

# Physical disabilities in the workplace

Find a more sustainable and supportive  
way to keep amazing people.



[linkedin.com/in/krys-catterall](https://www.linkedin.com/in/krys-catterall)



@RuinAerlin

# 35%

Of the workforce have declared themselves as having a disability



52.6%

Found a job! Whoop!



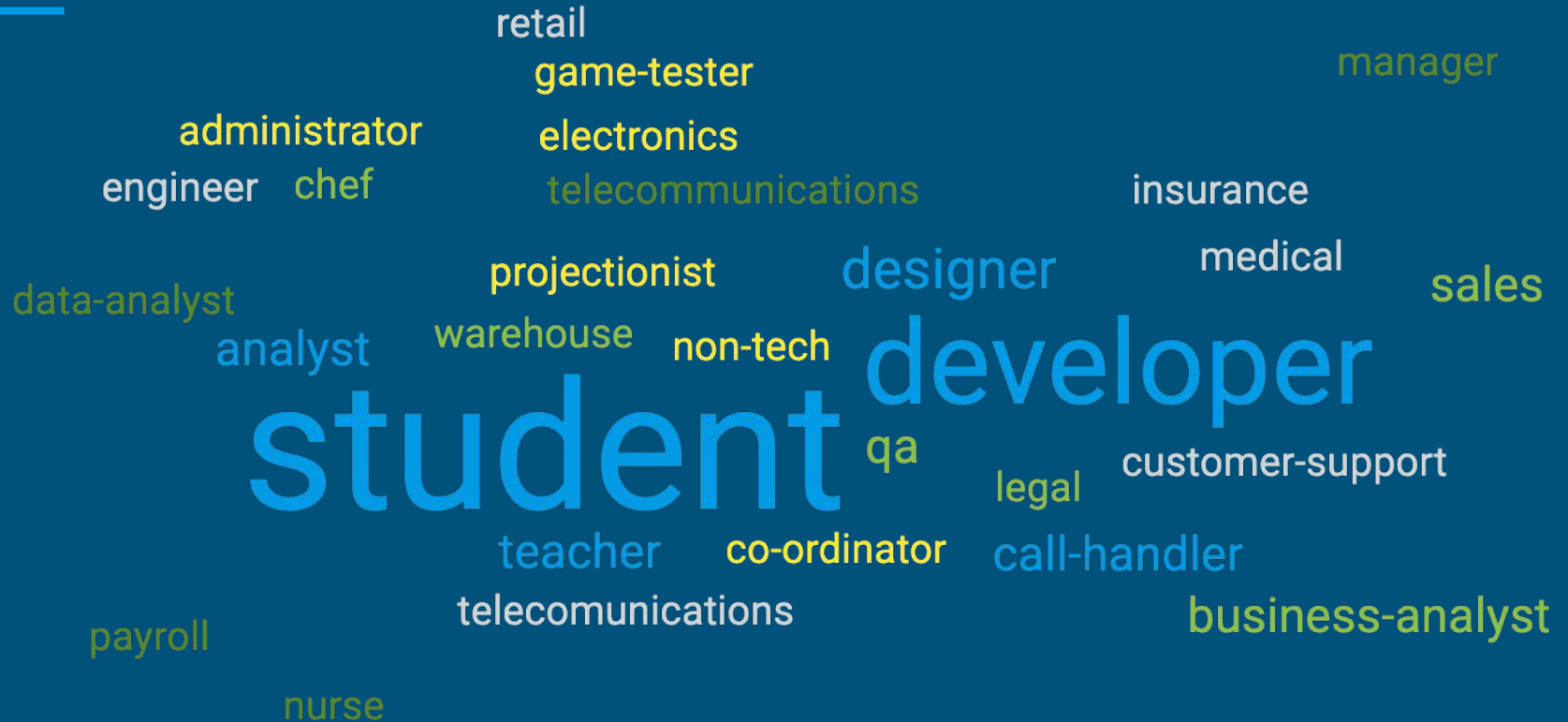
# 11,041,827

The amount of unemployed people in the UK with disabilities without being limited “a lot”

Disabled, limited a lot: Physical or mental health condition or illness lasting or expected to last 12 months or more which limits the ability to carry-out day-to-day activities “a lot”

# Entry point to QA

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Functional  
Neurological  
Disorder

Endometriosis

Fibromyalgia

Osteoarthritis

PCOS

Autism?



Cognitive  
dysfunction

Hard of hearing

Double Vision

Tics

Fatigue

Arthritis

Loss of  
Sensation



Pain

# Do my disabilities make me “less”?

Pardon?

No!

Hearing?

Sorry! Can I  
have my  
mouse  
back?

Tics?





*Yes!*

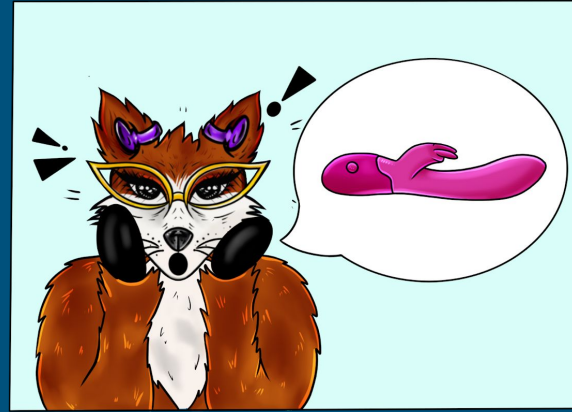
# My Journey - the fall

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# My Journey - the rise

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Gold stars for all!



**P**

Promotes  
Problem Solving

**S**

Supplies Sass

**I**

Inspires  
Innovation

**E**

Enriches  
Environment

**E**

Encourages  
Empathy

**C**

Champions  
Collaboration

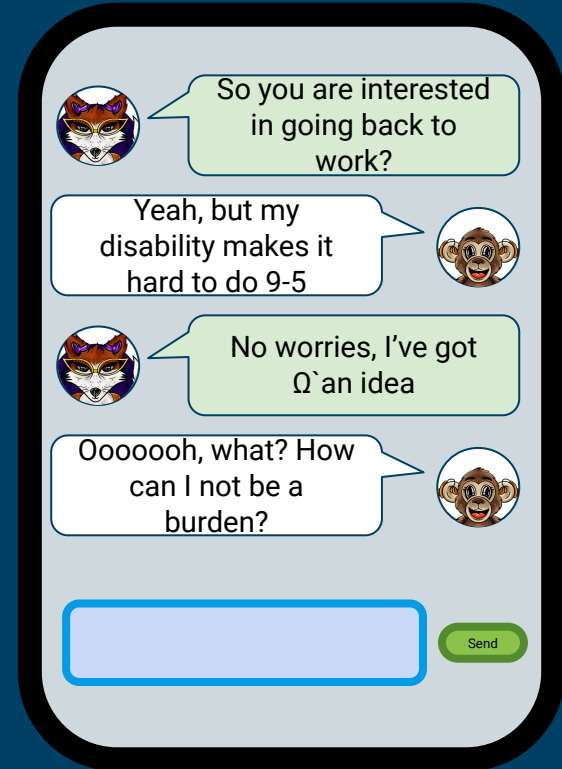
# Proactive Recruitment

Work Experience Workshops



# Proactive Recruitment

Online Forums





# Management

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# The Ugly



- Clock Watching, “working hours”, “core hours”
- Bradford Score or the Bradford Factor



# Clock Watching

Forced health  
related  
retirement

I've let my  
team down



I'm going  
to get fired

I'M SO  
STUPID

# The Bradford Factor

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(the number of instances of absence)<sup>2</sup> x the total number of days absent in a 52-week period

0 - 99: No concern

99 - 199: Action required (verbal warning)

200 - 399: Disciplinary action (written warning)

400 - 600: Serious disciplinary action (final written warning)

600+ : Dismissal

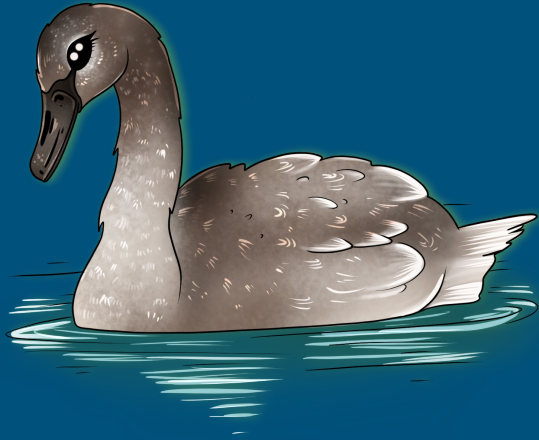
# The Bradford Factor

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$$(23 \text{ instances})^2 \times (16 \text{ full days}) = 8,464$$



# The Bad



Illness = Sickness

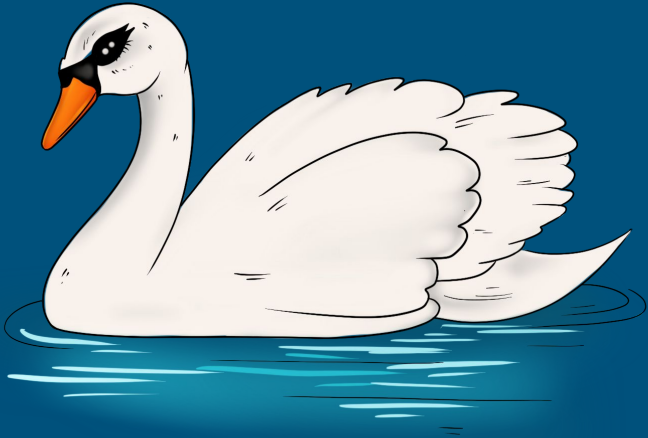
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Illness = Sickness

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# The Good



- Mitigating Clock Watching
  - Illness ☒ Sickness & Adapting  
the Bradford Factor
  - Support
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# The Good: Mitigating clock watching

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- Annualised Hours
- Core hour target & Risk  
based resourcing
- Story point the effort

# Annualised Hours

2022 had 231 working days excluding the 29 days mandatory holiday. Which equates to 1732.5 hours (for a 37.5hr week)

Months	No. Working Days	Daily Hours	Total for period	Remaining hrs
Jan - March	53*	4	212	1520.5
April - June	60	9	540	980.5
July - Sept	65	10	650	330.5
Oct - Nov	33*	7.5	247.5	83
December	20	4.15	83	0

\* 10 days taken for holiday

# Core Hour Target & Risk Based Resourcing

Why do we need core hours?



Collaboration



Can't we collaborate another way?



Well yeah, probably...



Shall we try a risk based approach?



But we already have a risk approach?



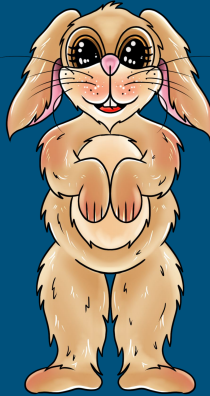
# Story Point Effort

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How much physical energy  
will this ticket take?



Will this ticket affect me  
emotionally?



How taxing will this be on  
my cognitive structures?



What is the overall cost to  
my resources?



# The Good: Illness ≠ Sickness

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# The Bradford Factor

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$\text{instances}^2 \times \text{sum}(\text{sick days})$

8,464

illness = sickness

5

illness  $\neq$  sickness

# The Good: Support

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- Touching Base
- Little rewards
- Support Plan
- Listen

# Touching base

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How are you?

No, really,  
how are you?

Good

I hurt a lot,  
but I can  
work!



# Little Rewards

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# Support Plan

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Name and Contact Details	
Medical Provider Details	
Stressors or Triggers in a Workplace	
Are there any workplace duties that need to be modified	
Are flexible working arrangements required?	
Is the employee safe to enter and exit the place of work? Is there a need to inform security or make security arrangements?	
Next SP review date	

Listen

*Listen*

Listen

LISTEN

Listen

Listen

LISTEN

*Listen*

LISTEN

Listen

Listen

*Listen*

Thank You

Maake Asante Shukria Dhanyavadagalu  
Vinaka Kiitos Maake Asante Shukria Dhanyavadagalu  
감사합니다 Kam Sah Hammida Manana Dankon  
Dank Je Dankscheen 감사하고 싶은 마음  
Blagodaram Ngyabonga Mauruuru Biyan  
Dziakuje Chokrane Diolch i Chi Terima Kash Matondo  
Juspaxar Arigato Grazie Tack  
நன்றி Bedankt Dakujem धन्यवाद  
Ua Tsaug Rau Koj Grazas cảm ơn bạn Mochchakkeram  
Děkuji Nirringrazzjak Hvala Tingki Gratias Tibi  
Suksama Rahmat Matur Nuwun 谢谢 Xвала Welalin Di Ou Mèsi Kia Ora Kop Khun Khap Obrigado  
Misaotra Matur Nuwun 谢谢 Xвала Welalin Di Ou Mèsi Kia Ora Kop Khun Khap Obrigado  
Danke Merci Go Raibh Maith Agat Eskerrik Ask  
Najis Tuke

Bailey



Gabriel



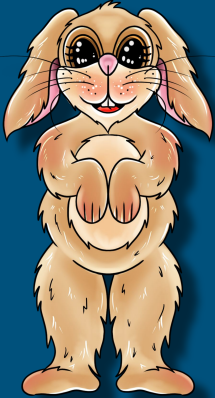
Moss



Parker



# The Guest Stars



Remy



Ridley



Rory



Taylor



Wynn

# Resources

- ★ <https://www.farrer.co.uk/news-and-insights/blogs/whats-the-deal-with-annualised-hours/>
- ★ <https://www.sage.com/en-gb/blog/how-to-support-disabled-employees-at-work/>
- ★ <https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- ★ <https://peoplefirst.nhsbt.nhs.uk/NHSBT-DOCUMENT-LIBRARY/HSW/BDF-Guide-Working-with-Disabled-Colleagues.pdf>
- ★ <https://businessdisabilityforum.org.uk/publications>



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