



RTITB SAFETY SUMMIT 2024



Meet the presenters!

Jennifer Swain

- Director at Road to Logistics
- 23 years in logistics and supply chain
- Specialisms – DEI, Talent Shortage, Talent Strategy
- Worked closely with Mencap since 2017
- Personal and Professional experiences of neuro-diversity

Alice Kapaya

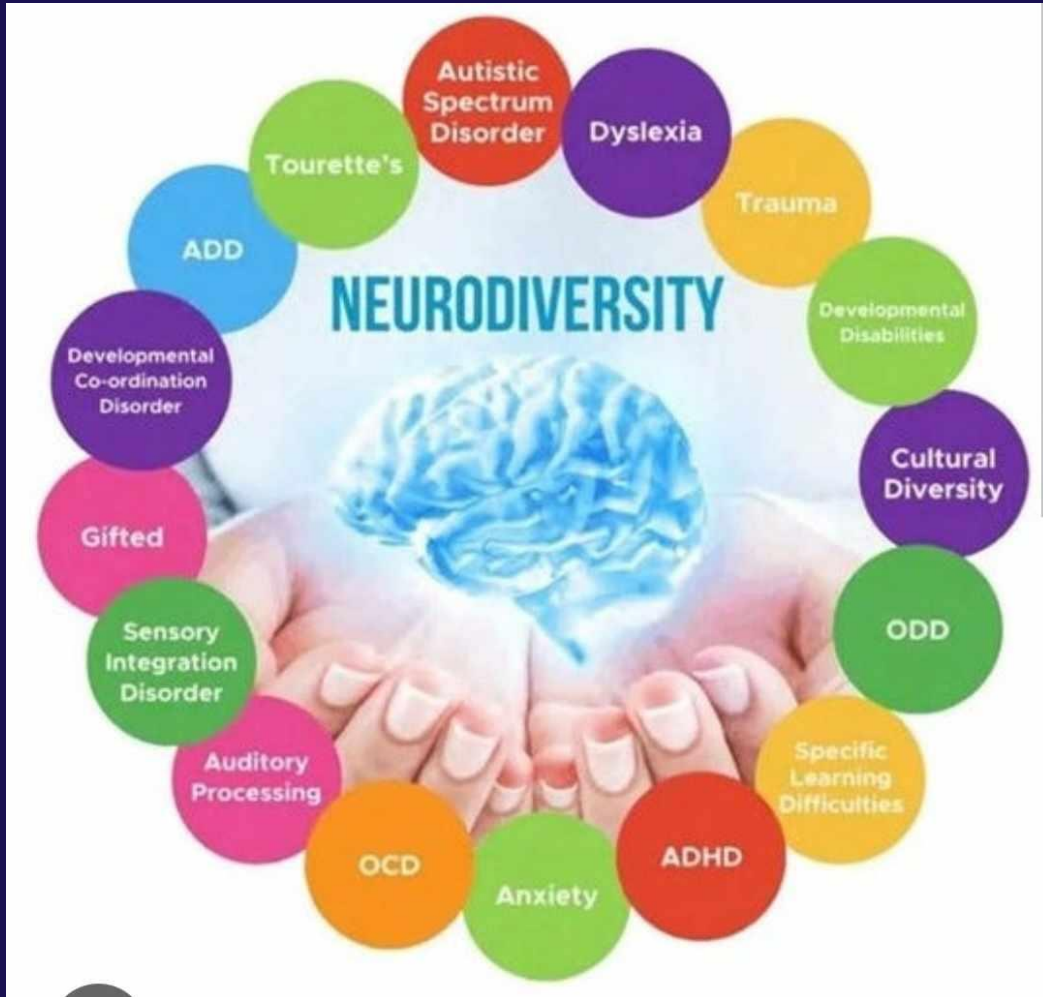
- Employer Relationship Manager for Mencap
- Wealth of experience in welfare to work programme and supporting employers
- Manages employer relationships across multiple sectors, including logistics



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Road to Logistics



What is Neuro-Diversity?

- One in 7 people in the UK have some form of Neuro-divergence
- Less accommodated for than physical considerations in the workplace
- Misunderstood

Why Do We Need to Think about Neuro-Diversity In the Workplace?

- If you have more than 7 staff working in your organisation, there is a high probability that a percentage of them will be the needs of neuro-diverse team members can lead neuro-diverse
- Not accommodating to:
 - Employee Relations Issues
 - Barriers to recruiting the best people for the job
 - Barriers to ensuring people are happy and productive in their work
 - Communication issues – people “shutting down” and unable to air their concerns at work

Inclusive environments are proven to enhance culture and productivity



What Challenges do Neurodivergent Employees Face in the Workplace?

- Job Applications - Job descriptions and application processes can be too over-whelming and stress-inducing

The person may be perfect for the role but struggle to understand the requirement, the role or manage the application process

- Interview Process – Causes apprehension. Unfamiliar locations, settings, people, interview questions.

Worries over these factors places the neurodivergent applicant at a disadvantage

- Disclosure Anxiety – Does the individual feel secure enough to disclose their neurodivergence?
- Lack of Consistency- Hybrid working, hot-desks
- Open Plan Offices – Distracting, overstimulation, too much noise
- Difficulty Managing Communication – Social anxiety, processing information in a different way

Examples of Workplace Accommodations for Neurodivergent Employees

- Speech to text software
- Text to speech software
- Transcription software
- Handheld reading devices
- Noise cancelling headphones
- Screen readers
- Staggered or flexible project deadlines
- Work from home full time
- Assigned workstations
- Flexible work schedule
- Written follow up to verbally delegated tasks
- “Breathing-space” room



The Most Important Thing:



COMMUNICATION:

- Creating a culture where individuals are comfortable disclosing their neurodivergence.
- The more you understand, the better you can support

CONSISTENCY

- Training for all staff
- Roles clearly defined
- Accommodations provided
- Career pathways are personalised

Neurodiversity – Superpowers!

People with a learning disability tend to be reliable, dedicated workers, who help improve staff morale, increase diversity in the workplace, and enhance the employers' image with the general public and their own workforce.

People with a learning difficulty such as Dyslexia or ADHD, are typically creative and great at finding solutions to problems and thinking outside the box!

People on the autistic spectrum are often drawn to detail, making them a great fit for roles in IT, finance, or roles requiring precision.

People with a learning disability generally stay in entry level roles longer, have fewer sick days and are reliable timekeepers. This makes them a great option for hard to fill roles.

£216m charity - £10m fundraised income

1.5 million people
living in the UK with
a learning disability

8,642 staff

700 services
providing personal
support for **4000**
people each year

12 million people
in the wider learning disability
community, including family,
friends and carers



300,000+ pageviews on the
Mencap websites each month

400 Network Partners
afiliated but separate charities
supporting people with a learning
disability in local communities

2,034 volunteers
(16% have a learning disability)

15,000 supporters
receiving our
quarterly 'Mencap
Matters Magazine'

2.8 million video views Jan-Oct 2023

846,000 emails opened per year **71,000** newsletter subscribers

Companies we already work with in the Logistics sector



Wincanton



EVRi

GXO



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Supported Internships

- Full time education programme
- An alternative to a classroom-based college course
- Runs from Sept to July
- Focussed on employment
- Involves an extended work experience placement of at least 400 hours
- Includes development of English and maths
- Supported by a job coach in work
- Aims for paid work of 16 hours or more at the end of the programme





Clipper Logistics and Mencap – A case study

Background:

- Clipper Logistics – 5000 permanent staff, retail and e-comms fulfillment specialists
- Talent shortage issues in Northampton
- Recognised the need to do things differently

Considerations:

- Reservations of some stakeholders – time investment, change management
- Complexity of the Operation
- Are we accessible?

Before the Programme Began:

- Training given on working and training people with neurodivergence and / or learning difficulties
- Creation of Champion roles to ensure inclusion
- DEI policy revisited to ensure fit for purpose

The Roll-Out

- Mencap on-site with the trainees at all times
- Constant liaison with operations and HR teams to ensure inclusion and success

The Results:

Mencap workers consistently achieved:

- The best KPI pick rates in an operation of 1000 workers
- The best time and attendance rates
- Improved culture and satisfaction at work

“The best project I have ever been involved in” – Operations Manager



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Road to Logistics

Neurodiversity in the workplace can be your superpower

Meet Tim. Tim is on the autistic spectrum and had struggled to find work. He didn't present well at interview and each time he was rejected, he became more depressed, which made his challenge to find work even more difficult.

Tim signed up for a Traineeship with Mencap and after completing a 12-week programme, he moved into a paid role.

Within 3 months of working, the CEO of the company provided us with his data. Tim was consistently one of the top 3 best performing staff in a workforce of 10k.



Neurodiversity in the workplace can be your superpower – Joe and Tim



Thank you!

Any Questions?

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