

Headline statistics

- **75%** of candidates say their disability has had an impact when job-hunting
- In **2015** this figure stood at **85%**
- **14%** of respondents said their disability does not have an impact when job-hunting
- This figure has increased significantly since **2015**, when just **3%** of respondents felt this way
- The remaining respondents said they didn't know or preferred not to say
- Over half (**53%**) found the application stage challenging
- This represents little change since **2015** when this figure stood at **56%**
- Over half (**54%**) reported hurdles at multiple stages of the recruitment process.

Findings

- From these results we can assume that the increased use of technology in hiring is making recruitment processes more accessible
- This is reflected in not only the overall decrease in jobseekers reporting that their disability has an impact when looking for work (**85%** down to **75%**), but also where the barriers are being identified
- The most notable change is the fact that **21%** fewer candidates are reporting that 'face-to-face interviews' are a challenge.



Stage	2015 %	2017 %	% Change	Notes
Application	56%	53%	↓ Down 3%	Moving in the right direction
Online assessment	32%	28%	↓ Down 4%	
Telephone interview	23%	27%	↑ Up 4%	
Face-to-face interview	57%	36%	↓ Down 21%	Increased use of technology in recruitment
Travel to an interview or assessment centre	29%	25%	↓ Down 4%	
Presentations	15%	17%	↑ Up 2%	
Psychometric testing	19%	11%	↓ Down 8%	

RIDI Gold Partners



CREATING DISABILITY CONFIDENT RECRUITERS

+ Positive recruitment experiences

- Being offered a choice as to contact method
- Competency based interviews and testing related to the job itself
- Extra time for assessments

Candidate with a mental health condition:

//

I was helped by Business in the Community in Manchester who set up a two week work trial with M&S. I'm still there five years later. //

Candidate with a hearing impairment:

//

Informal interview one-to-one – more of an informal chat. Felt much more at ease, welcoming and friendly. //

Candidate with a mental health condition:

//

I managed to get through the online process. It raised my confidence knowing there was hope for me. //

- Fixed deadline to plan applications
- More information about candidate profile
- Online interviews
- An allocated parking space

Candidate with a mobility impairment:

//

As soon as I mentioned my disability, the company mentioned ways that would prevent me from joining. For example, 'Oh, but there's stairs and you wouldn't be able to cope. Oh, we couldn't accommodate any flexible working'. //

Candidate with a hearing impairment:

//

Telephone interviews. I just can't do them. Recruiters constantly wanting to talk to me on the phone is annoying. //

✖ Negative recruitment experiences

- Not receiving feedback
- Being called a freak
- Panel interviews
- Telephone interviews
- Being laughed at during interview

CREATING DISABILITY CONFIDENT RECRUITERS