

RIDI 2015 Winner Most Progress Category

ridi Recruitment
Industry
Disability
Initiative



Lloyds Banking Group's vision is to be the Best Bank for our Customers and to Help Britain Prosper.

Our Helping Britain Prosper Plan contains seven commitments; one of the commitments is that:

'We will better represent the diversity of our customer base and our communities at all levels of the Group.'

This overarching commitment to diversity is particularly evident when it comes to disability; the Group strives to be a "disability smart" organisation that recognises the importance of taking practical measures to remove barriers that can affect our ability to attract and employ disabled talent and serve disabled customers.

In 2014 we achieved a Gold standard in the Business Disability Forum's Disability Standard which, whilst being an outstanding overall result, did highlight some areas that had further opportunities for improvement, one of these being attraction and recruitment.

This reinforced evidence obtained in 2012 when we had engaged a leading independent organisation to undertake a detailed audit of the recruitment process at all levels.

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The combination of the Clear audit and Disability Standard provided the impetus for an 18 month change programme delivering the following key initiatives:

- Barrier free recruitment and onboarding
- Technology changes supporting a disabled guaranteed interview scheme
- Supply chain engagement
- Candidate experience programme
- Recruiter, line manager and supplier Education programme
- Job descriptions review
- Improved candidate attraction channels
- Disability work experience programme
- Dedicated disability suppliers in the supply chain
- Barrier free application process

The success of these initiatives has resulted in increased representation of disabled colleagues, increased engagement scores, increased membership of Access (our colleague disability network), and recognition from the third sector and Government led initiatives.