of bureaucratic or whatever sort of helping systems. There's one person we have written materials translated into English here and films at YouTube so if you have ripple in the water, you will find some films. We made a mythology guide, key account manager's guide, agreement regarding recruitment and assessment tools. It's all there. Results roughly 13000 people are employed among these companies. We have roughly 1,000 recruitment. It means 1,000 next month, I guess we have a recruitment agreement. And the companies express very big satisfaction in this way of recruiting. It's because of -- I don't know -- it's wrong way. It's because when they can have people here at the -- you know, some weeks, some months for testing them out, it's very popular and then you know, you know, you get into know the person who is -- who is asking for a job. But also in this process here, if you are putting this out to the media and newspapers, you have maybe 300, 400, 500 applicants for a job. This way the vocational rehabilitation company will find some few ones which you can choose between and because they have made a good relations between this contact person, the contact person know what the demands, the employers have. In one way it's a relation to build strong relations between the vocational company and ordinary company. That is maybe the key factor to success.

Yeah. This is. We have some concern agreements. Maybe -- McDonald's international here ISSS. If you are going to McDonald's restaurant at the bottom level at the shall did he at the ground level, it's very important or it's very then to have this agreement because then they know that the top in the organization are positive to this strategy. That was all.

>> Speaker: Thank you, Paul. [off microphone] trying to sort a technical problem out. I think we'll move on then to [off microphone]

>> Speaker: That's not my slide. Okay. Good afternoon, everybody. Thank you for the opportunity to speak today. I want to talk about the supported internship program for young people with learning disabilities. I'm -- I have a day job. I'm national grid's community programs manager but I'm here in my volunteering capacity. I acted as site lead for the program at our Warwick headquarters. I'm joined by Ty who is going to speak after me. He is one of interns who joined the program in 2013 and now works for national Grid. Very briefly. National Grid is a company. We operate the electricity transmission system in

England, Scotland and Wales and we're in the gas distribution company in many areas. We have half our business in the U.S. and approximately 10,000 employees in the U.K. [lost audio]

>> CART Captioner: I have lost audio.

>> CART Captioner: I am standing by. I have lost audio.

>> Speaker: Through this program. As I said the job coaches are the key. And actually having that resource funded by government is key to making this program work. The program is supporting our company in a very tangible way to develop the disability confidence. What we found is that through having young -- the young people in our business, it's created a climate in which existing employees feel much more confident to share information about challenges with managers and much more open around disability issues. It says our supported internship program has been a CATALYST for that disability conference. I just wanted to correct some statistics from a recent employee survey that we did of the volunteers that support the program. 98% of volunteers said that the program had increased their confidence in working with people with disabilities. 95% said they felt more positive about national grid in supporting after program and it had given them a better understanding of social issues in the community. I'd like to share two quotes from two employees who support the program. Which I captured on a poster downstairs. One said, "I found it intensely rewarding. I developed a new level of respect for people with special needs and their abilities." Another said, "This has been one of most rewarding opportunities in my 38-year career." So I think that speaks for itself. There are hundreds of young people with. They may not meet your qualifications but could add real value to your business. We're taking the opportunity to speak to as many other companies as we can to share our model and to encourage them to adopt a similar model in their own businesses. So our program -- our program didn't have a hugely -- has had a positive impact on national grid, but I think it's better to have you hear from someone who benefited from the program and the impact it's had on them. I would like to hand it over.

>> Speaker: All right. Hello, everyone. To give you a background of who I am, where I come from. I've lived in England all my life in the west midlands area. Around the age of one I was diagnosed with meningitis. On this picture here I think I was around age one, age two. It was around then I was diagnosed with -- I was advancing and I started speaking. Afterwards I was put behind and I wasn't speaking and some of the things I could do before I could no longer do. And from there going on wards it got worse. For me being labeled as somebody who is autistic, disabled, et cetera, wasn't a good thing. Going through my school life from primary to secondary, I went to two special needs schools I suffered not only educationally but physically. I couldn't do the things they could do. They could do the things educationally which I thought to myself why am I so different. For someone of my age at the time to be thinking of sorts of things was not a good thing. Being a kid and being different is not something a kid necessarily wanted or wants. So going through giving of my life thinking I'm different from everyone else was not a benefit to

me. I looked like the person, the kid who wouldn't achieve anything, the kid who at his best would get a job potentially chair stacking -- shelf stacking. Which is not a bad thing at all because I've done it before. In terms of what I aspire for and I want to achieve, it's not the career route I wanted to talk -- wanted to take. It was really difficult because around the age of 10, I learned to write my name. It was not bad for me. I started doing a lot better. I noticed a lot of peers worried about leaving school. It was the time where you go and transition to college or go to employment. They had no opportunities. They -- their education system, England's education system at the time for young people with disabilities wasn't that great. I wanted to do a course around business level one. My grades, once I did my tests were absolutely horrific. I could not go and do -- I could not even be in the job I'm in now. Let's just say that. And if I wanted to go out and get a job at the time, there's no way, I would have competed with that market. I would have gone against people with union degrees, all sorts of qualifications way above what I have. Realizing that at the end of my secondary school time that I have no hopes of getting anything, no opportunities to go off and make something of myself, it was depressing. It put me down. I couldn't achieve the things I dreamt of achieving when I was a kid. It was then I realised me being autistic wasn't necessarily the best thing. A part of me actually thought to myself it was a bad thing. I hated the fact I was given a label, I was classed to something else. I was something that is not liked. And in the society today, even back then, the stereotype of something like that was not good. Nobody wants to be that stereotype. I can tell you now. I have a lot of friends who deal with it. But, if I move on, at the end of my secondary school time, a teacher approached me and asked me if I want to take part in a program called employability let's work together. I thought why not? I have nothing to lose. I have no other opportunities which I could take. This might go somewhere so I did. As I started at this program, I then did an internship for over an academic year. I did two different placements. One in the environmental and health and safety standards team. And number one was around helping gas distribution team out there on the field fixing the pipes how to make sure that they can do the job as efficiently as they can. And so as I did these two roles, these two placements, I was still not thinking to myself that I would go anywhere. I still thought to myself, look, I'm going to do this. It's going to be like the work experience I did before which funny enough was shelf stacking, and it's not going to go anywhere. I'll live life on benefits. That's what most of my friends did. And that was kind of what I expected for my future to be.

So as I went to my first placement which was the environmental and health and safety standards team. I was doing a few simple tasks, writing emails, making the calendar, sending out Christmas party -- Christmas party invites, et cetera. I did one I was confused about. My mentor gave me this because he saw I could do more. This piece of work was around creating a presentation. I thought, okay, I've done this in school. I've already done this. How hard is it going to be? As I did this and as I remember doing

this, the title of this presentation was linking sustainability performance with financial performance. For someone who has left school to end up going into a business with big fancy business words and one thing I absolutely hated which I'm sure a lot of people did when she started in the business, business acronyms, I was really stressing out. I was worried about not being able to complete this work. But there's a certain value about me which I hold it my dearest to myself and that is I'm a hard worker. If you give me a task to do, it will do. As such, I did this presentation. I analysed a few documents. But there was this one document full of business acronyms, by the way, it made me realise something, I could actually do it. For someone who has just come out of school and going through his entire life thinking he was worthless and he couldn't achieve what he wanted to achieve to now believing in himself, thinking he could do something beyond his ability was where it started for me. My confidence was from here. Now it's up here. I know that being autistic hasn't given me a disability in life. I believe can I do more. Moving to July 2014, I ended up getting my first job. I remember when they told me I got this job. I was so happy because the employer, the manager who gave this to me told me after I noticed that after all my hard work that I was worthy of getting this job out of thousands of other people. So it made me happy. I remember telling my mother because she and my family, which I'm sure a lot of other people here with others also feel, she was very supportive of me. She always tried to push me harder and tried to do things. It's been two years since I've been doing that job. First it was doing simple things like making action plans but then it went to other things like business cases and writing complex excel spreadsheets. You see, that only happens because somebody believed in me. Literally all that took for me to do that was that push for a company to produce something like this in order for me to achieve far greater things. It made a major impact to me. The whole scheme is a lower cost. The thing is not just me but many others, if you employ a disabled person they'll remember you. As for me there was a person I remember called Amanda, who was a job coach, and she supported me through all the work I was doing when I was at Grid. Because I had that support I've been able to go from a young boy who had no ambition and didn't want to achieve anything in life to a young man who strives to meet his goals and achieve more. And that would have never happened if no one believed in me. And so that's why I wanted to tell you this.

[*Applause*]

>> Thanks very much. I thought that was fantastic. Great speaker and so good to hear that here.

[off microphone] I thought it was really well done. Thank you very much. [off microphone]

[LAUGHTER]

No disrespect -- okay. So the next speaker is George [off microphone]

>> Speaker: Thank you and good afternoon, everybody. My name is George and -- let's see. Will it come up? No. Are you able to help me? Thank you. What a fantastic person to follow which is very annoying to me. As I was listening I was struck by the value of having high expectations and just seeing

what it is that people can do. Giving people that opportunity to just be themselves and to do what it is that they can do best. So look, I'm going to talk a little bit about research the business disability forum did with a group of employers. You'll get access to these slides. I'm not going to deal with the contextual stuff first other than to say the best employers are those recognizing that the structure of labor market is changing. We're rapidly aging which is code for many more people with disabilities. The cost of retaining -- recruiting people is very high. That indeed in the U.K. and a lot of other countries, too there's significant skill shortages and vacancies sort of related to skills. I'll talk about a particular piece of work that we undertook which is really looking at what are the kind of key -- kind of aids, if you like, to the effective retention of employees with disabilities. And what is it then that sort of comes out of that that good employers, if you like, do to sort of demonstrate that it's entirely possible to do the kind of work that something like the national grid, for instance, is doing and then I'll talk specifically about a particular piece of work and transformation really undertaken by one of UK's leading banks. When we undertook this piece of retention work involving 145 employers nationally here in the U.K., many being global businesses but that combined group of employers account for just under two million people in terms of total U.K. work force over a significant piece of work. We kind of supplemented that with additional research involving 352 mainly disabled employees and off the back of that there's guidance and case studies, you name it, that we produced. I think the first thing to say is what were the -- if you like, what did we find with the most important aids to effective retention of employees with disabilities and health conditions? Overwhelmingly more than half of all the employers and instead this was then supported by disabled employees themselves was that the values of organization needed to prioritise the successful recruitment and retention with employees with disabilities. Commitment is crucial. Secondly, although I should say on this one disabled employees put this at number one, was a good work place adjustment process. So the idea presented by Paul earlier from BT in the plenary session when he was talking about good adjustments for people to succeed at work. We're doing it all the text people with caring responsibilities because they have young children, to create work-life balance. A lot of things. It's being able to ensure that work place adjustments. Thirdly was the idea that there would be consistency and policies, the impact, if you like, people with disabilities more. For example, insuring that there is the way of individual line treats sickness absence is the same as the next if there's one thing that is not good. It's even worse to say something is good for one person but not good for you in the same situation. So the idea of consistency and policies. In terms of if you like the three main aids, what are the three biggest barriers. First and foremost, again, this was overwhelming the view both employers and employees was that line managers are the people managing on a day-to-day level the team members is crucial to the success or otherwise of an employee with a disability. I suspect when I looked at this in wider research it's the number one thing for all

employees the quality of relationship with the line manager. Secondly was just the importance of visibility. If there was no visibility, I don't necessarily mean there was a lot of visibly disabled people in the work place but there has to be at least a conversation, a narrative, a visibility issue around disability as a core priority and something that the organization itself has a commitment to. That was really important. And thirdly, this was again, I must say, higher for people with disabilities was the importance of providing some -- what we would call targeted development employees for employees with disabilities. So the idea that there may be for cohorts with employees with disabilities an opportunity to have whether it's access to mentoring of the type National Grid has been able to provide through the job coaches made available through government. Whether it's specific training that might be available to enable kind of disabled employees to have the confidence to talk about their disability but in a way that is about, look, I have this disability but actually that it's about adding to, like I bring this kind of additional insight that comes as a result of having a disability and that actually makes me an even better employee than I otherwise would be. Those kind of ideas. The absence of those sorts of opportunities for employees with disabilities was also identified as a key barrier. I guess what does that tell us in terms of high impact priorities for retention? Firstly the visibility of disabilities fundamental. I listed out here a few different kind of big employers here in the U.K., some of whom those of you outside the U.K. may recognise as well. Sainsbury, the supermarket chain is a high profile sponsor of Paralympics. That external narrative informs the work they do within the supermarkets themselves and makes clear that they have a commitment to people with disabilities. They routinely use people with disabilities as part of their advertising but they don't do it in a way that makes you think that it's anything other than what you expect to see because it's the general population. There's work done to build the skills and confidence of line managers. There's the idea of good employers making sure there's consistency in the way that policies that might impact people with disabilities are undertaken consistently. EE which say telecommunications -- which is a telecommunications company owned by BT is a good example that has done well that ensure employees going off sickness absence are supported with effective return to work policies. We saw again about having a 91 success rate in terms of employees returning to work at BT going back to the job they did without any kind of additional requirements which is only possible by virtue of having a good return to work policy. The process we'll talk about in a moment and finally the targeted development opportunities and we saw representative from the bank speak earlier about some of the work that they do. One of the initiatives that they have for instance, at the bank is they do what they are called now. They are effectively telling your own story sessions which are about giving people that confidence to talk about, yes, I have a disability but also to talk about the additional benefit that comes from that as an employee of the bank. I think we saw enough from our colleagues at Barclays about their strong commitment to doing well by people with disabilities. Workplace adjustments. Disabled employees told us this was singularly the most

important. Lloyd's banking a big bank in the U.K. transformed the workplace adjustment process. That process of giving people access to adjustments. They say we'll trust the employees. We're not going to expect them to provide medical evidence. We're going to trust them. Imagine that. Doing that, trusting your own staff. But by doing that, what they are able to do is do away with a lot of unnecessary assessments, give people access to the adjustments they need quickly. Average cases reduced from 60 to 90 days to just 15 days. When you think of this with close to 100,000 employees to have transformed that process is remarkable. The second thing they did and there are only a couple of you, so don't worry, they centralised the funding for those adjustments. What do I mean by that? What they did is rather than have individual line managers have to approve the adjustment for an individual employee which kind of can then, if you have a budget holder, make you nervous about signing off on a particular adjustment, they said -- adjustment. It's not going to sit with a line manager ever. It's going to sit outside of what line managers are used for and we'll use experts to help us. You'll hear from one of those experts. He is here and a specialist that provides that service. What they were able to do though by virtue of that as well as taking away the kind of concern is the individual line managers is to get the benefits of expertise, centralise the procurement of those adjustments, which reduced the cost of cases as well by more than half.

All of this is driven, if you like, thirdly and finally, by good quality management information. They would say this is fundamental. I have a clear sense of the data to inform the decision making that they have. As you can see, I won't read these out. You get copies of these slides, ongoing surveys to sort of understand the difference that is being made for employees through using this work place adjustment process. You can see the sorts of extraordinary numbers here of managers and employees talking about the benefits from that work place adjustment process. I guess just to summarise then, commitment is fundamental to getting it right for disability. That stands out most strongly. Planning for and making adjustments for disability across the whole organization are fundamental and indeed makes it different. If you liked some of the other characteristics of diversity in terms of sexual orientation or gender or race. The best employers are those planning for the changes happening in our wider labor market and they just want to recruit and retain the best possible talent. That includes growing numbers of people with disabilities and health conditions. They are embedding, if you like disability know how into recruitment and processes. I have finished. Thank you very he much indeed. You can contact me if you want more.

[*Applause*]

>> Thanks so much. It's brilliant research and findings about what [off microphone] our next speaker is [off microphone] talking about German equalities legislation and research on the evaluation [off microphone]

>> Speaker: Thank you very much. Good afternoon to everyone.

This a presentation from social legal research we did in Germany at the University we did this

together with Diana who is sitting here. We're talking about specifically about the disability equal treatment law which came in force in Germany in 2002 together with two other laws it was intended to implement the ban on discrimination on grounds of disability from our constitution, the basic law and from the employment equality directive 2078 from European community. The most fundamental legal change for persons with disabilities have been achieved in Germany in 1994, no person shall be disfavored because of disability. Big words -- to be brought into reality. We have three laws which are governing the sector and we were working on this third one, disability equal treatment laws. It guarantees persons with disabilities the right to non-discrimination and accessibility to public authorities. Not only accessibility for wheelchairs but also right to communication, sign language and so on. Germany ratified it coming into force in 2009 and the equally treatment law, BGG, it is supposed to fulfill the obligations of convention but it's older. The search objective given by the ministry of labor and social affairs was given to us to analyse if and how this law sufficiently meets the obligations arising from it from Germany. The implementation of it required an evaluation after 15 years of this law. The project evaluation was to estimate whether the needs of disabled persons were met and specifications of CAPD and aspects of disability mainstreaming and gender mainstreaming in disability mainstreaming should be fully respected. We did our research together with legal and social scientists who combined jurisprudential analyzing with the empirical survey. And this empirical various was done with employees of selected agencies who are working -- government agency work within the scope of BGG and representatives from disabled persons organizations on the national, regional and also local level to have in both government agencies and disabled persons every day experience with the law not only what the leaders of agencies and organizations tell but also what is the everyday experience. We selected agencies like the federal employment agency and also some public health insurance bodies who have every day contact with disabled citizens. Before doing our survey we did structured interviews and after this we had an online survey reaching about 1,000 persons from the government agencies as well from the disabled persons organization -- disabled persons organizations. What is important for today's presentation, we included the councils for disabled employees of the government agency in our surveys. That's maybe a special thing of German industrial relations that in every company and also in every government agency, this counts for severely disabled employees are elected and according -- according to the code book they protect, promote and enforce the rights of disabled employees in relation to the employer and also to the work council of all workers. So in every government agency we did our research. There's a disabled persons agent council working for the interested of disabled employees especially of the federal employment agency. They revealed complaints of missing accessibility. We remember this accessibility is -- had to be there in the construction field but also in the communication field and in most cases they complained about missing accessibility in

communication and information technology in the government agencies. These difficulties to create accessible government agencies according to the employees we did the survey are often caused by restricted financial resources and by unclear responsibilities inside the agency. There still might be a lack of awareness. The council for the disabled employees take significant responsibility for the employment of law and for the accessibility in the public agencies. But the council is legally only responsible for promoting the interests of disabled employees not for those of disabled citizens and agency clients. But nevertheless we found out that this law is valued by the council for disabled employees significantly more often which is very important from their own activity than other interviews. The representatives of council have better knowledge about this law than many other employees of the government agencies. And they are often participating did -- representatives are more often participating in training. So the survey revealed as well that the council for disabled employees play a significant role in the implementation of accessibility in public agencies. What is not their task but they do. So we find out that participation of disabled employees is relevant for participation of disabled citizens so disabled employees and government agencies help to improve the accessibility for disabled citizens. This was something which was not clear before we did our survey. And so we -- and so finally we recommend to widen the space for the council of disabled employees officially to fulfill this legal obligations of government agency for disabilities citizens and there has been some start of fulfilling this recommendation in the latest reforms done by the federal government in Germany establishing a government agency for accessibility which is now giving support to the government agencies to have better accessibility than they have before. Thank you.

[*Applause*]

>> Thank you very much a really good example of empowering disabled to make [off microphone] thank you. That's great. And our final speaker [off microphone]

>> Speaker: That's fantastic. I'll keep it to three minutes, I think. I think George has done some of mine which I'm glad he did. Good afternoon, everyone. What I like to do is talk about the work that Lloyds Bank has done. They asked me to do it on their behalf. They embedded the process to the organization and we're the providers of service so it made sense for them to let us -- am I doing the right thing here? I am indeed. All right. In 2010 Lloyd's Bank decided to review the process for helping disabled colleagues and employees. They found it was not working very well. Like most organizations they discovered disabled colleagues weren't engaged. It's not very good. It was a big gap. And the service they did -- did he realise it took several months for people to get assistance, the help they needed. That was clearly not something the chief -- the operations director mark fisher wanted to see. As a bank he wanted to have everything working well regardless of what the purpose was. He wasn't a disability man. He thought

something is broken. We need to fix it. They said let's do a review. They spoke to all the stakeholders and discovered the requirement to put a process in place which is to really handle like any other business and has to be done by the expert. So they invited us to participate in the program. Created something fairly from scratch. Essentially they had a blank piece of paper saying what do we do? How do we do it and how do we expect the results we're looking for? They created really -- they created a process by which they wanted to measure the outcomes. They wanted good data. They wanted to make sure the process was governed properly so they appointed a process owner to make sure the stakeholders were fully engaged so there weren't any roadblocks in the organization. Obviously the implementation had to be done by people who knew the work. The experts at one stop shop so that individuals needing help didn't have to go through several layers of bureaucracy and funding and all the other things that stopped the process becoming successful. So obviously the finer part was they needed people who understood disability. Our involvement was to really work with everyone in the organization to make sure they understood the task they really to be talking to each other. There couldn't be separated from the process. They did a talk about line managers not being engaged in a light touch kind of a way. They consider this blockers of adjustments because they are asked to pay from their own budget. They realised it early. They said how do we empower managers rather than burden them with this. George mentioned they wanted to say we trust our employees. They are not going to lie about disabilities. They are not going to lie about something important just to get a piece of cake. That's not -- that's not how they operate. Let's trust them. What is it they need to do their job better? That's the most important part. The budget controlled centrally helps everyone. Not that the money comes out of thin air. At the end of the day the divisions would pay for it but not individual line managers. Obviously it should be business as usual. They don't want this to be a special job done by diversity or HR. If you are counting your cash it shouldn't break. You want it to continue forever rather than just because I'm here people do it. Well, success factors. First of all they needed a catalog so they didn't have to every five minutes to get approval from IT department because they were prohibited. They didn't want to have facilities. So those catalogs had to be approved and agreed and that stayed with the people who were recommending the solutions. They also wanted a very quick way to sort problems. If people knew what they wanted, they had it before or they actually worked with something that did what they wanted. They didn't want to go through a longer process of establishing another solution. So they wanted us to make sure that people got the solutions as quickly as possible. Again, policy was important. Line managers want to know what to do. They are not necessarily difficult people. If they don't know they make wrong decisions. Policies had to be agreed. It was a process of engagement with the HR and with line managers to make sure the guides are clear and they were able to follow them at the end of day if they are given clear guidance they make the right decisions. And collecting data is always important. If you can't measure it, you can't improve. This is critical in the

success of any project. They wanted us to capture as much data as possible. Lloyd's bank is the biggest high street bank in U.K. They have given access to every employee to self refer to the process. They can come through HR, line managers or even occupational health. The important thing was not to rely on occupational health. They thought occupational health is for people who are not well. We don't want them in that category. We want them to be helped and prevent a problem rather than having to fix a problem. The second thing is, they wanted employees to be more effective. So give them the right tools. Forget disability.

This is not about disability. It's about making sure people are able to do their job right and capture. The figures George went through are clear 95% reduction in absenteeism. 1,000 employees measured 12,000 lost. The same employees a year later 800 I dives. That's 9% reduction in absenteeism. 92% of the line managers said the improvement of productivity is substantial. The most important thing they managed to reduce the gap in disclosure and engagement. Every year disclosure is narrowing. They've got the lowest gap in probable why -- private and public sector.

This is going on consistently every year. You can see for yourself. Engagement is extremely high compared to other organizations and this is the key for success of any large employer. If you don't get good engagement you are financially going to be suffering. These are headline figures, feedback from the employees and line managers, 90% reduction, 92% in productivity. Really the development continues improvement and you can see from this, there are links to the mental health. We see a strong link between physical pain, physical conditions to mental health. Again, we've also seen from our data 83% reduction in mental health related absenteeism. Considerably good result considering health is a major issue for employees. I think this is enough and he needs to get us out of here.

[*Applause*]

>> I think it's a good [off microphone] fantastic stats if anyone wants to [off microphone]. We have a few minutes for questions. We'll take a group [off microphone]

>> I'm from Scotland which people know as the clear steps. We do a lot more than that. My role is I'm the disability advisor. I'm trying to encourage employers to take on more disabled people. What I noticed from this workshop and from the whole day is say lot of key employers mentioned. What about smaller employers? How can we engage them and support them if they don't have HR departments?

I'm trying to clear a bank of histories of employers doing good but again it comes back to the big employers. We need to -- we need to have information and resources and case studies for the smaller employers who don't have the HR departments. It would be good to have your thoughts on that. [off microphone]

>> In our project we have a lot of small companies, too. The one which is -- we have this so called ripple in the water award.

This year was a company who have two years -- I think they have been running for two years and have 11 employees. Eight of them have been through ripple in the water project. And what is interesting is that in the end of the film the leader of company said last year we had 0.8 sick leave. [off microphone]

>> I'm a small employer. About 100 employees. That's kind of an answer I'm trying to provide. Employees don't know the value of disability. That's one thing the government has to do and use private sector. I employ 40% of my employees have disabilities. I treat them like everything they. They don't get special treatment. They do a good job. They are loyal and I've had them more than ten years. I think case studies would be good but the government should focus on the smaller employees rather than larger ones.

>> Research and small enterprises in Germany and they are -- we are the problem. Norway is nearer to solve this problem as I heard that they don't know which agency of government to address because we have several agencies working in the field of disabilities. There's one problem. But we saw there's one road to strengthen the motivation. In Germany at least we have a lack of work force in many sectors and many regions and with this lack of work force employers gaining interest in keeping their -- keeping their work force and getting young and older people inside. So there's a -- it depends on the situation of labor market and situation.

>> Thank you. NASA challenged the government to do a bit more. As someone here from the government, not a minister but civil servant, so we're launching a scheme called disability confident, a big launch on the second of November which allows employers to sign up at one of three levels. The first level is easy to make commitments on. We dough signed that specifically so small employers can sign up easily. We'll get a critical mass and give a way of interacting with small employers to get PR out of being a good disabled employer. And so I can give you more details of that. The other thing, the jobs that we're going to do new in job centers is to introduce small advisors who reach out to small employers, typically the job centers in the U.K., work more with big employers because they are easier to work with. You can do more business, if you will. We're going to offer a special deal for small employers which involving matching someone to the job, giving a free work trial and helping them to get access to work which pays for adjustments and if there's someone in the job for three months they get a \$500 pound payment for any extra cost. I'll have a word after words.

>> Any more questions, folks?

>> How do you get a hold of copy of presentations today, please?

>> All the presentations, I understand will be sent out to everyone who comes to the conference. I think -- or put on the web site? I'm not sure. But he will be able to get access to -- but you will be able to get access to them. I captured a number of notes about important things we learned from today's sessions that will then go into a readout for the whole conference.

>> Any more questions? Okay.

>> My last question is about access to -- is that going to be promoted better?

>> It's a policy I'm responsible for. Yes. It's been called the government's best kept secret. It's something we spend 100 million a year on and help 7,000 people a year. Over the next three or four years, the plan is to spend another 23 million a year and help another 25,000 people a year so.

That is being set out as a government objective and to help us do that, we're going to start a marketing campaign. It's just gone online. You can claim it. 87% of people are satisfied with it.

>> Question for Paul? How much it cost for one person for employment using your report for ripple in the water?

>> For the companies it's a free way of recruiting. So therefore, it's also popular. What happens is when you have employed one person then it's quite often that you start doing this as a regular way of recruiting. [question off microphone] The project for the initial family costs something like 700 pounds a year which is paid for itself. The government doesn't pay for anything. They are not going to pay for an evaluation. Next year at this time maybe we'll have an evaluation of the project.

>> I don't know whether people heard the bagpipes but it's a signal. I'm sorry we haven't got more time but I'm sure the speakers will be happy to talk afterwards if you can find them. Thank you very much for the speakers. Great speeches and sorry for the technical problems. Thanks, folks.

[*Applause*]