

RIDI 2017



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Recruitment Industry
Disability Initiative

Creating Disability
Confident Recruiters
Through Collaboration

RIDI 2017



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Welcome Address

Naeema Choudry, Eversheds
Sutherland (International) LLP

Introduction

Naeema Choudry

- Partner
- Eversheds Sutherland (International) LLP
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Safety Instructions

Fire Exits Evacuation Procedure



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Highlights

- The legal sector faces a challenge over the recruitment and declaration of disability. The Lawyer conducted a survey towards the end of 2015 which indicated that 1% of smaller firms employees report having a disability and this figure falls to 0.7% among larger firms.
- Clearly this is out of sync with the reported figures of 1:5 in the UK with a disability.
- Encouragingly we are seeing change, albeit slowly, Eversheds Sutherland have an overall declaration rate of 1.50% and in terms of trainee recruitment our graduate intake of 2016 had a declaration rate of 3%.



Highlights

- Over the last 12 months we have also seen an increase in the number of referrals for adjustments at work hopefully reflecting a more inclusive culture and colleagues feeling comfortable in declaration.
- In March earlier this year, our London office saw a number of partners participating in the City Wheelchair challenge, helping to raise the profile of disability in the workplace and helping us to consider the experience.
- In terms of other recruitment over the last 12 months we had a 2.29% declaration rate and 0.7% disabled hires

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Highlights

- We also support the Law Society Disability Access Scheme in providing work experience and are committed to raising our profile on campus with disabled law students.
- As members of RIDI using Clear Assured and as a disability confident employer we are committed to increasing the number of disabled hires and the declaration of disability in the workplace.

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Welcome
Kate Headley, The Clear Company

RIDI 2017 – The Year of Building Confidence

Following on from last year's House of Commons event RIDI has concentrated on:

- Dispelling the myths around disability
- Building confidence
- Promoting the 5 steps to becoming a disability confident recruiter

2017 in review

This year, in addition to today's conference, we have extended the reach of RIDI with our:

- Winners event
- Two-day Inclusive Recruitment Workshop
- Three roundtable debates

We engaged with over 300 new people from companies including Airbus, Aviva, Carillion PLC, Bupa, Rullion, Royal Mail and KPMG to name but a few.

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We have come a long way...

- 75% of candidates say their disability has an impact when job-hunting, down from 85% in 2015
- 14% said their disability does not have an impact when job-hunting, a significant improvement from 2015 when just 3% felt this way



But we still have work to do...

- Over half (53%) found the application stage a challenge
- 54% reported hurdles at multiple stages of the recruitment process



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Keynote address

Penny Mordaunt, Minister

of State

**for Disabled People, Health &
Work**



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**Superhumans in the
Workplace**
Sophie Christiansen



Riding for the Disabled Association 1997



London 2012 Paralympic Games





- Balance
- Independent living



Applying for grad schemes: **rejection**... why?

Lessons

- Confident and self aware about living with a disability
 - COMMUNICATION
 - Support/educate parents
- Fitting the role around the person
- Mentoring
- Work experience and apprenticeships
- Surprising yourself – being open to other people's ideas

Summary

- Open about disability
- Advertise more work experience opportunities
 - Minimises risk
 - Grow together
 - Create a role around the person
- Educate about grants for reasonable adjustments
- Signpost advice and opportunities

DISABILITY

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Allianz

Rio 2016 Paralympics
Superhumans Return 7 Sept

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Any questions?

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HS2's Journey to Disability Confidence

Mark Dyer, HS2 Ltd

HS2 in
January 2016

Mark Dyer

My Story.....

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Accessible Recruitment

In 2015:

85% of people said their
disability had an
impact on job hunting

This fell to 75% in 2015



Accessible Environments

23% of respondents
in the RIDI 2017
research cited
mobility
impairments

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Leadership & Accountability

- We recently rolled out the Clear Talents At Work tool for both DSE and workplace adjustments.
- An email to all employees from the CEO was powerful.

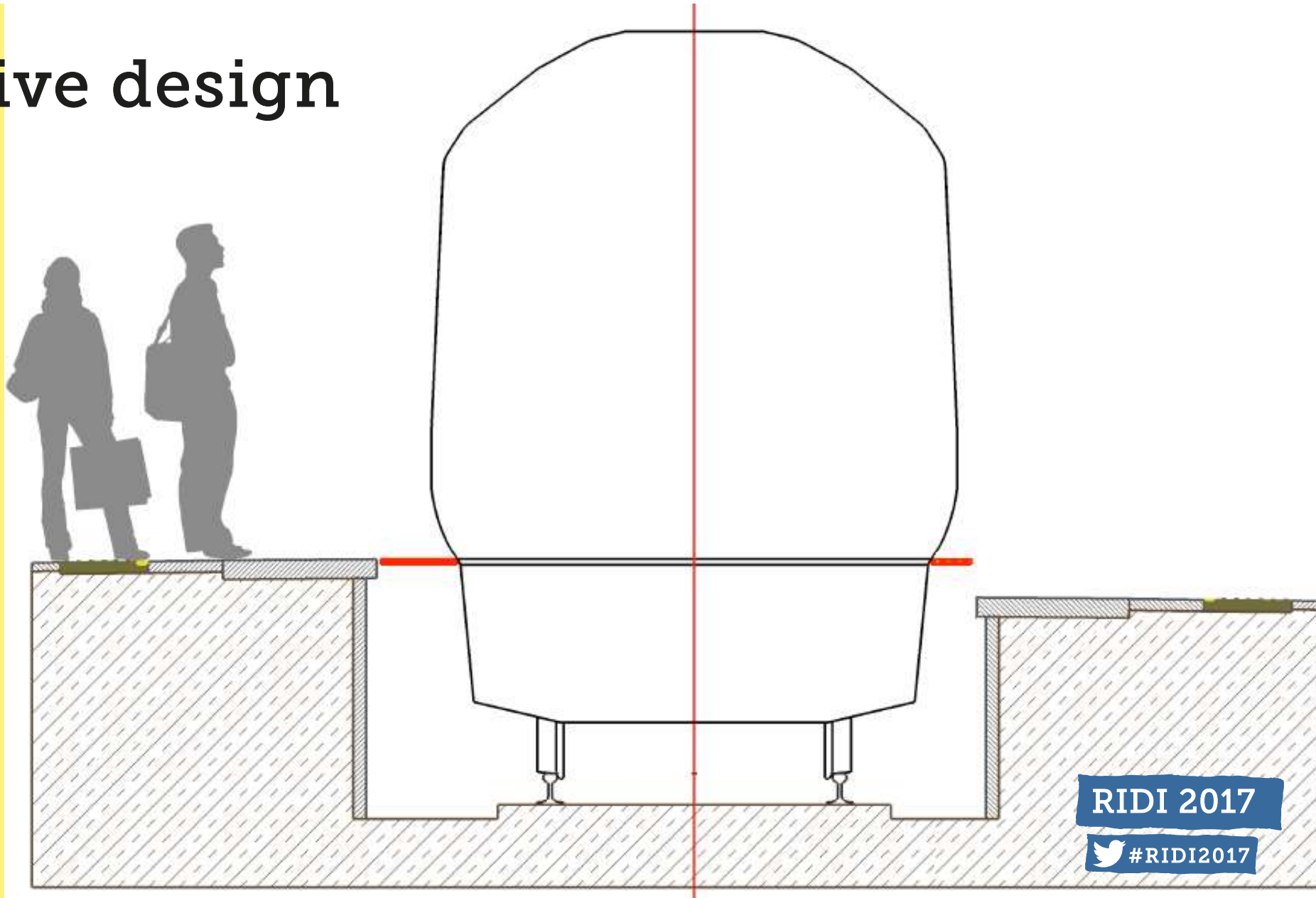


Inclusive Procurement

Accessibility
requirements are a
key feature of all
digital service
procurement at HS2



Inclusive design





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A collaborative
journey to Disability
Confidence

Simon Blockley, MD, Guidant Group

Introducing Guidant Group

Leading MSP/RPO provider and part of Impellam

- APSCo RPO/MSP of the year 2016 and 2015
- A hugely diverse UK client base
- Disability Confident Leaders – Level 3
- Winners of RIDI's 2016 Disability Confident Award

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John Lewis

BRITISH AIRWAYS 

LUTON
BOROUGH COUNCIL


Hertfordshire



DIAGEO


AA

SHOP
DIRECT

AIRBUS

Heathrow
Making every journey better


Willis
Towers
Watson


nacro

TOYOTA
MANUFACTURING UK

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A collaborative process

- We are a recruitment company committed to making a difference:
 - Ourselves
 - Our clients
 - Our suppliers

'We recognise our privileged position of trust in shaping the UK's workforce. That's why we feel it is our responsibility to act as ambassadors and further educate our colleagues and partners in order to build a greater understanding of disability and ultimately create a more confident and inclusive environment.'

Our internal journey

- Achieved Clear Assured Status - Framework to identify and remove barriers for disabled people – Now aiming for Platinum!
- Educating our team via **mandatory** on-line disability training for all employees within Guidant at all levels, library of resources, disability confident video, maintaining high visibility and building confidence
- Disability champion and experts
- Candidate Charter – encourages open and honest communication and reasonable adjustment requests
- Change 100 and Ambitious About Autism placements
- 7% disability disclosure amongst our employees

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Supporting our clients

Tailored approach

- Advising on reasonable adjustments
- Sharing best practice e.g. Diageo INC. event
- Reporting on workplace diversity
- Placing disabled people!



Influencing our suppliers

13 Disability Confident Level 2 Partners

- DWP Workshops
- Ripple effect – Oakleaf
- Wells Tobias Case Study

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Break & Networking

10.50am – 11.10am

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Panel discussion

Industry Experts

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Setting the standards for an inclusive
recruitment journey – Your vote
counts

Kate Headley, The Clear Company

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**Positive about
Potential**

Julian John – Delsion Ltd

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Delivering Inclusive Talent
Procurement at Lloyd's
Pauline Miller, Lloyd's

Lloyd's

Insurance Market

329 years old

Who Are We?

Traditional, Face-to-Face Business

Leadership from the Top

Why Now?

Talent Strategy

Legally, Morally, Strategically

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Getting Started

- In 2015 we carried out an external audit to understand our recruitment practices from a D&I lens
- The audit identified several areas of concern in our practices and procedures
 - Sourcing Strategy
 - Sifting and Shortlisting
 - Interview, Assessment and Selection
 - Feedback



Emerging Talent

- Replicated in our Emerging Talent recruitment:
 - Exposes the organisation to reputational and legislative risk
 - Poor quality exercises lack consistency, validity, favour experience and social confidence
 - Reasonable adjustments and accessibility were an area of concern
 - Candidate experience is poor, clinical and tick box
 - No accident that successful candidates have market connections



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What did we set out to achieve?

We wanted our supply chain to become an enabler and not a blocker for us bringing disabled job seekers to the market



Action based solutions

- Identified new sourcing partner to support our emerging talent hiring strategy
- Clear Assured Framework of self assessment for our suppliers
- Set objectives and standards around accessibility of recruitment process
- Improved communication, both verbal and non-verbal to position Lloyd's as an inclusive employer
- Introduced Clear Talents in Recruitment and Emerging Talent
- 2-day accredited inclusive recruitment workshops leading to accredited inclusive and disability confident recruiters both in-house, and within our supply chain



Results and learnings?

- Emerging talent saw an increase in the number of requests for adjustments to the recruitment process, including online testing and assessment day
- Experienced hire saw 117 requests for adjustments – up from zero starting point
- Expanded inclusive hiring workshops across the Lloyd's market
- Partnered with Clear Company to develop an inclusive recruitment toolkit for the Lloyd's market
- Required investment (time and money) with support from the top
- Must be embedded across the whole journey to make an impact
- Important to review and make changes

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"Getting Started"
Louise Pask, Kelly Services

"Getting Started"

Our Why?

Kelly Staffing - Onsite Division since 2003

- Recruitment & Workforce Management solutions and processes delivered to multiple clients across the UK and a workforce of 5000 temporary contractors
- Worked within the legal minimum requirements
- Logged 'Diversity Data' but what did we do with it?
- Clients dictated who stayed, joined, left, how, when & why.
- Every role advertised on standard industry job boards

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What could be so wrong?



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"Getting Started"

Our Why?

- Lack of available candidates in the market
- Same candidates from the same talent pools
- Unemployment figures at an all time low – continuing to decline
- Results:
 - Unfilled vacancies
 - Requisition to hire time affected
 - Poor demographic overview

"Without candidates Kelly doesn't have a business."

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Time for Change"



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"Getting Started"



- We won't find a diverse workforce if we continue to recruit from the same places.
- Set people up to succeed....Treat people how you would wish to be treated
- It's ok to challenge the customer – be consultative, seek advice, provide feedback



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"Getting Started"

Success

- 2016 RIDI award winners – 'Getting Started'
- Genuine desire for change – continuous improvement
- One size process didn't fit all!



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"Getting Started"

One Year On.....

- RIDI motivated Kelly to continue to drive change
- Access & support to like minded organisations
- 'Management Information' diversity data provision
- Quarterly Business Reviews – Diversity & Inclusion on the agenda
- Our clients challenged us and now we challenge them
- Internal D&I training delivered to all Kelly recruiters
- 'Lunch & Learn' candidate focused workshops – Commence Q4 2017
- Team targets – Networking/Build local relationships/Spread the word
- Kelly Marketing – Share stories & success/social media campaigns – Q4/2018
- Results: 100% Vacancy Fulfilment
 - Time to start improved by 2 weeks
 - 3% increase in workers with a disability working at Kelly.



"Getting Started"

One Year On.....

We all have an opportunity
to make 'different' become
the 'norm'

Employer of Choice - Proud
to be Kelly

Proud to be diverse

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**Attracting Disabled Talent to
The Civil Service**

**Philip Rutnam, Perm Sec Home Office
and Disability Champion**

Civil Service Five Key Disability Priorities



"If we do all these things, we might achieve my final goal - halve the gap in engagement scores between disabled and non-disabled colleagues by 2020. "



Continue to improve workplace adjustments for disabled colleagues

Engage leaders at every level to create an inclusive culture in which all can thrive

Improve the talent pipeline of disabled colleagues, by providing greater access to development opportunities and improve our existing recruitment practices

Improve the existing support on managing mental health

Target to halve the gap in engagement and bullying & harassment score by 2020

Inclusive Selection Methods

- We are implementing a broader range of selection tools to achieve fairer, more diverse outcomes:
 - Refreshed Competency Framework – more accessible and easier to understand
 - Success Profiles which assess experience, ability, strengths and technical skills as well as competencies
 - A range of cognitive tests (verbal and numerical reasoning) which are not timed, can be practiced, and scores may be 'banked' for future applications.



Inclusive Application & Selection Processes

- Video attraction & Inclusive language
- Accessible candidate website
- Trialling Applied Sifting Tool
- Sequential Interviews
- Holistic Scoring
- Establishing a Recruitment Centre of Expertise to evaluate and embed best practice and drive innovation

" I am quite open with my disability these days as I feel people should know how my world works. "

Mark Thomas
DVLA



Autism Exchange Work Insight Programme

- Strategic partnership with Ambitious About Autism
- Tailored to support young people with autism across the spectrum
- Offers participants work experience, 1 to 1 coaching and skills development
- Following a 2 year successful pilot in 6 departments, in 2018 it will be open to the whole Civil Service
- Excellent evaluation feedback – *"All participants report increased confidence and would recommend the programme to others"*

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Measuring Success

- Attraction
 - Entry routes into the Civil Service show that we are attracting a high percentage of disabled applicants
 - The success rate of disabled applicants is on a par with non-disabled applicants
- Retention
 - People survey engagement scores
 - All departments have achieved Disability Confident Leader (level 3) accreditation by the end of November 2017



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Closing Remarks

Kate Headley, Director of
Consulting, The Clear Company

The 2018 awards ceremony is on 15 March



Award categories for 2018

1. Getting started
2. Individual choice
3. Extending the reach
4. Reasonable adjustments in recruitment
5. Disability confident
6. Innovation in assessment
7. Supply chain management
8. Training & development
9. Disability specialist
10. Greatest impact



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