

HIDDEN TALENT

hidden
talent

HIDDEN TALENT

TelatnHic

HIDDEN
TALENT

Tapping
into

Hidden Talent



in partnership with

Recite^{me}

Fostering accessibility in recruitment
for individuals with sight loss, learning
disabilities and the neurodiverse

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 **Connect** with the talent that has been there all along





Introduction

from

PageGroup Chief Executive Officer
Steve Ingham, CBE



The title of this eBook refers to 'Hidden Talent'. You may have wondered what this means and why PageGroup are talking about it. So, allow me to explain. There is no hiding the fact that there is still a significant disability employment gap - **1 in 5 of the UK population are disabled**, yet of the 8.4 million disabled people of working age, only **4.4 million are in work**. We consider this the 'hidden' talent pool – and it is high time that it was opened up.

Disabled people have waited long enough for equal employment opportunities - or even meaningful progress in this space. It is not only the 'right' thing to do – there is a commercial imperative for all UK employers at a time when candidate and skills shortages are being felt across the board. As a wheelchair user myself, I have seen first-hand the untapped talent pool within the disabled workforce, and shockingly PageGroup's own research shows that **22% of business leaders are unlikely to hire candidates with known disabilities**.

PageGroup strives to lead by example and to this end, I am proud to say we have been named a Disability Confident Leader. Over the past year we have also set up a recruitment team dedicated to diverse and inclusive hiring for our clients. But there is more to be done and I know that businesses need guidance.

With this in mind, we have compiled this **eBook** to offer practical tips and guidance to you, our customers, on making your recruitment processes as accessible as possible, collaborating with four specialist disability organisations to generate thought-provoking and actionable insights and tips.

One of those four, Recite Me, has supplied us with a new toolbar for our company websites. This allows people with visual impairments, learning disabilities or those who are neurodiverse to adapt our websites for their requirements. For this reason, we have focused the advice in this eBook on these specific areas of accessibility.

We recognise that 'disability' is such a vast term and can mean so many different things. As such, we are mindful that we cannot effect change across the full spectrum of disabilities in a meaningful way with just one action. Therefore, we see this eBook and partnership with Recite Me as the start of many 'Hidden Talent' activities, all with the aim of improving accessibility for those with disabilities.

I sincerely hope you find the contents of this eBook useful – and perhaps even a little eye-opening. Should you require any assistance on navigating the challenges of accessibility in your recruitment processes, or are just keen to tap into the 'hidden' talent pool to gear your company up for growth, get in touch with our DE&I Solutions team – all the details you need are [here](#).



How can we transform acceptance and accessibility for disabled jobseekers?

The recruitment process can be a challenging experience for candidates of any background. Putting time and effort into writing CVs and cover letters, forming unique-yet-professional responses to written screeners and surveys, and making an invaluable first impression during interviews with prospective employers are all challenging tasks. However, if you have a disability, many elements of the recruitment process can be even more difficult. For example, let's consider the very beginning of the journey – searching for a job online and applying to a digital advertisement. Knowing how to write a compelling cover letter or perfectly tailored CV is one thing. But what if you are unable to even read or access the job advert in the first place, perhaps due to sight loss or a learning disability? It's easy to see how someone in this situation could fall at the very first hurdle.

Also consider recruitment's standard written prompts or psychometric tests. These frequently used tools can be inaccessible and too literacy-based, incidentally prohibiting many neurodivergent people from participating in the recruitment process. Considering that neurodivergence is so prominent among adults in the UK, barriers such as these have unintended yet widespread consequences.

At PageGroup, it is our belief that by making a few key adaptations to the recruitment process, job opportunities can be opened to a diverse talent pool full of disabled and neurodivergent individuals who are willing and ready to work. This is why we have partnered with Recite Me, along with a number of inspiring disability charities, to produce this eBook.





Disability by itself is an incredibly diverse, far-reaching topic that touches millions of lives in millions of unique ways. To create a single eBook that addresses every aspect of inclusion in recruitment is impossible. The following contents will focus specifically on neurodivergence, sight loss, and learning disabilities, as well as the partnerships we have formed with advocacy groups to inspire much needed change.

It is our sincere hope that this toolkit equips you and your business with the knowledge to, first, be aware of the problems that exist and, crucially, how to reshape processes to promote diversity, equity, and inclusion among significantly marginalised groups.

Before improvements can be made, the current state of affairs must be acknowledged and understood. Several recent studies have shed ample light on critical issues facing disabled, employable adults, which we will explore on the following page.

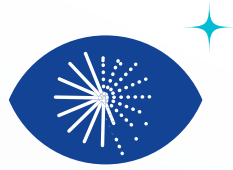




EMPLOYER ATTITUDES: SOME EYE-OPENING STATS

1 in 5 employers are less likely to hire a disabled person:

tal ent



50%

would **NOT HIRE** someone who is neurodivergent

23%

would **NOT BE** willing to make adaptations to employ a blind or partially sighted person despite Equality Act obligations

Employers' top perceived barriers to hiring disabled workers are:



69%

COST of making workplace adjustments



67%

PRACTICALITIES of making workplace adjustments



44%

ACCESSIBILITY of the application process

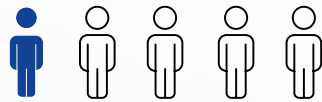
JOBSEEKER ATTITUDES

Disabled young adults carry a disproportionate burden from the COVID-19 pandemic, with 89% of 18 to 24-year-olds saying their work has been impacted in some way

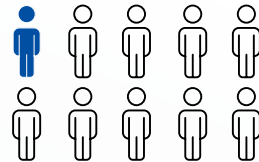
1 in 3
worked **reduced**
hours



1 in 5
lost out on
income



1 in 10
are no longer
employed



Only

27%

of working age **blind or partially sighted people are in work**, compared to 75% of the general population



The majority of neurodivergent people do not disclose their neurodiverse condition(s) during the recruitment process

73% of those who **HAVE NOT** disclosed did so to avoid discrimination

49% of those who **HAVE** disclosed at least somewhat regret the decision



Working together for a more promising future

PageGroup is collaborating with the following organisations to help bring accessibility to the recruitment process



Leonard Cheshire believes in a fair world in which disabled people have the same equal opportunities and choices as non-disabled people. The charity has been supporting disabled people in the UK and around the world for more than 70 years. It works directly with disabled people to break down the barriers they face, collaborates with organisations and the public to challenge discrimination and promotes inclusive practices. Leonard Cheshire influences government on a local, national, and global scale to implement legislation that positively effects the lives of disabled people. As well as fighting for disabled people's rights, it works with partners to deliver support and life-changing programmes in the UK and internationally.



Established in 2011, Genius Within celebrates neurodiversity and seeks to help neurodivergent individuals unlock their talents. With a dyslexic CEO and a board and senior management team that is 67% neurodiverse (with all conditions represented, no less), is an embodiment of what they champion - a workplace in which all employees can thrive. All coaches and trainers at Genius Within are ILM Level 5 qualified. All consultants and psychologists are BPS & HCPC registered. Their evidence-based working model and organisational systems are designed to be adapted to meet an individual's needs. The 2018 and 2019 BBC TV series Employable Me and Employable Me 2 showcased Genius Within's commitment to disabled jobseekers, underscoring that disability should not inhibit employment.



Since the founding of Vision Foundation in 1921 the organisation has distributed more than £30 million to sight loss organisations across London. The charity has sustained essential grassroots activities working at the heart of their communities, and been the first to support innovative new projects boosting the quality of life of the visually impaired community.

In 2021, to celebrate the charity's centenary, Vision Foundation sought to better understand what factors contribute towards positive employment outcomes for blind and partially sighted people by commissioning research from the University of Birmingham's Department of Disability Inclusion and Special Needs. The key findings of the research were used to develop evidence-based recommendations for policymakers, businesses, and sight loss charities.



When Recite Me CEO, Ross Linnett, was diagnosed with dyslexia while at university in the late '90s, accessibility quickly became a personal need and a professional goal. Hence the idea was born for Recite Me, now a leading Enterprise SaaS accessibility solution around the world. Approximately 1 billion people globally have a disability and can often face barriers when visiting websites, preventing them from engaging in content like job postings and other vital materials. The Recite Me cloud-based assistive toolbar makes websites more accessible by allowing visitors to tailor their experience to their specific needs.



Recite Me CEO
Ross Linnett



What capabilities does the Recite Me toolbar unlock?

The numerous features can be broken down into 4 main categories: screen reader, reading support, styling, and translation.



The screen reader

enables all website content to be read out loud in a natural voice, with 35 different language options to choose from, speed controls, word-by-word highlighting, and even the ability to download an MP3 file for offline listening

Lorem Ipsum



Reading support

provides a ruler for following content line-by-line, a reading mask to eliminate distractions, a magnifier for zooming in, margins for repositioning the text, and a fully integrated dictionary and thesaurus



Styling

lets the user modify text size and colour, the website's background colour, the font (including Open-Dyslexic), and a text-only mode that eliminates all styling



The live translation

feature can convert all web content into over 100 languages, including 35 text-to-speech voices



The toolbar's features were carefully designed to improve website usability by providing visitors with total control when viewing online content.

Many disabilities were at the forefront of consideration for the toolbar, including but not limited to:



Dyslexia

a learning disorder characterised by difficulty reading



Visual Impairments

including colour blindness and low vision



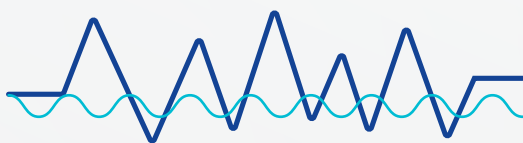
Autism

a developmental disorder of variable severity, characterised by difficulty in social interaction, communication, and restricted or repetitive patterns of thought or behaviour



ADHD

a chronic condition marked by an ongoing pattern of inattention and/or hyperactivity-impulsivity that interferes with functioning or development



Epilepsy

a neurological disorder in which nerve cell activity in the brain is disturbed, causing seizures



Hyperlexia

a learning disability involving reading comprehension, where the individual has very advanced reading skills but may not understand the meaning of the words they are reading



Advice from the experts

How our supporting organisations recommend putting progress into practice

Leonard Cheshire on finding talented disabled jobseekers

As discussed earlier in this eBook, recruitment is not accessible by default. The traditional approach may leave some jobseekers with disabilities feeling unwelcome by your organisation, or worse yet, outright excluded because of (potentially unlawful) barriers in the process. It is critical to set a new standard where accessibility is the default. This may sound daunting at first, given how different processes and practices can create instant barriers, but the solutions are often simpler than they seem. Start a dialogue with applicants about potential barriers and adjustments upfront, it's always better to ask than guess.





Encourage people to share information

In order to support applicants through the process properly, and because sharing information on disability is not something applicants are legally required to do, the onus is on you to create a space where people feel comfortable sharing information. If you emphasise inclusivity in the job advert and make your intentions clear, you'll create an environment where potential applicants can easily request and discuss adjustments with you openly.

Some ways to execute this include:



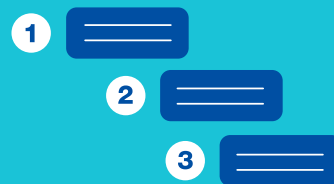
Being part of the Disability Confident
scheme and displaying the badge



Clearly stating in job adverts
that applications are welcome from
disabled jobseekers, and that reasonable
adjustments can be made to the
recruitment process in order
to remove barriers



Providing a contact with whom
applicants can confidentially
discuss any adjustments



Carefully considering all requirements
in the job description and only including
those which are truly essential (for
example, is a degree **necessary** to do
the job, or does the position have to be
based in an office?)



Reforming the process

There are also many general accessibility practices that can be implemented in the recruitment process without disabled jobseekers having to ask first.

Some examples include:

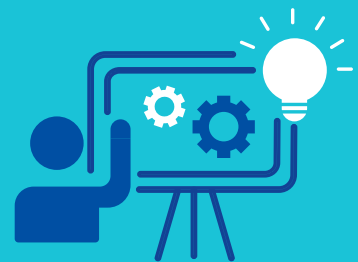


Lorem Ipsum

Providing recruitment materials in accessible formats for example, some text-to-speech software will not work with PDF files



Offering multiple ways to apply beyond the standard digital form, such as paper forms that can be submitted via phone or online, or accepting video CVs in addition to written ones



Interviewing applicants in different ways, such as work trials or interactive workshops that allow individuals to demonstrate key skills



Making manageable adjustments

Many employers have financial or logistical concerns about making adjustments, but the cost is usually reasonable or, in fact, nothing at all. So, it is important that business leaders are reassured that advocating for accessibility may be less challenging than they assume. Some examples of low-cost adjustments include:



Offering the option of working in a quieter part of the office



Providing documents in accessible formats, such as Microsoft Word rather than PDFs, so that they can be read by screen readers



Providing flexible working opportunities, such as modified hours to accommodate medical regimes or appointments, or a part-time schedule in shorter shifts to better manage energy levels



The conversation does not stop once an applicant with a disability is hired. In fact, this is only the beginning! Keeping open lines of communication with individuals is key, both for their sake and the business's. If they have a fluctuating condition, the adjustments that are required may change over time. Continued feedback is also crucial to assessing and modifying the business's approach to accessibility. As more disabled individuals have a seat at the table and a voice in the conversation, processes can continually evolve to become even better.



Genius Within on empowering neurodiverse applicants

Addressing the awareness gap

As is the case for many disabilities, a lack of awareness or understanding is often the first obstacle to overcome in the quest for inclusivity. This is especially true for neurodivergence. A recent survey found that 73% of managers do not understand neurodivergence, underscoring the need for employer education. In the simplest sense, being neurodivergent means that an individual has a style of neurocognitive functioning that diverges significantly from what society deems “normal,” and can manifest in many forms including, but not limited to, dyslexia, dyspraxia, ADHD, autism, dyscalculia, OCD, Tourette’s, and more. While this is a wide range of diagnoses, they all reside under the same umbrella for a reason and often share a degree of interconnectedness. In fact, individuals are more likely to have multiple neurodivergent conditions rather than just one. Implementing employer-wide training programmes can go a long way in banishing employees’ misconceptions about their neurodiverse colleagues.





Rethinking the importance of psychometric testing

Psychometric tests are designed to assess an individual's cognitive ability, personality, or work behaviour, therefore indicating if they are an appropriate fit for an open posting. However, these tests are often inherently flawed, inaccessible, and intrinsically unreliable for measuring neurodivergent skills and abilities. The vast majority (80%) of neurodivergent people who have experienced a psychometric test feel disabled by them. One of the biggest accomplishments of psychometric tests may be excluding neurodiverse applicants and hiding an otherwise rich talent pool.

Testing as a general concept in recruitment is permissible if done in an appropriate and accessible manner

For example:



The assessment should only focus on **skills** and **abilities** that apply to the position



Assessments may be best served as **hands-on demonstrations** rather than the traditionally written medium

However, if you choose to go the written route, it is critical to make this as accessible as possible too



Offer the assessment in **hard copy documents**, digitally via computer software, and verbally



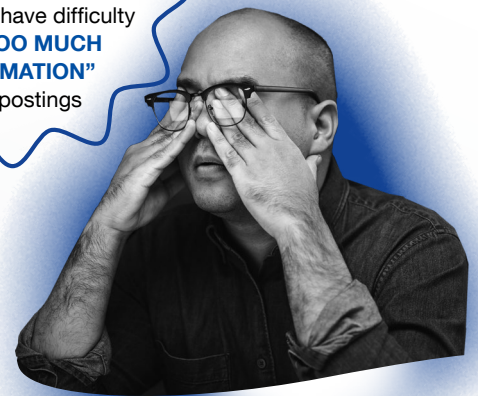
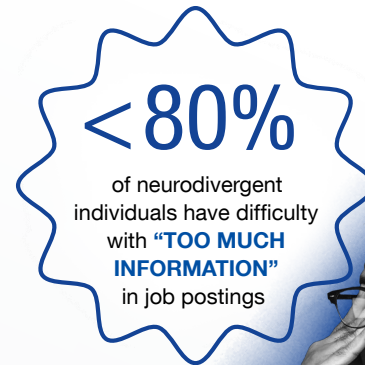
Provide a reasonable amount of **extra time** (for example, 25%) for all who require reasonable adjustments to complete it





Don't make the process more difficult than the position

Many neurotypical individuals do not realise the wide range of literacy demands that are built into most application and selection processes. Springing written tasks on applicants (either by hand or online in a form without spellcheck), offering no assistive technology with online applications, and asking applicants to duplicate the contents of their CV in form fields are all examples of unnecessary burdens placed upon neurodivergent applicants. Additionally, job adverts are often filled with excessive jargon and call for skills that have no relevance to the role. Over 80% of neurodivergent individuals find difficulty with “too much information” in job postings. The exclusionary nature of most adverts and applications discourages many neurodivergent jobseekers from applying.



Businesses must understand that accessibility of information is a legal requirement. Applications should be structured in a way that does not hinge so heavily on literacy or duplicative tasks



Ensure that online forms have a **spellcheck feature**, do not time out, and allow for freely moving between pages



Offer **accessibility features** within the application, such as **modifying font, point size, colours**, the **ability to print out a hard copy version**, and **the ability to be easily read by text-to-speech software**



Do not ask applicants to re-enter information from their CV when a copy of the document has already been otherwise shared or submitted



Remove ambiguity and “all-around” aspects from job descriptions, including only the technical and professional skills that are required of the position



Write concise and specific job descriptions devoid of unnecessary jargon



Vision Foundation on breaking the cycle of unemployment for blind and partially sighted people

Right now, **more than 2 million people in the UK are living with sight loss**, causing a significant impact on their daily lives. Issues around employment represent one of the biggest barriers to equal participation, with only 1 in 4 blind and partially sighted people of working age in employment, a figure that has worsened in the last decade.

Blind and partially sighted people do the vast majority of jobs that sighted people do. They might do them a little differently – using specialist technology or admin support - but they do them successfully.

Vision Foundation's report, [See My Skills](#), sets out a roadmap to ensure that everyone, sighted or blind, has the chance to enjoy the independence, purpose and meaning that employment can bring. In order to close the employment gap there needs to be a united effort to see skills, not barriers. Through small changes in practice and attitudes, together the public, private, and charitable sectors can level the playing field for blind and partially sighted people.

Only
1 in 4
blind or partially
sighted people of working
age are in employment





How assistive technology can help blind and partially sighted people into work

Each person's needs are different. When working on a computer, some people simply use a larger monitor, bigger fonts and icons, or a different colour scheme. Others use magnification software to zoom in to a small part of the screen, and some have text read out by the computer. Devices like smart phones, iPads, and Kindles often have integrated features that help those with a visual impairment, such as font enlargement and speech recognition.

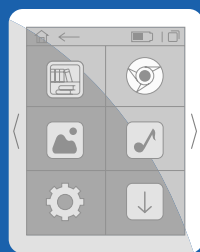
What's important is to find out what each person's individual needs are. Funding is often available through the government's Access to Work programme, so be sure to make prospective employees aware that you can help them through that process, if needed.

TYPES OF ASSISTIVE TECHNOLOGY:

There are a huge range of assistive technology products available for blind and partially sighted people. Here are some of the most common ones:



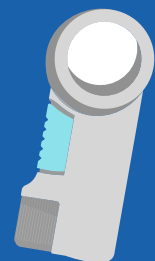
Video magnifiers



Screen readers



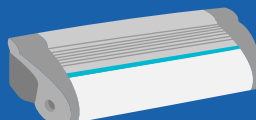
Digital voice recorders



Reading aids



Braille displays



Braille embossers



Smart phones



Assistant apps



Making your workplace accessible for blind and partially sighted people

Making your workplace accessible for people with sight loss doesn't have to be difficult, or expensive. Often, applying simple health and safety rules is all that's needed. Small changes can make a big difference. Here are some simple adjustments that can help make offices, workspaces, and their surroundings more accessible for people living with sight loss.

Entrances and reception areas

By considering a few key things, you can help make blind and partially sighted people feel welcome from the moment they arrive at your workplace.



Add a doorbell where it will be easy to find. This is particularly important if your building has turnstiles, a large glass front, or a doorway that isn't obvious, as it will mean blind and partially sighted people can ring for help.



Position the **reception desk** in an obvious place.



Arrange for reception staff to have **Visual Awareness Training**.

Stairs, steps, and lifts

Simple adjustments, such as installing handrails and using contrasting colours, will help blind and partially sighted people move more safely between floors.



Consider lining the lip of each step with brightly coloured paint or textured material.



Place handrails on both sides of all stairways, from top to bottom.



Install audio alerts in lifts and on escalators.

Lighting

Lighting can be especially important for blind and partially sighted people. Each person's needs will be different, so ask directly what will be most helpful for them.



Remember that both the amount of light and where it's coming from can make a difference.



In general, it's best to avoid direct glare from windows, lamps and overhead strip lighting.



Corridors and communal areas

Blind and partially sighted people can find their way around a workplace, but there are things you can do to make it easier and avoid dangerous hazards.

- ★ **Clear all corridors** of clutter and unnecessary obstacles.
- ★ **Arrange seating areas** in a logical way that allows easy access.
- ★ **Tidy workplace clutter** such as open drawers, bins, boxes, and recycling sacks that might present a trip hazard.
- ★ **Mark the ground** with textured or painted strips to help with navigation.
- ★ **Make door handles, frames, doors** and **walls clearly visible** using contrasting colours.

Signage

When designing and installing signage, there are some important things you can do to help people with sight loss find their way around.



Use large print, tactile surfaces and raised lettering and/or braille. rooms or spaces on doors for clarity.



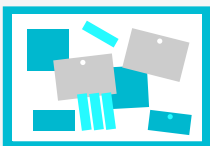
Make signs as bright and visual as possible, using contrasting colours between the text and the background.



Position signs at eye level whenever you can.



Place signs identifying rooms or spaces on doors for clarity.



Noticeboards

When sharing news and information on walls or noticeboards, make sure you also tell blind and partially sighted colleagues via intranet or email.

Kitchens

Keeping kitchens tidy, with everything in the same place, makes them much easier to navigate for blind and partially sighted people.



Use tactile stickers to mark key items such as microwaves and sugar, tea and coffee caddies.



Language

Making sure blind and partially sighted people feel welcome, supported, and empowered starts with the way in which we speak about sight loss, and how we communicate with people and offer to help.



Favour people-first language

(i.e. “someone with sight loss”) over language centred on someone’s blindness or sight loss (i.e. “the blind”)



When speaking with someone who is blind or partially sighted, always ask the person directly what they need, rather than anyone who’s with them



In meetings or group situations,

always say who you are and introduce the person who is blind or partially sighted to the others in the room so that they know who is present. Offer to give them a quick guide of their surroundings



Always let a person who is blind

or partially sighted know when you walk away from them, by definitely ending the conversation or saying goodbye



It's OK to use words like 'see' and 'watch'.



Guiding someone with sight loss

Always ask the blind or partially sighted person how they would like to be guided, or if they need guidance at all. Remember, different people will have different needs.



Always ask them how they would like to be guided, or if they need guidance at all. Remember, different people will have different needs.



Let them take your arm if they need to, but don't take theirs unless they've asked you to.



Tell them when you're approaching **a step or a curb** and say whether **it goes up or down**.



When going up or down steps, the person who is blind or partially sighted should be on the side with the handrail wherever possible.



Tell the person you're guiding whether **doors open towards them or away from them**. When going through a doorway, try to make sure they are on the hinge side and change sides if necessary.



If you're guiding someone into a seat, let them know whether it's in front or behind them. Then ask if you can put their hand on the back of the seat so they can orientate themselves and sit down.



Keep in mind that doors to rooms, cabinets or cars that are left partially open can be a hazard.

When considering adjustments, speak to the people or person in your team who is blind or has sight loss to find out what they think will help them.

For new employees, arrange a tour of the workplace. Allow time to talk about their needs and any extra adjustments that may be required.



Top tips for employers

Accessibility in adverts and applications

- ★ Post adverts in places accessible to blind and partially sighted people, such as Monster or Guardian Jobs, which work with screen magnification and screen reading software
- ★ Provide the application in accessible formats (convert standard print to large print, provide electronic documents, etc.) and offer the ability to complete forms over the phone
- ★ Incorporate inclusive language in the posting to emphasise your commitment to equity and diversity (statements of equal opportunity and disability, etc.)
- ★ Format the advert in mindful ways, not mixing too many fonts, colours, or other features that make the content more difficult to read, either by the applicant or by text-to-speech software
- ★ Participate in the Disability Confident campaign to underscore your commitment to equality in recruitment and employee retention
- ★ Provide diversity, equity and inclusion training to all employees involved in the recruitment process to ensure that applications are dealt with in a fair way
- ★ Include an option in the application to share any support or adjustments needed in the interview process, understanding that applicants may not choose to disclose information at this stage





Accessibility in interviews



Once you have shortlisted, this is the time to ask applicants again about **how you can support them and help them thrive during the interview** (examples include extra time for a written component or providing materials in large print)



Do not make assumptions on what adjustments should be made without speaking to the applicant about it first (for example, not all blind people read braille and not all partially sighted people like brightly lit rooms)



Prior to the interview, **ask if the lighting level is suitable** or if the **candidate would prefer to move towards or away from a window**



Ensure the interview room is free of clutter, especially on the floor



Offer to **guide the candidate through the building** and **to the interview room**



There are **additional considerations** unique to remote interviews, such as:

- Check with an applicant about what manner of invitation and remote interview style is best (telephone, email, or video call are all options that may be preferred depending on the individual)
- If working with a video platform, discuss options with the applicant as some offer more accessibility features than others
- Offer a “trial run” to applicants using video platforms or other special technology to conduct the interview



PageGroup's commitment to accessible recruiting with our DE&I Client Solutions team

Who are the DE&I Client Solutions team?

At PageGroup, we are working hard to champion accessibility efforts not only in our clients' recruitment processes, but also within our own organisation. Our DE&I Client Solutions team work passionately to support more people with a disability into employment. We do this by taking positive action to better connect with, understand, and support jobseekers with a disability.

Our DE&I Client Solutions team is proud to be made up entirely of people who come from diverse backgrounds and have lived experience, as they can genuinely understand the challenges in place for people with a disability looking for employment. We work to give people the opportunity to reach their full potential and enable businesses to harness the value that comes from an inclusive and diverse culture and workforce.

What does the team do?

We aim to build trust with each individual and support them on their journey to employment. This starts by connecting with jobseekers with a disability through our multiple partnerships with different organisations and associations that support people with various disabilities. The team then works to tailor our support to best suit each person.

This could range from supporting them with their CV, building their confidence ahead of interviews, introducing them to new companies that may fit their skillsets, or even helping to change their perceptions of the possibilities open to them. For those ready to look for employment or a new professional opportunity, we look to support them into open roles either internally or with our clients.



DE&I Client Lead
Joanna McCrae



UK DE&I Director
Sheri Hughes



Senior Manager, DE&I Client Solutions
Ollie Thorn



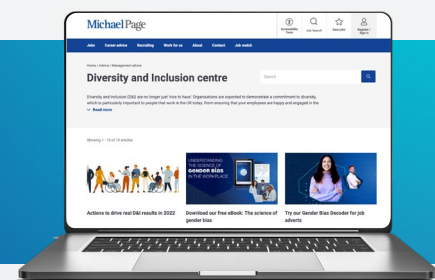
Opportunities both internally and externally

From an internal perspective, as a large business, we will always have open vacancies, including internships. We know getting your first employment opportunity is difficult as businesses often ask for experience, which creates a conundrum. Therefore, we are developing a specific internship for people with a disability, giving qualified individuals three months of experience in a large FTSE 250 business. Candidates will then have the opportunity to apply for a permanent role or be supported by the business into employment elsewhere.

Externally, we work with a number of forward-thinking, inclusive businesses, helping them to take positive action to open up their vacancies to a wider, diverse pool of candidates. Many of these businesses understand the additional skillsets that people with a disability have (such as resilience, problem solving, and time management) that are developed by living in a world that isn't accessible to them.



To learn more about our efforts, please visit our [**Diversity, Equity and Inclusion Centre**](#)





Key takeaways

How to make your recruitment practices more accessible to jobseekers with a disability



- ✓ **Educate internally to combat misperceptions and promote inclusivity**
To properly carry out reform, all employees should undergo comprehensive disability training
- ✓ **Ensure job postings are accessible to find and apply to**
This can include the websites you post to, the default display settings, and the ability for users to customise their experience. Also, offer more than one method for submitting applications (such as online and over the phone)
- ✓ **Clearly communicate your commitment to disabled jobseekers**
Display your Disability Confident badge, emphasise inclusivity and openness to adjustments within the text of the job posting, and provide a contact who can engage in confidential dialogue regarding an applicant's needs
- ✓ **Write mindful and accurate job descriptions**
Many postings are filled with requirements that are not truly vital to the role. Examples include asking for all-around skillsets when only certain skills will be used on the job, requiring in-office presence when working from home is a viable alternative, and calling for higher levels of education when a degree has no significant impact on the position. Only ask for essential experience
- ✓ **Be flexible when arranging interviews**
Select the interview method (such as in-person vs video chat) and evaluate all surrounding elements for accessibility. Examples include checking that the room is not too cluttered so the applicant can safely navigate around for an in-person interview or giving the applicant a chance to test run video chat software ahead of the scheduled remote interview
- ✓ **Remember that many adjustments are simple and inexpensive**
One of the biggest barriers to employing disabled individuals is the persistent myth that adjustments will be too expensive or difficult to achieve. Most are simple to implement and cost little to nothing. Do not assume what any adjustments are without consulting the individual first

Find out more about our DE&I Solutions Team

Discover the hidden talent who can really power your business forward. Our friendly UK DE&I Solutions Team are ready to help you tackle your DE&I hiring challenges - get in touch today!



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