BARRIERS TO EMPLOYMENT FOR DISABLED PEOPLE

In-house report 95

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With further analysis by Nigel Meager

BARRIERS TO EMPLOYMENT FOR DISABLED PEOPLE

A study carried out on behalf of the Department for Work and Pensions

By

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NOP Consumer and Institute for Employment Studies

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INDEX

Table Index

SUMMARY

Employment Policy (Chapter 3)

Half the organisations (52%) had a policy which covered the employment of disabled people. Five out of six of these were written and a similar proportion were monitored.

Where monitoring took place, it tended to be formal rather than informal. Within policies, the most commonly reported features were recruitment and training. A majority (around seven out of ten in each case) also covered issues specifically relating to disabled people such as additional consultation, monitoring the number of disabled people in the workforce and the extent to which disabled people were encouraged to apply for employment.

Where the workplace was not the Head Office of the organisation, around two out of three had local input and could make minor or, occasionally, more fundamental variations to the head office policy to suit the local conditions. In addition a small number (fewer than one in ten) had autonomy to set their own policy. The remaining one in four could not alter the policy set by head office.

Just over half of organisations (56%) had no particular views or policies about the recruitment of disabled people but one in five reported that they actively encouraged such applications. A further one in five saw some jobs as more suitable for disabled people than others. Active encouragement was more common among large organisations, those in the public sector and two tick employers.

One in ten organisations displayed the "two tick" symbol in the workplace although the incidence of this increased with the size of the organisation and the workplace.

Where organisations actively encouraged job applications by disabled people this generally applied to all vacancies, although a minority (around one in five) said they would encourage disabled people on a case by case basis. The most common method of encouragement (by one in three) was to include a statement in job advertisements welcoming disabled applicants.

Employment of Disabled People (Chapter 4)

Recruitment and Retention of Disabled Employees

Respondents were asked to report the number of disabled employees in their workplace. The proportion with at least one disabled employee increased from one in three (34%) when respondents used their own definition of disability to 65% when prompted with a definition based on that used in the Disability Discrimination Act 1995 (DDA). Thus, many employers did not realise which disabilities were covered by the legislation and consequently had employees whom they did not know to be disabled under the terms of the Act. As such, the data suggested that the proportion of workplaces with any disabled employees has increased from 42% as measured in the MPSE (DfEE) survey in 1996.[1, 2]

Using the DDA definition, workplaces which had employees with a health problem or disability had an average of four per location. The presence of any disabled staff and the average number per location increased significantly with organisation and workplace size.

Of those with disabled people in the workplace, seven out of ten (72%) had recruited staff who were sick or disabled and nearly four in ten (37%) had one or more workers who became disabled when already employed. Disabled employees were found in the full range of occupations but new recruits were more likely to be in clerical and unskilled routine jobs than existing employees.

The most common disability for both new recruits and existing employees were problems of mobility or dexterity. The pattern of disability was close to that reported in the general population by the Labour Force Survey (LFS); differences resulted from the fact that this survey obtained information about the disability from the employer whereas the LFS obtained this information directly form the disabled person.[3]

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[1] Multi-purpose Survey of Employers (Wave 1 1996). DfEE
[2] Note that the increase could reflect awareness of disability as well as increased rates of employment of disabled people.
[3] Labour Force Survey (Winter 2000-2001)

Respondents were asked what steps, if any, the workplace had made to the job or the working environment of the disabled employee. Adjustments were less commonly made for new recruits than for existing employees. Nearly half spontaneously reported making adjustments for new recruits with a health problem or disability compared with over two out of three doing so in respect of existing employees. For each group, the proportion reporting that they had made adjustments increased to three out of four after prompting with a list of specified amendments[4]. This suggests that some workplaces may have made adjustments which benefited their disabled employees which they were not aware of as being specifically "disability" related.

Without prompting, the adjustments most frequently mentioned were provision of special equipment, modification of the workplace and allowing flexible hours. In addition, at the prompted level, special leave, on the job support, training and counselling also featured. These prompted adjustments were less likely to be perceived as special adjustments by employers. Most adjustments were more commonly reported in larger workplaces.

There was some indication that employers of all types found it easier to make adjustments for new recruits with a health problem or disability than for existing employees who became disabled. Just under half of those making adjustments for new recruits considered this very easy compared with three in ten who rated adjustments as very easy for existing employees. Conversely, very few had found the adjustments hard to make but difficulty was a little more likely to be mentioned for existing employees (7%) than for new recruits (3%).

When asked about their organisation's attitudes to additional direct costs resulting from adjustments made, one in four said they had regarded the costs as normal and a similar proportion had not attempted to quantify the cost or that they considered this unnecessary. Most others reported that the adjustments had not led to any additional cost. Only a small minority (less than one in twenty) had quantified the additional cost arising from the adjustment. When asked to do so as part of the survey, around three in four were prepared to make an estimate for new recruits and half for existing employees. Employers tend to spend more on adjustments for existing employees. Of those who were able to provide cost estimates, seven out of ten adjustments (70%)

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[4] There is some indication that there is an increased tendency for employers to make adjustments for disabled employees. The proportion in this survey who had done so was higher than was found in the MPSE survey (op cit). However, comparisons should be made with caution as the questioning in the two surveys was not identical.

had no cost for new recruits and 7% spent £1000 or more; for existing employees, 55% had no cost and 21% spent £1000 or more.

Employees who become Disabled and are Unable to remain in Employment

One in four employers (27%) had experience within the last three years of employees who had been unable to remain in work after becoming sick or disabled. Most of these could identify only one such employee although large establishments were aware of more employees.

Considering the case of the most recent employee who had left work after becoming sick or disabled, nearly four out of ten employers in this situation (38%) said they had taken steps to retain the employee. A similar proportion (40%) reported that they would have been prepared to do so if this would have retained the employee. The remaining one in five said they would have been unwilling or unable to make adjustments to retain the staff member.

The steps taken were the same as those successfully taken to retain employees. Those willing to take steps gave similar responses to other groups at the spontaneous level, but, on prompting, appeared to be willing to do far more than those with actual experience of making adjustments. In particular, this group were especially likely to report that they were willing to provide special equipment and training and to modify the workplace. It should be noted that this finding compares actual behaviour with a theoretical assessment of what may have been done in particular circumstances. It should therefore be treated with caution as it is at odds with actual steps taken and may reflect some level of "politically correct" response.

Compared with those who had taken steps in a successful move to recruit or retain disabled employees, those who had done so in an unsuccessful attempt were less inclined to report that the adjustments were easy to make. One in six had found these adjustments difficult. For those willing to take steps, the level of *perceived* difficulty was especially high – over four in ten anticipated that the potential adjustments would have been difficult to make. Of course, it is not possible to say whether potential adjustments would have been harder to implement (and were therefore not attempted) or whether the difference was perceptual (and would not have been as difficult in practice as the employer feared).

The attitudes towards costs of those who had taken steps in an unsuccessful attempt to retain an employee were very similar to those who had successfully recruited or retained disabled staff. In comparison, those who indicated that they would have been willing to take steps to retain an employee were more likely to have recognised or quantified the cost. However, there is no evidence to show whether or not this quantification had influenced the decision not to attempt the relevant steps.

Half of all workplaces identified difficulties in recruiting sick or disabled staff compared with one quarter who considered there were difficulties in retaining existing employees who became ill. In both cases, employers were aware that problems vary according to the nature and severity of the disability and the type of work involved. For *new* staff, the most commonly reported difficulty (mentioned by one in four respondents) was that the type of work was unsuitable for disabled people. The second most common observation (made by one in ten) was that lack of existing facilities could necessitate adjustments. For *existing employees*, the most common problem identified was that the employee's disability could mean that they would not be able to continue in their existing job. In both cases, employers with disabled staff were less likely to perceive problems than those with no disabled employees.

Four in ten employers believed that there would be benefits to the workplace from employing disabled people. In particular, they considered it to be evidence (both to other employees and to customers) of the organisation's commitment to equal opportunities and lack of discrimination. Those working in large workplaces were more likely to identify benefits than those in smaller workplaces.

Attitudes to Employing Disabled People (Chapter 5)

Employers' views were explored using a series of statements about the costs and benefits to the business of employing people with disabilities. Many of the findings demonstrate positive attitudes. For example, the employment of people with disabilities was widely seen as beneficial for other people and to have a positive impact on staff and morale; over half of respondents (55%) agreed with this. A substantial majority disagreed that disabled people are inappropriate for customer-facing employment (84%), that they may make other staff feel uncomfortable (83%) or are less productive (75%) – fewer than 10% agreed with each of these statements with the remainder neutral.

Respondents were divided as to whether they believed people with disabilities had better attendance and punctuality records than non-disabled people, with two out of three neither agreeing nor disagreeing. This last example showed that respondents tended neither to agree nor disagree with the notion that disabled people are "better" employees simply by virtue of being disabled or because of their gratitude in having a job.

Five workplace scenarios were used to explore attitudes further. These indicated a wide range of attitudes and anticipated actions. A large minority of respondents sought alternative solutions, other than the prompted options of recruitment versus rejection in, for example, the case of an excellent applicant who could not drive because of his disability or keeping a receptionist with a facial disfigurement in a post versus finding her other work. The responses from employers strongly suggested that they would attempt (where possible) to find creative solutions if they felt the individual concerned was, or would be, a positive asset to the organisation.

Overall, the scenarios provided a broad impression of employers willing to help disabled people overcome the barriers which would prevent them from finding or retaining work to give the same opportunities as non disabled people. Given the theoretical situations in the scenarios, most respondents indicated that they would attempt to seek ways in which adjustments could be made.

Nonetheless, a minority indicated that the suggested alternatives were not always sufficient and there could be a time when they felt that they could not make further adjustments. This was particularly true in the final scenario which suggested a recuperating employee could work from home for a year. A few respondents thought this was too much and they would need to seek an alternative solution.

Awareness of and Attitudes to legislation and Government Initiatives (Chapter 6)

Three out of four respondents (73%) said that they had heard of the DDA. Larger organisations were more likely than smaller ones to be aware of the Act. Six in ten of those respondents who said that they were aware of the Act (around four out of ten of all employers) considered themselves either "very" or "fairly" aware of that part dealing with employment issues. Comparing these findings with those of earlier surveys, there is no clear evidence that awareness of the existence of the Act has increased over time.

Of those who have heard of the Act, half (47%) think their organisation is covered by it and 9% believe their organisation to be exempt; the remainder (44%) do not know. In fact, of those who are exempt, only one in five are aware of this and, of those who are covered, only half correctly identified themselves as such. Following the pattern for awareness of the Act, larger organisations were more likely than smaller ones to know whether or not they were covered.

The reasons for saying the organisation was covered by the Act were often incorrect, suggesting that knowledge about the Act's employment provisions was low. Just one in four (25%) correctly identified organisation size as a reason for their organisation being covered whilst four in ten had simply assumed that their organisation (28%) or all organisations (12%) would be covered. One in five (19%) incorrectly mentioned the type of organisation or its sector.

Respondents were in favour of the employment provisions of the DDA. Three in four were "strongly" (25%) or "broadly" (51%) in favour. Only 2% were actively against these provisions of the Act; the remainder were neutral.

Of the other initiatives surveyed, awareness was highest for the New Deal for Disabled People (NDDP) (35%), this slightly ahead of the Disability Service Teams (DST) (23%) or Access to Work Programme (AtW) (26%). One in six organisations (16%) was aware of the Supported Employment Programme (SEP). It should be noted that at the time of fieldwork the NDDP programme had not been extended beyond the pilot; it is therefore possible that the high level of awareness reflects awareness of all New Deals rather than that specifically targeted at disabled people.

Of the three initiatives asked about, the DSTs were the most commonly used. One in three of those aware of the teams (i.e. 16% of all employers) had used them. Other initiatives had been used by 3% - 5% of all employers.

Obviously, relatively few employers had had an opportunity to participate in the NDDP. However, six in ten (61%) of those who were aware of the NDDP said that they would be interested in using the service to recruit staff, with 12% saying they would be very interested. Just over one in ten (13%) said they would not be interested.

Interest in other programmes (DST, AtW and SEP) appeared to be relatively high. About three quarters of respondents who had heard of each initiative said they would be interested in using it. However, it is likely that such high reported interest reflected

(at least to some extent) a lack of knowledge about each of these initiatives and may also be a result of prompting by the survey.

Half (49%) of respondents said that they had heard of the Disabled Person's Tax Credit (DPTC). However, only one in ten of these (11%) said they had advised employees about it - this represented 5% of all employers. Very small organisations and workplaces were least likely to have informed their employees.

Comparison with Previous Studies (Chapter 7)

Comparisons were made with other research studies conducted in the period 1993 – 2001 which examined the employment of disabled people[5].

It is also difficult to compare the awareness of the DDA over time because of the difference in how this was asked. On balance, it would appear that there is no clear evidence that either awareness of the Act among employers or awareness of its employment provisions has significantly increased over time in the period since its enactment in 1996.

However, formal written policies on the employment of disabled people have become more widespread over the period under consideration, whether the increase is among employing establishments or entire organisations. For example, the DPSE/DfEE study of 1996 found that 33% of establishments have a policy compared with 52% in the present study.

Active encouragement of disabled applicants has not shown a similar increase. The proportion of employers showing such encouragement increased from 11% in 1994 to 21% in 1996 but has remained steady since then with 19% now reporting active encouragement.

There has been an increase in the proportion of respondents reporting one or more disabled employees. Both the 1994 and 1996 studies recorded a figure of 42% compared with 65% in the current study. Comparison of adjustments made by employers are more difficult to make because of the difference in approach but the findings are consistent with an increasing tendency for employers to make such adjustments.

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[5] Please note that care should be taken in drawing conclusions about changes over time as the surveys differed in design, population and question wording and context. These differences will affect the findings to an unknown extent.

1. BACKGROUND AND OBJECTIVES

1.1   Background

In recent years, a range of strategies have been introduced to help disabled people find and retain employment. Each of these uses a different approach to try to ease the difficulty that disabled people have in these areas. The relevant legislation is the Disability Discrimination Act (DDA) 1995 which is aimed at reducing discrimination experienced by disabled people. In addition, a number of labour market policy measures, targeted at disabled people, have been introduced in recent years. These include the Access to Work Scheme, the Supported Employment Programme[1] and, most recently, the piloting of the New Deal for Disabled People.   The Employment Service has programmes specific to disabled people such as the availability of Disability Service Teams and other special provision is made for disabled people within the mainstream labour market. In addition, to try to help disabled people in paid employment, in-work benefits are available, most recently the introduction of the Disabled Person's Tax Credit.

However, despite this activity, disabled people still face many barriers in employment. Indeed, the unemployment rate for disabled people (i.e. those who would like to work and are available for employment) is more than double that for non-disabled people (9% for disabled people compared with 4% for those who are not disabled[2]). Additionally, many disabled people not in work (even those who would like to work) are considered economically inactive and therefore do not show up in the unemployment figures. The inactivity rate for long term disabled people is 48%.[3]

As part of the on-going need to monitor the effect of existing strategies and to help inform future policies, the former Department for Education and Employment (DfEE)[4] commissioned a study among employers to identify and examine the barriers to employment which are perceived to be faced by disabled people.

The study was intended to investigate employers' policies and attitudes towards disabled and non-disabled people.

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[1] Known as WORKSTEP since April 2001.
[2] Labour Force Survey (Winter 2000-2001)
[3] idem.
[4] The responsibility for labour market policy now lies with the Department for Work and Pensions (DWP).

NOP Consumer was commissioned to carry out this research. This document reports on the findings of the survey of 2008 employers which was carried out.

1.2   Objectives

The key research objective was to identify some of the barriers to employment for disabled people in both obtaining and retaining employment. In order to achieve this main objective, a number of secondary objectives were identified:

➢ to examine employment policies including:

♦ the existence and nature of policies relating to the employment of disabled people.

♦ monitoring of policies dealing with recruitment of disabled people including monitoring of numbers of and practices towards disabled employees and adapting working hours or working patterns for them.

➢ to explore organisation practice as regards disabled people including:

♦ numbers of disabled people in the workforce and the jobs they are in.

♦ attitudes towards and experience of making adjustments for disabled people.

♦ organisation response to employees who have become disabled during employment.

➢ to explore employment awareness of and responses to Government initiatives and legislation including:

♦ awareness and use of Government initiatives, specifically, New Deal for Disabled People, Access to Work, Disability Service Teams, Supported Employment Programme (now WORKSTEP) and Disabled Person's Tax Credit.

♦ employers' awareness of their duties under Government legislation (i.e. the Disability Discrimination Act) and their attitudes towards these responsibilities.

1.3 Report Contents

The main findings are given in the following chapters:

Chapter 3 reports on employment policy and practices relating to the employment of disabled people. It covers the existence of such policies, their contents and monitoring, autonomy of remote sites and ways in which organisations sought to encourage applications from disabled people.

Chapter 4 explores the extent to which the surveyed organisations had experience of disabled employees. Three types of employee were considered - those who were sick or disabled when recruited, those who became sick or disabled while in employment but were able to continue in work and those who became sick or disabled but were not able to continue in employment. The experience includes examination of the adjustments made by employers and the chapter concludes with a brief examination of why companies did not employ disabled people and the benefits or disadvantages which employers perceived in the employment of such staff.

Chapter 5 examines attitudes to the employment of disabled people. Data is examined from a series of attitudinal statements and a number of workplace scenarios in order to understand how employers may react in particular circumstances.

Chapter 6 looks at how familiar employers are with the DDA and with a number of Government initiatives relating to the employment of disabled people which were introduced in recent years.

Chapter 7 compares the findings of the current study with those from earlier studies relating to the employment of disabled people.

Appendix I details the research methodology. A total of 2008 interviews with a wide range of employees were undertaken by telephone.

Appendix II describes the classification information obtained, both relating to the surveyed organisation and the individual respondent. The organisational information covers size, industry sector and location. The respondent classification includes job function, number of staff responsible for and the personal experience of disability which the respondent has (i.e. whether they are themselves or know anyone who is disabled).

Appendix III is a copy of the questionnaire

Appendix IV details the response analysis

Appendix V is a copy of the letter sent to the Managing Director of all selected companies for whom a telephone number was available. The letter was sent out on DfEE headed paper.

Appendix VI is a list of occupations which was provided to every interviewer working on the survey to help them to cover a wide range of occupations among the line managers included.

1.4   Conventions used in tables

All tables show both weighted and Unweighted bases. Tables are based on weighted data (see appendix I).

Where respondents were able to give more than one response to a question, this is noted at the foot of the table as 'Multi-response allowed'.

Use of * in a table indicates that fewer than 0.5% of respondents gave that response.

Some tables may not add to exactly 100% due to rounding.

Any data based on fewer than 50 respondents (unweighted) is marked to indicate a low base.

2. EMPLOYMENT POLICY AND PRACTICE

2.1   Introduction

This chapter starts with an examination of the employment policies which organisations had relating to the employment and recruitment of disabled people. The study explored the proportion of organisations with such policies, their contents and whether or not these policies were monitored.

The chapter also examines the extent to which remote sites were able to exercise autonomy in interpreting the company's employment policy and how, if at all, organisations encouraged job applications from disabled people. The chapter concludes with an assessment of the number and types of organisations that displayed the two tick symbol in the workplace.

2.2   Employment Policy

This section looks at company policies in respect of disabled people. Respondents were asked whether or not their organisation had such a policy and, if so, details of its contents and whether or not it was monitored.

Just over half the respondents (52%) reported that their organisation had a policy which covers the employment of disabled people. The majority of the policies were written and monitored. Overall, for those with policies, just over eight out of ten were written and the same proportion monitored (84% each). This represents just over four in ten (43%) of all organisations as having a formal written or monitored policy about the employment of disabled people.

As shown in Table 1, policies were more common in large organisations, those in the public sector and among two tick employers.[1] In addition, policies in large organisations were more likely to be written and monitored than those elsewhere. Manufacturing and construction companies were considerably less likely than those in other sectors to have such policies. It is of particular note that all organisations where the respondent was a dedicated personnel specialist had such a policy compared with only 37% where the personnel specialist also had other responsibilities.

Table 1 - Proportion of Organisations with a Formal Policy Covering the Employment of Disabled People.

Row %			Unweighted Base	Weighted Base
Total	%	**52**	**1966**	**1966**
Job Type				
Personnel specialists	%	53	985	910
- dedicated	%	100	362	225
- other	%	37	623	685
Line manager	%	51	981	1056
Workplace size				
1 - 4*	%	45	42	-
5 – 9	%	54	137	452
10 – 49	%	47	478	1219
50 – 99	%	64	349	157
100 – 249	%	64	401	98
250 – 499	%	78	296	20
500+	%	80	305	20
Organisation Size				
10 – 49	%	34	307	783
50 – 249	%	48	482	401
250+	%	71	1194	778
Industry Sector				
Manufacturing	%	33	354	234
Trade	%	53	339	467
Construction	%	32	301	370
Services	%	53	393	350
Public Sector	%	70	576	545
Two Tick Employer				
Yes	%	85	353	190
No	%	48	1613	1776
Employ Disabled Staff				
Yes	%	56	1229	976
No	%	48	737	990

BASE: All

(*Unweighted; see Appendix I)

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[1] Two tick employers are those displaying the two tick symbol in the workplace (see table 13).

Organisations with disabled employees (56%) were more likely to have a policy than those without (48%). There was virtually no regional variation in the proportion of organisations with a policy covering the employment of disabled people.

Where policies were monitored, a majority of respondents described this as 'formal' (64%) rather than 'informal' (26%). Nine percent of respondents (mostly line managers) could not say. It should be noted that respondents were not given any definition of formal or informal monitoring so that responses to this question were subjective.

Those with a formal policy on the employment of disabled people were asked which features it contained. All surveyed issues were included in at least half of the formal policies, with recruitment (90%) and training and development (81%) being especially likely to feature (see table 2). Issues relating to amending the workplace or working practices to accommodate disabled people were each mentioned in around seven out of ten policies. Monitoring practices towards disabled people (54%) was the least common of the surveyed features but was included in the majority of formal policies.

Table 2 - Features Included in Formal Policy on the Employment of disabled people.

	Total	Personnel Specialist	Line Manager
	%	%	%
Recruitment	90	94	86
Training & development	81	82	81
Promotion	75	76	75
Sickness or absence management	72	71	74
Consulting with disabled employees on their needs	69	70	68
Promoting disability awareness among employees generally	69	65	72
Encouraging retention of employees who become disabled/whose disability worsens	68	67	68
Adapting working hours as necessary	66	66	65
Adapting working patterns as necessary	66	66	66
Redundancy/termination	65	67	63
Equipment/personal support for disabled employees	65	63	67
Monitoring number of people with disabilities	60	62	58
Monitoring practices towards disabled employees	54	53	56
Other	2	3	2
None of these	6	5	7
Unweighted base: **Weighted Base:** All with a policy which covers employment of disabled people	1244 1015	626 470	618 537

Overall, as shown in table 3, large organisations and those in the trade sector tended to include more features in their polices. Also, two tick employers included more features in general but were especially likely to monitor the number of disabled people and practices towards them. Provided that the workplace had a policy towards disabled employees, the contents were the same whether or not there were actually any such staff currently working there. There was little regional variation.

Table 3: Features included in Formal Policy on the Employment of disabled people – by size and sector

	Organisation Size			Industry Sector					Two Tick	
	10-49	50-249	250+	Manufac-turing	Trade	Const-ruction	Services	Public sector	Yes	No
	%	%	%	%	%	%	%	%	%	%
Recruitment	85	91	92	84	87	97	89	90	97	88
Training & development	79	78	84	79	86	91	76	78	91	80
Promotion	68	72	79	67	83	90	78	66	80	74
Sickness or absence management	73	72	72	61	75	71	70	74	80	71
Consulting with disabled employees on their needs	66	70	70	67	70	70	65	69	78	67
Promoting disability awareness among employees generally	69	63	71	55	74	71	63	71	87	66
Encouraging retention of employees who become disabled/whose disability worsens	67	61	70	69	71	78	61	65	78	65
Adapting work hours as necessary	58	63	70	68	70	69	67	61	73	64
Adapting working patterns as necessary	60	65	69	68	68	69	67	62	75	64
Redundancy/termination	68	68	62	67	72	64	59	64	67	65
Equipment/personal support for disabled employees	63	61	68	63	68	73	62	63	74	63
Monitoring number of people with disabilities	53	55	65	37	61	68	50	66	82	56
Monitoring practices towards disabled employees	54	52	55	36	61	51	49	57	70	51
Other	4	*	2	*	*	*	5	4	5	2
None of these	9	6	5	12	5	1	10	5	3	7
Unweighted base:	105	236	902	173	238	161	234	436	302	942
Weighted base: All with a policy which covers employment of disabled people	269	191	555	77	249	119	186	383	162	853

* Less than 0.5%

17

2.3.   Authority Levels and Policy Awareness

Where the surveyed workplace was not the organisation's head office (41% of all interviews), respondents were asked the level of authority held at that site concerning the formal policy on the employment of disabled people.

Overall, the majority had at least some autonomy to set their own policy or amend that set by Head Office. Two out of three could apply either minor local variations (43%) or more significant details (23%). A further small proportion – fewer than one in ten (7%) – had complete autonomy to set their own local policy. However, one in four (25%) were not able to alter the policy set by Head Office (see table 4).

Table 4 - Level of Autonomy for Local Policy

	Total %	Personnel Specialist %	Line Manager %
The policy is set by Head Office and we can not alter it	25	20	28
The policy is set by Head Office but we can apply minor local variations	43	37	46
Head Office sets the policy framework but we define own local details	23	29	20
We have complete autonomy to set our own local policy	7	12	4
Don't know	1	*	1
Unweighted base:	597	258	339
Weighted base: All where workplace contacted is not head office and have a company policy which covers employment of disabled people	516	199	318

* Less than 0.5%

The pattern was consistent by workplace size except that very small workplaces (with fewer than 10 employees) were more likely to be bound by Head Office policy [2]. Manufacturing companies, as shown in table 5, differed from other industry sectors in that remote sites were more likely to have some autonomy than others.

Workplaces in Scotland and Wales were most likely to be allowed local differences, perhaps reflecting the legislative differences (or potential differences) in those two countries compared with England.

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[2] The number of workplaces in small organisations which were not the company head office was too small for reliable analysis.

Table 5 - Level of Autonomy for Local Policy – by Industry Sector

	Manufacturing	Trade	Const-ruction	Serv-ices	Public Sector
	%	%	%	%	%
Policy set by Head Office	2	23	30	33	24
Minor local variations	67	46	40	36	41
Define local details	9	21	27	19	29
Complete autonomy	22	9	2	10	3
Don't know	-	*	1	*	2
Unweighted base	63	191	85	101	155
Weighted base: All where surveyed workplace is not HO and have policy covering employment of disabled people	22	174	58	104	158
	%	%	%	%	%

* Less than 0.5%

In order to determine awareness of the content of polices on the employment of disabled people, personnel specialists in organisations with policies were asked to assess the awareness of line managers. Line managers themselves were asked to assess their own awareness.

Personnel specialists were more optimistic about the situation than the line managers themselves. Table 6 shows that half the personnel specialists (51%) thought line managers would be fully aware of the policy's content whereas only 28% of line managers actually described themselves in this way. In both cases, virtually all the remainder were assessed as partially aware and only a small minority (7% line managers, 5% personnel specialists) rated line managers as having no awareness of the policy content.

Paired interviews were also conducted with personnel specialists and line managers from within the same organisation. The results of these interviews followed an identical pattern. Thus, many personnel specialists and line managers within the same organisation assessed awareness of policy content differently.

There were no statistically significant differences by organisation size or industry sector except that both personnel specialists (13%) and line managers (22%) in manufacturing were more likely to rate line managers as being unaware of the policy content.

Table 6 - Line Manager Awareness of the Policy Content for the Employment of Disabled People.

	Personnel Specialist %	Line Manager %
Fully aware	51	28
Partially aware	42	65
Not aware	5	7
Unweighted base:	626	618
Weighted base: All with a policy which covers employment of disabled people	478	537

2.4   Organisational Approach to Employing People with Disabilities

The next part of the questionnaire looked at the workplace policy on recruitment of disabled people and the attitude of the organisation towards this recruitment. Specifically, it explored what steps, if any, were taken.

Whereas just over half of respondents' organisations (52%) had a policy covering the employment of disabled people (see Section 2.1), significantly fewer had a workplace policy regarding the recruitment of disabled people. Three out of ten respondents (31%) reported that their workplace had a formal written policy on this; a further 7% had an unwritten policy. As seen in table 7, organisations with dedicated personnel specialists were most likely to have a workplace policy (48%). Awareness of these policies was lower among line managers, one in seven of whom (15%) did not know whether or not their workplace had such a policy. Those with an organisation wide policy on this (as defined in Section 2.1) were much more likely to have a workplace policy than those with no policy (63% versus 12%).

Table 7 - Whether workplace has a Formal Policy on Recruitment and Employment of People with Disabilities.

	Total	Respondent type			Organisational policy	
		Dedicated Personnel Specialist	Other Personnel Specialist	Line manager	Yes	No
	%	%	%	%	%	%
Yes, written policy	31	48	26	31	54	6
Yes, unwritten policy	7	5	7	8	9	6
No policy	52	44	63	47	31	82
Don't know	10	4	4	15	7	6
Unweighted base: **Weighted Base:** All respondents	1966 1966	362 225	623 685	981 1056	1244 1015	616 833

Formal written policies on the recruitment of disabled people, as shown in Table 8, increased with workplace and organisation size and were much more common among two tick employers. There were significant differences by sector – manufacturing and construction companies were especially unlikely to have formal written policies while those in the public sector were especially likely to do so.

Table 8 - Existence of Formal Written Policy in Workplace on Recruitment And Employment of Disabled People

Row %			Unweighted Base	Weighted Base
Total	%	**31**	**1966**	**1966**
Workplace size				
1 - 4*	%	(26)	42	-
5 – 9	%	28	137	452
10 – 49	%	29	478	1219
50 – 99	%	40	349	157
100 – 249	%	44	401	98
250 – 499	%	59	296	20
500+	%	57	305	20
Organisation Size				
10 – 49	%	18	307	783
50 – 249	%	24	482	401
250+	%	48	1194	778
Industry Sector				
Manufacturing	%	17	354	234
Trade	%	32	339	467
Construction	%	18	301	370
Services	%	31	393	350
Public Sector	%	44	576	545
Two Tick Employer				
Yes	%	71	353	190
No	%	27	1613	1776
Employ Disabled Staff				
Yes	%	34	1229	976
No	%	28	737	990

BASE: All
*Unweighted; see Appendix I
(Low Base)

The survey explored organisational attitudes towards the recruitment of disabled people. Although half of respondents had recorded that their organisation has a policy on the employment of disabled people (see table 1) and three in ten had a formal written policy on their recruitment (see table 7), significantly fewer, one in five (19%), actively encouraged such applicants. A similar number (19%) saw some jobs

as more suitable for disabled people than others. However, the majority (56%) reported that their organisations have no particular view or policy on recruiting disabled people. Very few indeed (3%) reported that they would not consider recruiting a disabled person; these were all in workplaces with fewer than 50 employees.

There was no difference in the attitudes of workplaces which do or do not have any disabled staff currently in employment.

Personnel specialists and line managers gave very similar patterns of response as shown in table 9.

Table 9 - Organisations' Attitudes to Recruitment of Disabled People.

	Total	Personnel Specialist	Line Manager
	%	%	%
We actively encourage job applications from disabled people	19	17	20
We have no particular view or policy for or against recruiting disabled people	56	57	55
We see some jobs as more suitable for disabled people than others	19	21	18
We would not consider recruiting a disabled person	3	3	3
Other	*	*	*
Don't know	2	1	3
Unweighted Base:	1966	985	981
Weighted Base: All respondents	1966	910	1056

Active encouragement increased significantly with organisation size and, as seen in table 10, was much higher in the public sector and among two tick employers. There was a gradual increase in workplace size, following the pattern by overall organisation size. Only a minority of manufacturing (8%) or construction companies (7%) offered active encouragement, in contrast with one in three (33%) public sector respondents who did so.

Interestingly, there was no difference in the attitudes of workplaces which did or did not have any disabled staff currently in employment.

Table 10 - Organisations Actively Encouraging Job Applications from Disabled People

Row %			Unweighted Base	Weighted Base
Total	%	19	1966	1966
Workplace size				
1 - 4*	%	(19)	42	-
5 – 9	%	16	137	452
10 – 49	%	18	478	1219
50 – 99	%	25	349	157
100 – 249	%	31	401	98
250 – 499	%	42	296	20
500+	%	48	305	20
Organisation Size				
10 – 49	%	8	307	783
50 – 249	%	15	482	401
250+	%	33	1194	778
Industry Sector				
Manufacturing	%	8	354	234
Trade	%	19	339	467
Construction	%	7	301	370
Services	%	18	393	350
Public Sector	%	33	576	545
Two Tick Employer				
Yes	%	55	353	190
No	%	15	1613	1776
Employment Policy for Disabled				
Yes	%	30	1244	1015
No	%	7	616	833
Employ Disabled People				
Yes	%	20	1229	976
No	%	18	737	990

BASE: All

(*Unweighted; see Appendix I)
(Low Base)

Where organisations actively encouraged job applications by disabled people, this generally applied to all vacancies (73%). However, one in five described active encouragement as applying to specific vacancies on a case by case basis (19%).

Compared with personnel specialists, line managers were slightly less likely to describe the policy as applying to all vacancies but (as shown in table 11) were more likely to encourage disabled applicants only for a specified range of vacancies. This suggests minor differences between the two groups in the way in which organisational policy is interpreted.

There were only minimal differences by workplace size or industry sector. However, medium to large workplaces (with 100 – 499 employees), organisations based in Wales, and those in the construction sector were more likely than others to consider vacancies on a case by case basis.

Table 11 - Whether Active Encouragement of Job Applications from Disabled People Applies to All Vacancies

	Total	Personnel Specialist	Line Manager
	%	%	%
All vacancies	73	80	67
A specified range of vacancies	8	4	11
Specific vacancies on a case by case basis	19	16	20
Don't know	1	-	2
Unweighted Base	568	284	284
Weighted Base: All who would actively encourage job applications from disabled people	374	159	216

A third of respondents (36%) said that they would not take any particular steps to actively seek to recruit people with disabilities (table 12). For the remainder, the most common method used was to publish job advertisements which welcomed disabled applicants (33%). One in six (17%) made specific requests to the JobCentre or Careers Office. Other methods included use of the two tick symbol in job advertisements and notifying the Disability Employment Adviser. There were no differences between the two key respondent groups but all methods were more commonly used by large organisations, those in Scotland and two tick employers.

There were some differences by industry sector; public sector establishments were particularly likely to publish job advertisements welcoming disabled applicants (49%), whereas only 21% of manufacturing companies did so. Among organisations displaying the two tick symbol in the work place, 41% also used it in job advertisements and 52% used job advertisements welcoming disabled applicants.

Table 12 - How Seek to Recruit People with Disabilities

	Total	Personnel Specialist	Line Manager
	%	%	%
Job adverts welcoming disabled applicants	33	33	33
Specific request to Jobcentre/Careers Office	17	17	17
Notify Disability Employment Advisor	7	9	5
Two tick symbol in job adverts	7	8	7
Notifying a voluntary workplace	5	5	6
Other	2	2	2
None of these/do not actively recruit disabled people	36	37	36
Unweighted Base:	1966	985	981
Weighted Base: (All respondents)	1966	910	1056

To finish the section on the organisation's attitude to disabled employees, respondents were asked whether or not their organisation displays the two tick symbol in their workplace. One in ten (10%) did so. As seen in table 13, use of the symbol increased markedly with workplace and organisation size and was far more common in the public sector and trade sector than others, especially manufacturing and construction.

Table 13 - Whether Two Tick Symbol is Displayed

% Displaying symbol

Row %			Unweighted Base	Weighted Base
Total	%	10	1966	1966
Workplace size				
1 - 4*	%	(5)	42	-
5 – 9	%	7	137	452
10 – 49	%	8	478	1219
50 – 99	%	17	349	157
100 – 249	%	20	401	98
250 – 499	%	28	296	20
500+	%	35	305	20
Organisation Size				
10 – 49	%	4	307	783
50 – 249	%	8	482	401
250+	%	16	1194	778
Industry Sector				
Manufacturing	%	4	354	234
Trade	%	12	339	467
Construction	%	5	301	370
Services	%	9	393	350
Public Sector	%	14	576	545
Employment Policy for Disabled				
Yes	%	16	353	190
No	%	3	1613	1776
Employ Disabled Staff				
Yes	%	12	1244	1015
No	%	8	616	833

BASE: All

(*Unweighted; see Appendix I)
(Low Base)

2.5 Summary

All aspects of employment policy varied significantly by workplace and organisation size. In all cases, the larger organisations and workplaces were more positively disposed to the needs of disabled people. For example, they were far more likely to have employment policies relating to the employment of disabled people and these tended to be more comprehensive with a greater number of features included. Large organisations were also more likely to actively encourage disabled applicants and to display the two tick symbol in the workplace.

Similarly, organisations in the public sector and those with a dedicated human resources specialist more commonly had employment policies regarding disabled people than others and generally had a more positive approach to the employment of disabled people. Companies in the manufacturing and construction sector tended to be less positive; policies were less common in these sectors and they were less likely to offer active encouragement.

3.EXPERIENCE OF DISABILITY

3.1   Introduction

This chapter examines the extent to which the surveyed organisations had had experience of disabled employees. Three distinct groups of employees were investigated:

- Employees who were sick or disabled when recruited.
- Employees who became sick or disabled when already working for the organisation and were able to continue working.
- Employees who became sick or disabled when working for the organisation and were not able to continue working.

For each group, the survey examined the types of jobs that disabled employees had and details of the adjustments, if any, that employers had put in place to accommodate the individual.

The chapter also looks briefly at why companies did not employ disabled people and the perceived problems and benefits associated with employing disabled staff.

Throughout the chapter, the terms "new recruits" and "existing employees" are used to describe current employees who were, respectively, sick or disabled when recruited or who became sick or disabled when already working for the organisation.

3.2   Number of Disabled People in the Workplace

This section examines the number of disabled people employed by organisations, distinguishing between new recruits and existing employees.

Respondents were asked about whether or not there were disabled people working in their workplace. Initially, the question was asked allowing respondents to define the term "disability" by their own understanding. The question was then repeated using a more precise definition closer to that of the DDA 1995 and reminding respondents to include health problems or disabilities they may not have mentioned spontaneously. Examples of such disabilities were given as diabetes, heart disease, dyslexia, back problems or mental illness.

The first question gave no particular definition of "disabled people" and it was expected that for many (although not all) respondents, only employees with visible disabilities such as wheelchair users or those with impaired vision would be included. However, this definition has been commonly used in other surveys and has therefore been included for comparative purposes.

Using respondents' own definitions of disability, one in three (34%) identified that there were disabled people in the workplace. Dedicated personnel specialists (53%) were more likely to do so than other personnel specialists (34%) or line managers (30%). This is likely to reflect personnel specialists' greater access to more personal information about the workforce.

The presence of disabled employees increased with organisation and workplace size so that large workplaces were far more likely than small ones to report having disabled employees. For example, only 22% of small workplaces (i.e. with 5-9 employees) reported that they had disabled employees compared with 87% in the largest workplaces of 500 or more employees (table 14).

Using the DDA 1995 definition of disability, a higher proportion of workplaces (65%) reported employment of disabled people. Personnel specialists (70%) were still more likely to identify people with disabilities in their workplace than line managers (62%) although both groups were significantly more likely to identify disabled employees using the DDA definition. The difference between the spontaneous and the DDA definitions were particularly large in smaller workplaces and organisations.

The average number of disabled people per workplace (based on those with such employees) was six, based on the respondent's own imprecise definition of disability. This increased with workplace and organisation size[1].

Based on the DDA definition of disability, an average of four disabled people per workplace was identified. Although the average number appears to be lower than that used in the imprecise definition, this is because the number of workplaces with sick or disabled employees has increased.

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[1] These figures should be treated with some caution. Based on the high numbers of disabled people cited in some small workplaces it is probable that some respondents mistakenly gave the number of disabled employees in the organisation rather than the workplace and these figures are therefore probably an overestimate.

Table 14 - Whether Have Disabled Employees in Workplace

Row %	Spontaneous Definition of "Disability"		DDA Definition of "Disability"		Unweig hted Base	Weigh- ted Base
	% with Disabled Employees Row %	Average number** No	% with Disabled Employees Row %	Average number** No		
TOTAL	**34**	**6**	**65**	**4**	**1966**	**1966**
Respondent type						
Personnel specialist	39	8	70	5	985	910
- Dedicated	53	8	77	4	362	225
- Other	34	8	68	5	623	685
Line manager	30	3	62	3	981	1056
Workplace size						
1 – 4*	(31)	(4)	(50)	(3)	42	-
5 – 9	22	2	53	2	137	452
10 – 49	33	5	65	3	478	1219
50 – 99	47	4	80	4	349	157
100 – 249	70	6	87	7	401	98
250 – 499	80	10	95	14	296	20
500+	87	43	95	35	305	20
Organisation size						
10 – 49	27	2	61	2	307	783
50 – 249	37	2	70	3	482	401
250+	40	10	68	7	1194	778
Industry sector						
Manufacturing	38	4	69	4	354	234
Trade	31	5	69	3	339	467
Construction	27	3	58	3	301	370
Services	30	10	60	4	393	350
Public sector	43	6	69	4	576	545
Employment Policy for Disabled						
Yes	42	7	72	5	1244	1015
No	26	2	60	3	616	833
Two Tick Employer						
Yes	55	16	79	11	363	190
No	32	4	64	3	1613	1776
Region						
North England	40	7	64	5	415	396
Midlands	28	8	62	3	441	438
South England	34	4	69	3	653	683
Scotland	44	5	63	6	81	75
Wales	35	8	58	7	137	154

BASE: All
*Unweighted; see Appendix I
**Average numbers based only on those workplaces with any disabled employees
(Low Base)

Respondents in workplaces with disabled people in the workforce[2] were asked how many of these employees were disabled when recruited and how many became disabled when already working for the organisation. Of those workplaces with sick or disabled employees, seven out of ten (72%) had recruited individuals who were sick or disabled and nearly four in ten (37%) had one or more employees who had become sick or disabled while already in employment. In each case, around one in ten could not say.

Most organisations had very few disabled people in the workplace although a small number of large organisations had many such staff. Half the organisations with disabled employees had no more than three who had been recruited sick or disabled (56%) and half of this group (29%) had only one. Numbers of staff who had become disabled after employment were lower; one in three (32%) had up to three staff in this category and, again, around half of this group (20%) had just one such employee. This is shown in table 15.

Table 15 – Number of Disabled Employees in Workplace

	Total	New Recruits	Existing Employees
	%	%	%
None	-	17	53
1	32	29	20
2-3	34	27	12
4-5	10	6	2
6-10	8	7	1
11 or more	6	5	2
Don't know/not stated	10	9	10
AVERAGE NUMBER	4	3	1
Unweighted Base:	1310	1310	1310
Weighted Base: (All with sick/disabled employee in workplace)	1011	1011	1011

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[2] This includes those who identified disabled staff using the spontaneous and/or DDA definitions of disability

There was an average of three new recruits and one existing employee per workplace who were or had become sick or disabled although this increased very significantly with the size of the workplace and the size of the organisation. There were only minor differences by industry sector although compared with other sectors, the manufacturing sector tended to have slightly more employees who had become sick or disabled when already employed.

3.3　Occupations of Disabled Employees and Workplace Adjustments Made

3.3.1　Occupation of Disabled Employees

Respondents who had recruited sick or disabled employees were asked a series of questions about the most recent employee in that situation. This series of questions was then repeated for the most recent employee who had become sick or disabled. No limit was put on the time since the employee had been recruited or become ill so it is possible that some cases may have dated back some while, especially where only one such staff member was employed. Nonetheless, examples were of the most recent employee in the relevant category.

Table 16 shows disabled people were employed in all categories of work. Compared with those who became ill when already employed, those recruited sick or disabled were significantly more likely to be in clerical (21% new recruits, 10% existing employees) or routine occupations (22% versus 13%). Differences in other occupations were not significant.

Comparing the range of occupations with that of the general population[3], the most significant variation was that both groups of disabled employees were more likely to be in sales occupations. In addition, new recruits who were sick or disabled were more likely to be in routine occupations while existing employees who became sick or disabled but stayed in employment were more frequently in a managerial or administrative role than the whole population.

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[3] Labour Force Survey, Autumn 2000

Table 16 – Occupations of Disabled Employees

	New Recruits	Existing Employees	LFS [4]General population
	%	%	%
Routine unskilled	22	13	12
Clerical & secretarial	21	10	16
Sales	20	15	9
Managers & administrative	17	22	15
Craft & skilled service	13	10	10
Semi-professional & technical	13	8	10
Professional	10	11	11
Operative & assembly	10	10	9
Other	*	-	8
Don't know/not stated	8	22	-
Unweighted Base	1109	760	24,396,000
Weighted Base: All with sick/disabled employees	830	444	

Note: Multicoded responses

3.3.2 Type of Disability

The type of disabilities that employees were reported as having varied enormously, although problems of mobility or dexterity were most common for both new recruits (20%) and existing employees (25%). At much lower levels, blood disorders were the second most common (8% new recruits, 9% existing employees). As seen in table 17, the rank order is broadly similar to that found in the Labour Force Survey of Autumn 2000 for the proportion of people of working age in Great Britain with a long term illness or disability who are in employment. Differences will be a result of this study obtaining information about an individual's disability from the employer rather than the disabled person themselves, so that many employers could not say the nature of the disability.

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[4] LFS based on all people of working age (men 16-64, women 16-59) in GB.

Table 17 - Employees' Disabilities

	New Recruits	Existing Employees	LFS[5]
	%	%	%
Disability affecting mobility or dexterity of arms, legs, hands, feet, back, neck, head	20	25	34
Chest/breathing problems	4	*	17
Severe heart, blood pressure, blood circulation problems	3	7	12
Stomach, liver, kidneys, bladder, digestion problems	2	5	5
Blood disorders/diabetes	8	9	4
Difficulty in hearing	5	1	3
Mental illness/suffer from phobias, panics, other nervous disorders/depression/bad nerves/anxiety	2	6	3
Learning difficulties	7	*	2
Difficulty in seeing	3	1	2
Epilepsy	2	1	2
Other	1	2	15
Don't know/Not stated	45	45	-
Unweighted Base	1109	760	6,626,000
Weighted Base: All with sick/disabled employees	830	444	

3.3.3 Workplace adjustments

Respondents were asked what steps, if any, the workplace had made to the job or the working environment of the disabled person. The question was initially asked spontaneously, allowing respondents free rein in their responses. Respondents were then encouraged to consider whether or not specified types of adjustments had been made using a series of prompts.

Without prompting, just under half (45%) reported changes made for new recruits while a higher proportion (66%) recorded changes made for existing employees. After prompting with specific adaptations, the proportion who reported having made changes or flexible arrangements for disabled employees increased to 77% for new

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[5] LFS based on all long term disabled of working age (men 16-64, women 16-59) in GB

recruits and 78% for existing employees. The increase demonstrates that employers may make adjustments without having any awareness that they are providing special assistance. Indeed, some may be unable to differentiate between adjustments made to working conditions for staff in general and those they made for disabled employees.

Before prompting types of adjustments, those most frequently mentioned were provision of special equipment and of flexible working patterns or working hours. Modification of the workplace, allowing for special leave and altering the work or the workplace by transferring the person to another job or redesigning working duties were also common adjustments. As shown in table 18, for new recruits, the most common adjustments were the provision of special equipment and flexible working hours (13% each); for existing employees, changes to the work (19%) or duties (13%) and allowance for special leave (12%) were also mentioned by a substantial minority.

After prompting, the pattern of adjustment changed, reflecting the difference between changes recognised as special adjustments (i.e. spontaneously mentioned) and those which were not always perceived as such (prompted adjustments).

When prompted, adjustments mentioned with significant frequency included not only those mentioned spontaneously but also allowance for special leave, additional on the job support, provision of training or re-training, provision of counselling and "partnering" with a non-disabled person. Training, counselling and partnering were especially likely to feature in the cases of new recruits. Half had provided flexible working patterns and made allowance for special leave.

Even after prompting, job sharing and home working seldom featured as adjustments for sick or disabled people.

Table 18 - Adjustments Made

	Spontaneous		Prompted	
	New Recruits	**Existing Employees**	**New Recruits**	**Existing Employees**
	%	%	%	%
Provide flexible working patterns/ working hours	13	19	51	47
Allow for special leave	8	12	44	50
Additional on the job support	6	5	33	29
Provide (re) training	5	3	33	19
Provide counselling	3	4	33	19
"Partnering" with a non-disabled person/mentor	2	3	21	13
Alter work/workplace by redesigning duties	7	13	22	24
Provision of special equipment	13	9	19	11
Modify workplace	8	8	14	13
Job sharing	1	1	6	10
Home working	1	1	5	7
Other	1	1	4	4
No adjustments made	55	32	22	22
Don't know	3	2	1	*
Unweighted: **Weighted base:** All with sick/disabled employees	1109 830	760 444	1109 830	760 444

Note: Multicoded responses

The adjustments made varied slightly by workplace size, as shown in table 19. Most adjustments were commonly reported in larger workplaces with smaller workplaces least likely to have made any adjustments. However, provision of special leave decreased with workplace size (e.g. from 50% in small workplaces to 36% in large ones for new recruits) whilst others, such as flexible working patterns, showed no significant variation. The pattern for new recruits and existing employees was the same. In some cases, medium to large workplaces were more likely to have made adjustments than the very large workplaces of 500 or more employees. It is possible that this may be due to variations across industrial sectors. Training, partnering and provision of flexible working hours are all examples of this.

Sectoral variations were also evident, as seen in table 20. In particular, the trade sector[6] was more likely to provide flexible working patterns (72% new recruits, 58% existing employees), special leave (54% and 61%) and (for new recruits) partnering (39%). Existing employees who became disabled were seldom offered training or partnering in the manufacturing sector.

For new recruits, the level of adjustment was very similar for blue and white collar workers although additional on the job support and training were mentioned a little more frequently for blue collar workers while workplace modification was more common for white collar workers. For existing employees, most types of adjustment were mentioned slightly more for white collar workers although altering the work or workplace and providing training featured more frequently for blue collar staff.

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[6] For definitions of industry sectors, please see Appendix 1, Table 48

Table 19 - Adjustments Made (Prompted) – by workplace size

	New recruits						Existing employees					
	5-9	**10-49**	**50-99**	**100-249**	**250-500**	**500+**	**5-9**	**10-49**	**50-99**	**100-249**	**250-500**	**500+**
	%	%	%	%	%	%	%	%	%	%	%	%
Provide flexible working patterns/ working hours	(56)	51	44	47	52	42	(47)	48	43	47	49	38
Allow for special leave	(50)	44	43	42	38	36	(57)	51	47	45	48	31
Additional on the job support	(21)	34	38	41	50	43	(29)	29	26	30	34	29
Provide (re) training	(36)	30	36	41	48	38	(25)	16	18	24	26	21
Provide counselling	(15)	20	26	27	29	31	(15)	16	24	30	33	33
"Partnering" with a non-disabled person/mentor	(17)	33	33	34	44	34	(24)	10	15	11	14	16
Alter work/workplace by redesigning duties	(16)	21	26	31	28	28	(14)	23	32	34	40	32
Provision of special equipment	(18)	16	28	27	33	37	(18)	8	13	18	16	17
Modify workplaces	(7)	11	23	26	25	36	(18)	11	10	20	17	16
Job sharing	(3)	6	7	7	9	10	(9)	11	9	6	3	7
Home working	-	5	6	8	9	7	(4)	8	9	10	5	4
Other	(2)	5	6	3	5	7	-	3	1	1	2	1
No adjustments made	(35)	19	19	20	18	22	(28)	29	28	30	21	20
Don't know	-	1	2	2	3	7	-	1	-	*	*	3
Unweighted base:	44**	195	186	267	225	192	22*	104	122	187	164	101
Weighted base: All with sick/disabled employees	143	510	82	67	15	13	68	255	56	45	11	10

*Less than 0.5%

** Low base

(Low Base)

41

Table 20 - Adjustments Made (Prompted) – by Industry Sector

	New Recruits					Existing Employees				
	Manufac-turing	Trade	Const-ruction	Services	Public sector	Manufac-turing	Trade	Const-ruction	Services	Public sector
Unweighted:	216	216	169	183	324	169	135	91	129	235
Weighted base: All with	104	212	155	117	242	75	101	57	74	137
sick/disabled employees	%	%	%	%	%	%	%	%	%	%
Provide flexible working patterns/ working hours	38	72	52	45	39	40	58	53	44	42
Allow for special leave	37	54	46	37	42	48	61	52	46	45
Additional on the job support	27	36	38	24	35	27	36	18	19	34
Provide (re) training	37	36	32	22	35	11	28	22	7	21
Provide counselling	14	27	17	13	24	14	22	22	16	21
"Partnering" with a non-disabled person/mentor	31	39	32	18	28	14	14	14	7	16
Alter work/workplace by redesigning duties	16	22	19	14	28	18	29	20	20	29
Provision of special equipment	20	14	18	17	24	8	10	5	15	15
Modify workplaces	17	8	13	14	17	10	9	3	18	20
Job sharing	3	2	9	7	8	11	8	6	9	12
Home working	15	3	2	6	2	3	8	8	13	6
Other	2	6	4	5	1	*	5	-	2	*
No adjustments made	25	13	16	30	27	19	12	19	29	25
Don't know	1	*	2	2	1	*	-	*	2	*
Unweighted:	216	216	169	183	324	169	135	91	129	235
Weighted base: All with sick/disabled employees	104	212	155	117	242	75	101	57	74	137

Note: Multicoded responses

* Less than 0.5%

3.3.4 Attitudes towards workplace adjustments

Employers reported that they did not generally find adjustments hard to make in practice. Three out of four (75%) reported that adjustments made for new recruits were easy (47% very easy) while 55% considered adjustments for existing employees to be easy (29% very easy). As seen in table 21, very few reported difficulty in making the necessary adjustments for either group [7].

Table 21 - Ease of Making Necessary Adjustments

	New Recruits	Existing employees
	%	%
Very easy	47	29
Quite easy	28	26
Very/quite easy	*75*	*55*
Neither easy nor difficult	11	10
Quite difficult	3	6
Very difficult	*	1
Very/quite difficult	*3*	*7*
Don't know/not stated	10	27
Mean	1.3	1.0
Unweighted Base	993	540
Weighted Base: All with sick/disabled employees who have made adjustments	728	278

* Less than 0.5%

There is evidence of variation by the size and sector of the organisation. The proportion rating adjustments 'very easy' decreased inversely with workplace and organisation size, meaning that small workplaces or organisations were most likely to say that they found making workplace adjustments either easy or very easy. Also, as shown in table 22, those in the manufacturing and trade sectors were most likely to rate adjustments as very easy. Adjustments for new recruits were consistently rated as easier than those made for existing employees.

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[7] Of those who expressed a view (ie excluding those who did not know). 83% found adjustments for new recruits to be very or quite easy while 75% found it very or quite easy to make adjustments for existing employees.

Table 22 - Ease of Making Necessary Adjustments – Size and Sector.

% Very Easy

	New Recruits				Existing Employees			
			Unweighted base	Weighted base			Unweighted base	Weighted base
Total	%	47	993	728	%	29	540	278
Respondent Type								
Personnel specialist	%	47	514	347	%	23	306	146
Line manager	%	48	479	381	%	36	234	132
Workplace size								
5-9	%	(56)	35	115	%	(34)	18	54
10-49	%	46	172	455	%	29	59	142
50-99	%	47	158	72	%	28	78	36
100-249	%	43	239	60	%	26	125	29
250-499	%	40	200	14	%	24	132	9
500+	%	26	181	12	%	14	128	8
Organisation size								
10-49	%	50	103	275	%	(29)	33	73
50-249	%	54	219	150	%	21	101	64
250+	%	41	670	302	%	33	406	141
Industry sector								
Manufacturing	%	58	137	85	%	42	118	42
Trade	%	54	203	203	%	37	99	55
Construction	%	49	151	139	%	18	57	37
Services	%	41	158	95	%	23	92	46
Public sector	%	37	293	205	%	26	173	99
Two tick employer								
Yes	%	26	217	98	%	42	129	45
No	%	50	776	630	%	26	411	233
Region								
North England	%	47	213	131	%	36	119	50
Midlands	%	48	218	139	%	24	113	54
South England	%	46	331	282	%	35	174	102
Scotland	%	(44)	44	29	%	(7)	21	6
Wales	%	65	61	40	%	(42)	41	22

Base: All with disabled employee and have made adjustments

(Low base)

3.3.5 Cost of and attitudes towards workplace adjustments

Respondents were asked to define their organisation's attitudes to any additional direct costs to the workplace resulting from adjustments made for new or existing disabled employees. As shown in table 23, only a small minority of employers (3% for new recruits and 2% for existing employees) had identified and quantified the amount; most either regarded adjustments as part of their normal costs or, although aware that a cost was involved, had not thought it necessary or had not attempted to quantify them. A significant minority reported that no additional cost was involved; this was more common in relation to new recruits (34%) than existing employees (20%).

Attitudes to additional costs were fairly consistent across all types of organisation.

Table 23 - Attitude to Additional Costs

	New Recruits	Existing employees
	%	%
We regard the cost of any such adjustment(s) as part of our normal costs	24	28
We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	12	10
We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	16	12
We have identified and quantified the additional cost arising from the adjustment(s)	3	2
The adjustments did not lead to any additional cost	34	20
Don't know/not stated	11	28
Unweighted Base	993	540
Weighted Base: All with sick/disabled employees who have made adjustments	728	278

In workplaces where adjustments had been made, those making adjustments were asked to estimate the cost involved. For both new (27%) and existing employees (47%), a significant number did not know and could not be encouraged even to make an estimate. It should be noted that cost data of this type is very difficult to obtain and many of the figures provided were the respondents' best estimates. Nonetheless, it is reasonable to assume that the data provide a fairly accurate reflection of the order of magnitude of costs incurred.

Where costs were incurred and an estimate obtained, the reported cost tended to be higher in respect of employees who became disabled when in post. As can be seen in table 24 (which excludes those who did not know the cost of adjustments), for new recruits, just 7% reported that the adjustments cost £1000 or more compared with 21% as regards existing employees. However, for both type of employee, many adjustments were reported as having no cost (70% new recruits, 55% existing employees).

From the limited number of responses given, there was some indication that small organisations and workplaces were more likely to have made adjustments for disabled employees that had incurred no costs. However, if money was spent then small and large organisations were equally likely to spend significant amounts. For example, in recruiting disabled employees, 75% of small organisations (i.e. those with fewer than 50 employees) and 69% of large ones (250 or more employees) reported no cost involved in the relevant adjustment. However, 5% of small and 9% of large organisations reported having spent £1000 or more.

There was some indication that employers paid more for adjustments for white collar workers as compared with blue collar, especially for existing employees. For this group, 17% of employers reported paying at least £1000 for adjustments for blue collar staff compared with 23% for white collar.

Table 24 Cost of Adjustments[8]

	New Recruits	Existing employees
	%	%
Nil	70	55
Less than £50	4	2
£50 to £99	3	4
£100 to £249	5	7
£250 to £499	7	6
£500 to £999	4	6
£1,000 or more	7	21
Unweighted Base	725	286
Weighted Base: All with sick/disabled employees who have made adjustments	531	147

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[8] Table excludes those who could not provide even an estimate of costs

3.4   Experience of Disabled Employees Unable to Remain in Employment

3.4.1 Occupation of Former Employees

This section looks at examples of employees who had become sick or disabled and who had subsequently been unable to return to work. Employers were asked whether or not they had experienced any such instances in recent years and, if so, what steps they had made or suggested to attempt to keep the employee in post.

One in four respondents (27%) reported that in the last three years they had had experience of employees who had become sick or disabled and who had been unable to return to work. Most of those who had such an experience were able to identify only one such employee (9% of all employers) although respondents in some large workplaces could identify much larger numbers. However, two out of three (65%) said that their workplace had had no employees in these circumstances. One in six (15%) were unable to say how many employees had become sick or disabled and had been unable to return to work, although they knew that there had been at least one in their organisation. A small number (7%) did not know whether or not they had any such employees.

As workplace and organisation size increased, there was an increase in the proportion of respondents who were unaware of the number or existence of disabled employees who had been unable to remain in employment; this is likely to reflect larger number of such employees. However, the proportion who had such ex-employees also increased. Among workplaces with 5-9 employees, almost seven in ten (68%) had no experience within the previous three years of employees who had been unable to return to work. This compared with two in ten (17%) workplaces with over 500 employees.

Where applicable, respondents were asked to provide details of the most recent employee who had become ill and was unable to return to work so that a further series of examples could be explored.

As seen in table 25, the occupation of the employees who had been unable to remain in employment was similar to that for continuing employees who had become sick or disabled but who had remained in employment (see table 16; data for table 25 are shown in the same rank order as table 16 to ease comparison). Fewer were in sales occupations but other differences are the result of the high proportion of former

47

employees whose occupation was not known. It is not clear whether the differences stemmed from greater efforts to retain some employees in these occupations or whether the employees who stayed in work had less debilitating impairments.

Table 25 - Occupation of Former Employees

	Employee who had to leave
	%
Routine unskilled	15
Clerical & secretarial	11
Sales	6
Semi-professional & technical	5
Managers & administrative	11
Craft & skilled service	9
Professional	5
Operative & assembly	9
Other	*
Don't know/not stated	46
Unweighted Base	684
Weighted Base: All with sick/disabled employee who had to leave	394

Note: Multicoded responses

Many employers were unable to identify the disability that had led to the employee leaving work (52%) but where this was known, mobility problems were most likely to be mentioned (23%) with heart or blood circulation problems (9%) and depression (7%) also featuring more significantly than for new or retained employees.

3.4.2 Workplace Adjustments

Just over one in three employers (38%) reported that they had taken steps to allow the person to continue working at the workplace. Two out of three of the remainder (64%, this representing 40% of all employers with employees unable to remain in work) would have been prepared to do so if this could have helped retain an employee[9]. The remaining 22% said they did not make adjustments and would not have been willing (or able) to do so.

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[9] Personnel specialists were particularly likely to report that their organisation had taken steps or would have been willing to do so.

Attempts at retaining the employee increased with the size of workplaces (although a few small workplaces or organisations were involved in trying to retain sick employees) and were most numerous in the manufacturing sector (57%).

Table 26 shows the steps taken to try to retain the employee in the workforce. Before prompting, the adjustments most likely to be mentioned were flexible working (35%) and redesigning duties (25%). Counselling and special leave were also mentioned less frequently.

After prompting, it became evident that many employers had also attempted other steps to retain the employee who had eventually not returned to work. Nearly all (92%) had attempted to make adjustments. Special leave was the step most frequently mentioned (64%), although several others were attempted by a significant minority – especially flexible working (56%) and changes to work or duties (44%). Smaller proportions mentioned provision of special equipment (13%), modification of the workplace (15%) or home working (8%)[10].

Those who had *not* taken any steps to retain the employee who had eventually not returned to work were asked what they would have been prepared to do to enable them to keep the staff member in post. As for those who had taken steps, the question was asked spontaneously and then prompted.

Before prompting, the range of possible alterations mentioned were the same as those described by those who had made adjustments. Work or workplace alterations, mentioned by one in three (30%), was the change most likely to have been thought feasible. Provision of flexible working patterns (18%), special equipment (15%) and allowance for special leave were also mentioned by a significant proportion of respondents but others, especially partnering, job sharing, on the job support and home working were very seldom reported.

However, on prompting, respondents appeared to have been very willing to take steps to retain the employee. Adjustments that would have been made (but were not) were reported significantly in excess of the actual adjustments implemented for new recruits or existing employees. Compared to adjustments that had been made by others, employers were particularly likely to describe themselves as having been willing to provide special equipment, provide training or retraining and to modify the workplace. Other adjustments were also mentioned more frequently by this group

although the difference was less marked between theoretical and practical changes (i.e. what employers said they would be willing to do compared with what they actually reported having done). Perhaps some respondents found it difficult to judge what might have been possible in situations where the employee was too sick to continue working.

The research did not explore the reasons why employers did not implement the adjustments they said they would have been willing to make.

Table 26 - Adjustments employer attempted or would have been willing to make to retain employee who had become sick or disabled

	Steps taken		Steps would be willing to take	
	Spon-taneous	Promp-ted	Spon-taneous	Promp-ted
	%	%	%	%
Allow for special leave	22	64	11	58
Provide flexible working patterns/ working hours	35	56	18	63
Alter work/workplace by redesigning duties	25	44	30	59
Additional on the job support	5	37	3	38
Provide counselling	17	36	7	43
Provide (re) training	6	20	4	53
"Partnering" with a non-disabled person/mentor	4	19	3	22
Modify workplace	6	15	7	31
Job sharing	2	15	3	32
Provision of special equipment	9	13	15	40
Home working	2	8	2	6
Other	9	11	5	*
None of these	7	5	*	*
Don't know/can't recall	*	3	32	11
Unweighted Base	303	303	143	143
Weighted Base: All taking steps/ willing to take steps to retain sick/ disabled employee who eventually had to leave work	149	149	73	73

Note: Multicoded responses

   * Less than 0.5%

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[10] Because only a small number of respondents had been in this situation, the cell sizes are too small for reliable sub-analysis.

Those taking steps in an attempt to retain their employee(s) seemed to find the necessary adjustments slightly more difficult than those who had successfully recruited or retained someone who was sick or disabled. As shown in table 27, two out of three (65%) found the adjustments very or quite easy although one in six (16%) found these difficult. Thus, it would appear that employers were more likely to find it easy to make adjustments for an employee who left (even though these did not result in retaining the person in work) than for one who stayed in employment after becoming ill. Adjustments for new recruits were easiest of all (see table 21).

Those who had *not* taken steps, but who had said that they would have been prepared to, were particularly likely to envisage problems with making adjustments. Only four in ten (41%) thought the adjustments would have been easy while a similar proportion (44%) considered they would have been difficult. It is not possible to tell whether respondents were overestimating the difficulty of making adjustments because they had not actually been through the process or possibly, because the employee who had been unable to stay in work would have needed more extensive adjustments than was practically possible.

Table 27 - Ease of making necessary adjustments
for employee who eventually had to leave

	Steps taken	Would be willing to take steps
	%	%
Very easy	42	10
Quite easy	23	31
Very/quite easy	*65*	*41*
Neither easy nor difficult	16	8
Quite difficult	9	29
Very difficult	7	15
Very/quite difficult	*16*	*44*
Don't know/not stated	3	7
Unweighted Base	286	143
Weighted Base: All taking steps/willing to take steps to retain sick/disabled employee who eventually had to leave work	139	73

3.4.3 Cost of and Attitudes towards Workplace Adjustments

This section continues the investigation of adjustments that had been made in an unsuccessful attempt to retain in work an employee who became sick or disabled. It explores the attitude to costs and details the actual costs incurred in the attempt.

For those who had taken steps to retain the employee, the attitude to additional costs followed the same pattern as for recruitment and retention of existing employees. Table 28 shows that options such as considering the costs as part of normal costs (33%), not thinking to cost the adjustment (29%), or only having made adjustments which lead to no additional costs (29%), were each mentioned by a significant proportion. Just 5% had identified and quantified the additional costs. This range of attitudes is very similar to those with existing employees who were sick or disabled (see table 23).

Those who had not taken steps to retain the employee who left but who reported that they would have done so if this would have helped them to stay, were less likely to have considered the cost of adjustments as part of their normal costs but were more likely to have identified it. There was also a higher proportion who chose not to quantify costs.

Although some differences are not statistically significant (primarily due to small sample sizes), there is some indication that workplaces which did not take steps to retain their disabled employees had a different attitude to the additional costs of the types of adjustments that would be necessary than those workplaces which made changes. They were less likely to be considering cost-free adjustments and more likely to recognise or identify the additional cost that would be incurred. In particular, the proportion identifying costs (15%) is significantly higher than for other groups (5% or less) who had made or attempted changes.

Table 28 - Attitude to Additional Costs

	Steps taken	Would be willing to take steps
	%	%
We regard the cost of any such adjustment(s) as part of our normal costs	33	22
We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	9	18
We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	23	18
We have identified and quantified the additional cost arising from the adjustment(s)	5	15
The adjustments did not lead to any additional cost	29	20
Don't know/not stated	1	7
Unweighted Base	286	143
Weighted Base: All taking steps/willing to take steps to retain sick/disabled employee who eventually had to leave work	139	73

Those making adjustments in attempting to retain the existing employee were, as for the earlier examples (see table 24), asked to try to identify the associated costs. As for current employees, a significant proportion did not know what the costs were (35%); this was more than for new recruits (27%) but less than for existing employees who became disabled (47%). Of those who provided a cost estimate, two out of three (65%) attempted adjustments which had no cost (see Table 29). In comparison, this was greater than the figures for new recruits (51%) and, in particular, for existing employees (29%). At the other extreme, adjustments made in an attempt to retain the disabled employee were more often of high cost. 23% reported the cost as £1000 or more compared with 5% for new recruits and 11% for existing employees. There were significantly fewer adjustments at intermediate cost made for employees who had been unable to stay in work.

Table 29 - Cost of Adjustments[11]

	Cost of Steps taken
	%
Nil	65
Less than £50	6
£50 to £99	1
£100 to £249	4
£250 to £499	1
£500 to £999	*
£1,000 +	23
Unweighted Base:	188
Weighted Base: All taking steps to retain sick/disabled employee who eventually had to leave work	90

* Less than 0.5%

3.5   Organisations who do not recruit or employ people with disabilities.

Table 14 detailed the characteristics of organisations who currently employed disabled people. Those least likely to currently employ people who were long term sick or disabled were smaller workplaces (generally those with fewer than 50 employees) and those in the construction or services sectors.

Those who did not currently employ any staff who were sick or long term disabled were asked why this was. The majority of respondents (62%) reported that the main reason was because no-one with a disability had applied for employment in the workplace. A further 12% noted that they had previously employed disabled people at the workplace but they had subsequently left. Most of the remainder did not know why there were no disabled people at the workplace.

3.6 Problems and benefits associated with employing disabled people

Respondents were asked whether, in their view, there were particular problems or difficulties associated with the recruitment of disabled people. Half thought that there were no problems or could not say what problems there were (49%). Of the remainder, the main difficulty identified was that the type of work available was not suitable for people with disabilities (24%). Other difficulties were mentioned less

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[11] Table excludes those who could not provide even an estimate of costs.

frequently; one in ten respondents (11%) were concerned about the lack of access or suitable equipment and a similar proportion (9%) noted that difficulties would differ, depending on the nature and severity of the disability (table 30).

Some groups of respondents were more likely to perceive problems than others. For example, organisations with disabled employees were less likely to identify problems than those with none (46% compared with 58%). Similarly, personnel staff, those in large organisations and respondents who were themselves sick or disabled were also less likely to identify problems. In each case, however, where problems were identified, the type of work and lack of access or facilities were mentioned with greatest frequency.

Some sectoral differences were apparent. Difficulties were least likely to be perceived in the trade sector and most common in the construction industry. In particular, the construction sector were far more likely to raise concerns about health and safety (12%) than other groups.

Table 30 - Problems or Difficulties associated with
the Recruitment of People with Disabilities

	Total
	%
Type of work unsuitable for disabled people	24
Lack of access/facilities/equipment	11
Depends on the nature/severity of the disability	9
Health and safety concerns/regulations	6
Have no disabled people/don't attract disabled applicants	4
People's attitudes/prejudices	2
Other	4
None/don't know	49
Unweighted base: **Weighted Base:** All respondents	1966 1966

The picture was slightly different when respondents were asked to describe problems or difficulties associated with the retention of employees who have become disabled, as shown in table 31. In this case, a higher proportion – nearly seven out of ten (72%) – thought there were no difficulties or were unable to say what difficulties there might be.

The main problem identified was that the disability might prevent the employee from continuing to do their job (11%) although obviously, as for recruitment, problems would vary depending on the nature of the disability (8%) or the work involved (5%). Smaller numbers of respondents mentioned other reasons such as the need for making adjustments to the job or to the workplace or moving the person to another role, if this were possible. However, a very small number discussed other concerns; these included the cost to the employer or the negative impact on colleagues' morale or workloads, the need for increased supervision, uncertainty as to when the employee would be absent and the fear that the illness could worsen. For this minority, it would seem that the anticipated difficulties could deter them from making adjustments.

As for recruitment of disabled people, there were no significant differences by workplace or organisation size, or by industry sector. Disabled respondents together with those employing such staff were less likely to identify problems than others.

Table 31 - Problems or Difficulties associated with the Retention of Employees who become Disabled

	Total
	%
Disability means they can't continue to do their job	11
Depends on the disability	8
Depends on the work	5
Need to move to new role	3
Make provisions/adaptations	2
May be unable to change the role	2
Considerable cost to the employer	2
Other	2
None/don't know	72
Unweighted base:	1966
Weighted Base: All respondents	1966

Four in ten employers (40%) were able to identify benefits or advantages to the workplace in the recruitment or employment of people with disabilities. The main benefits discussed were the active demonstration (to other employees and/or customers) of the organisation's equal opportunities policy or social responsibility, demonstration that the organisation does not differentiate, the increased disability

awareness of non-disabled employees and a belief that disabled employees are more committed and work harder. Each of these was mentioned by between 6% and 10% of employers. Smaller numbers of respondents mentioned other reasons (table 32).

Respondents in large organisations (49%) and workplaces were more likely to identify benefits than respondents working in smaller places (34%). Demonstration of the equal opportunity policy working and benefits to the organisation's image were particularly relevant to larger organisations. Public sector respondents were most likely to identify benefits; the working of the equal opportunity policy and, especially, increased disability awareness for other employees (16%) were mentioned with higher frequency than in other sectors.

Neither disabled respondents nor those who employed disabled staff were more likely to identify benefits than others. This contrasts with the earlier finding (see pages 51 and 52) that disabled respondents were less likely to perceive problems.

Table 32 - Benefits/Advantages of Employment of People with Disabilities

	Total	Organisation size			Industry Sector				
		Small	**Medium**	**Large**	**Manufa cturing**	**Trade**	**Const-ruction**	**Services**	**Public Services**
	%	%	%	%	%	%	%	%	%
Diverse workforce/demonstrate equal opportunities policy/social responsibility	10	7	6	14	4	14	4	7	14
Don't differentiate/treat all the same	7	5	3	10	9	6	5	9	6
Disabled people more committed/work harder	7	5	6	9	6	9	5	8	5
Increases disability awareness of non-disabled employees	6	8	5	6	3	1	2	5	16
Advantages for disabled people/good for them to have a job	4	5	2	3	2	4	3	2	5
Good for company image	4	2	5	5	3	6	2	7	3
Disabled people bring skills/ understanding to the job	4	2	3	7	2	8	2	3	5
Other	10	8	10	11	8	13	6	6	13
None/don't know	60	66	62	51	72	54	75	62	47
Unweighted base:	1966	307	462	1194	354	339	301	393	576
Weighted Base: All respondents	1966	783	401	778	234	467	370	350	545

3.7 Summary

As noted earlier, the proportion of respondents who identified that they had disabled people in the workplace increased significantly when they were provided with a definition of disability based on that used in the DDA compared with when they used their own definition. Thus, many employers appear to be unaware that some of their employees are disabled according to the definition of the DDA.

Workplaces were far more likely to have employees who were recruited with a health problem or disability (72%), than to have employees who had become sick after recruitment and who had either stayed in work (27%) or had to leave (27%). In all cases, the incidence of disabled employees increased with organisation and workplace size.

It is evident that many employers do not recognise what constitutes a workplace adjustment to help disabled people enter or remain in work and many are, in fact, making adjustments without knowing that they are doing so. Thus, the proportion who identified that they had made adjustments was 45% before prompting and 65% after. The most common adjustment (both before and after prompting) was the provision of flexible working patterns and hours. The types of adjustment which were least likely to have been recognised as such were allowance for special leave, additional on the support and (re) training.

The majority of employers who had made adjustments reported that they had found these easy to make (75% for those making adjustments for new recruits and 55% for those making adjustments for existing employees). For both new (27%) and existing employees (47%), a significant number of employers did not know the cost of the adjustments that they had made and were unable to even make an estimate.

4. ATTITUDES TO EMPLOYING PEOPLE WITH DISABILITIES - PERCEPTIONS AND SCENARIOS

4.1   Introduction

This chapter looks at attitudes towards disabled employees and the perceptions that employers had about them. This was explored in two different ways. Firstly, respondents were asked to indicate their level of agreement with a range of statements about the employment of disabled people. Secondly, they were asked to indicate how they might respond to a number of different workplace scenarios relating to the employment or retention of disabled people.

4.2   Attitudes to Employing People with Disabilities

Respondents were asked to indicate their attitudes to possible costs and benefits of employing people with disabilities by agreeing or disagreeing with a series of statements. Responses were on a five point scale ranging from strongly agree to strongly disagree. The statements themselves were a mixture of positive and negative concepts and are detailed in table 33.

Mean scores were calculated on a scale of +2 to –2. For a positive statement, the scoring was based on +2 for strongly agree through to –2 for strongly disagree. In order to allow all statements to be measured from a common viewpoint, the scoring was reversed for negative statements. Thus, a score of +2 would indicate total agreement with a positive statement or total disagreement with a negative statement. An aggregate positive score to a statement therefore indicates a positive attitude amongst respondents to the disability issues under investigation.

As can be seen from table 33, four of the ten statements showed a very strong attitude to disabled employees with scores of 0.9 or higher (roughly equating to an overall rating of agree for a positive statement or disagree for a negative statement).

For nearly all other statements, opinions were more polarised so that mean scores were lower, ranging from +0.6 to +0.1. In most cases, substantial minorities were neutral or took the opposite view from the majority. For example, around half (47%) disagreed that disabled employees require additional management and supervisory time, but 27% agreed with this statement and 26% were neutral.

For example, the first statement on table 33 is "It would not be appropriate to have a disabled employee in a post dealing face to face with customers". This is a negative statement (i.e. a person with awareness of and empathy with disability issues is likely to disagree with the statement) and the mean has been calculated using reverse scoring. Thus, a rating of strongly agree scored –2 while a rating of strongly disagree scored +2. Overall, a positive mean score will indicate positive attitudes towards disabled people. For positive statements such as "adjustments made for disabled employees can be beneficial for other people also", direct scoring was used. In this case, a rating of strongly agree scored +2 while strongly disagree scored –2. As with the negative statements, a positive mean score will indicate appropriate attitudes.

The only statement which did not fit into the pattern described above was one suggesting that disabled employees have better attendance and punctuality records than others. Two in three (64%) gave a neutral response while others were split between positive (21%) and negative responses (15%).

Overall, the responses indicated that attitudes were generally favourable to the employment of disabled people and appear to suggest that the barriers to employment were few. However, there is a minority view which, when coupled with those with neutral opinions, show that the known barriers may, at least in part, be due to entrenched attitudes. The high level of neutral scores on some statements may also indicate that some respondents had no view. In practice, even where attitudes to disabled employees on these issues were positive, this does not automatically indicate that these were translated into the best practices in the workplace.

Respondents in the public sector tended to have the most positive views towards disabled employees while the construction sector was slightly more negative than others, perhaps reflecting the slightly lower level of experience of disabled employees in this sector. For example, the statement examining the appropriateness of using disabled employees for face-to-face client contact had a mean score of 1.3 in the public sector but 1.0 in the construction sector. Other sectors had mean scores between these extremes.

Some of the statements varied by workplace size, as shown in table 34. In particular,

Table 33 Agreement with statements about costs and benefits to business of employing people with disabilities

Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It would not be appropriate to have a disabled employee in a post dealing face to face with clients/customers **		3	12	48	36
Most staff may feel uncomfortable if they were asked to work with a disabled person **		5	12	57	26
Disabled employees tend to be less productive **		5	19	52	23
Adjustments made for disabled employees can be beneficial for other people also ie. other employees, disabled customers	16	64	15	5	
The recruitment/retention of an employee who is or becomes disabled has a positive effect on the company's public image	11	49	27	11	2
Disabled employees create additional workload for personnel/HR staff **		17	22	50	10
The recruitment/retention of an employee who is or becomes disabled has a positive effect on staff relations and morale	10	44	34	11	
Making adjustment(s) for an employee who becomes disabled often costs less than recruiting a new employee	9	44	32	13	2
Disabled employees require additional management and supervisory time **		2	25	26	38	9
People with disabilities tend to have better attendance and punctuality records	4	17	64	13	2

*   Less than 0.5%
** Negative statements (reversed scoring used)

Legend:
☐ Strongly agree
☐ Agree
☐ Neither agree nor disagree
☐ Disagree
☐ Strongly disagree

larger workplaces had greater levels of agreement that adjustments can also benefit others and disagreement that disabled people are less productive or are inappropriate in client- facing posts. The latter statement is shown in graphical format (table 35) as an example of the variation by size and sector.

Personnel specialists and line managers showed identical patterns of response for all statements – in no case was the difference in mean score more than 0.1.

Table 34 - Statements about costs and benefits to business – Workplace and Industry Sector: Mean Scores

	Workplace Size							Industry Sector				
Weighted Base (All): 1966	**1-4***	**5-9**	**10-49**	**50-99**	**100-249**	**250-499**	**500+**	**Manufacturing**	**Trade**	**Construction**	**Services**	**Public Services**
It would not be appropriate to have a disabled employee in a post dealing face to face with clients/customers **	0.9	1.2	1.1	1.2	1.3	1.4	1.5	1.1	1.1	1.0	1.2	1.3
Most staff may feel uncomfortable if they were asked to work with a disabled person **	1.0	1.1	1.0	1.1	1.0	1.1	1.1	0.8	1.0	1.0	1.0	1.1
Disabled employees tend to be less productive **	0.8	0.9	0.9	1.1	1.0	1.0	1.2	0.8	0.8	0.8	1.1	1.0
Adjustments made for disabled employees can be beneficial for other people also i.e. other employees, disabled customers	0.7	0.9	0.9	0.9	1.0	1.0	1.2	0.8	0.9	0.8	0.9	1.0
The recruitment/retention of an employee who is or becomes disabled has a positive effect on the company's public image	0.5	0.6	0.5	0.7	0.7	0.7	0.8	0.4	0.6	0.4	0.5	0.7
Disabled employees create additional workload for personnel/HR staff	0.5	0.7	0.4	0.5	0.6	0.6	0.6	0.3	0.6	0.5	0.5	0.5
The recruitment/retention of an employee who is or becomes disabled has a positive effect on staff relations and morale	0.5	0.5	0.5	0.6	0.8	0.8	0.8	0.5	0.5	0.4	0.6	0.6
Making adjustment(s) for an employee who becomes disabled often costs less than recruiting a new employee	0.7	0.5	0.4	0.6	0.5	0.6	0.7	0.4	0.5	0.3	0.4	0.5
Disabled employees require additional management and supervisory time	0.3	0.3	0.2	0.3	0.4	0.5	0.6	0.2	0.2	0.3	0.4	0.2
People with disabilities tend to have better attendance and punctuality records	0.2	0.1	0.1	0.1	0.1	0.1	0.2	0.1	0.2	0.1	0.1	-

* unweighted

Table 35. **"It Would Not Be Appropriate To Have A Disabled Employee In A Post Dealing Face To Face With Clients/Customers" – Example of changes by workplace size and industrial sector**

Mean scores
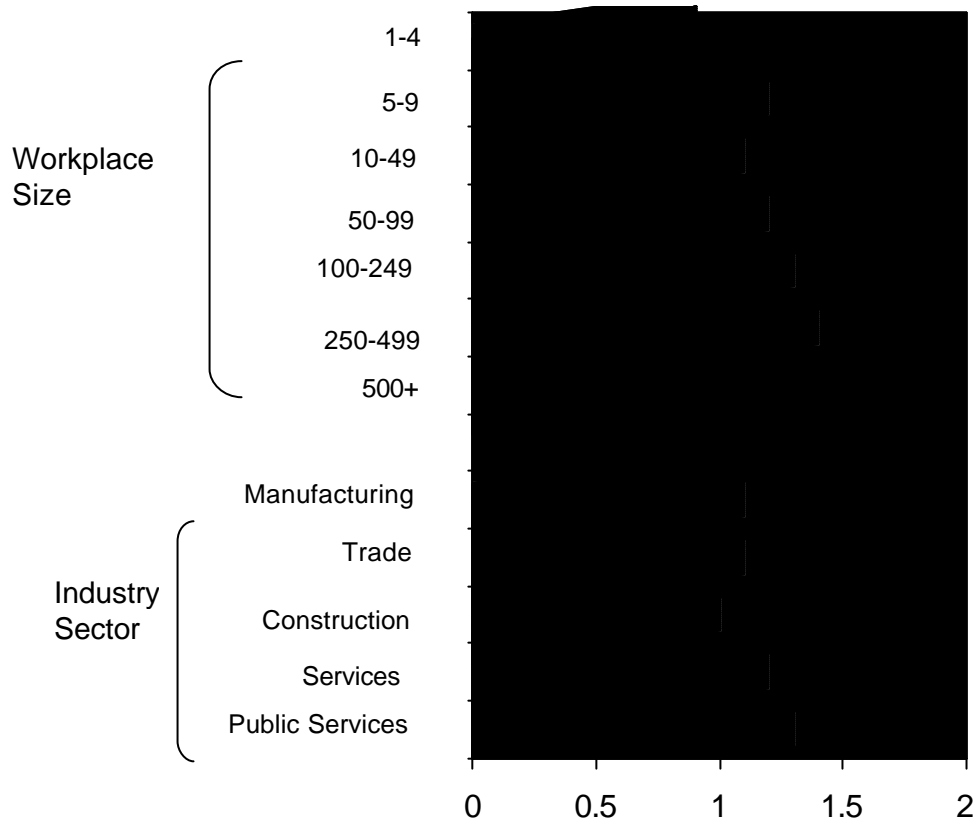
4.3 Scenarios

A series of five workplace scenarios were read out to respondents and a variety of questions posed to determine what the respondent might do in that situation. Respondents were assured that there were no "right" answers and were therefore encouraged to respond truthfully. Table 36 shows the five scenarios used.

Table 36 - Text Used for Each Scenario

No.	Scenario
1	An employer specifies that a driving licence is required for a job which involves limited travelling. An applicant for the job has no driving licence because of the effects of his disability. He is otherwise the best candidate for the job and he could easily and cheaply do the travelling involved by other means.
2	A man with a disabling heart condition applies for an office job. The Company routinely asks all applicants to fill out a health questionnaire and requires all applicants who state they have a disability to undergo a medical examination, irrespective of whether it is relevant to the job.
3	An employer is recruiting staff for an IT job and requires all candidates to be able to work for at least two years to complete a particular work project. Medical evidence shows an applicant for the job is unlikely to be able to continue working for that long. He is otherwise a particularly good candidate.
4	An experienced receptionist who has worked for ten years in the flagship office of an organisation, where VIPs and dignitaries arrive to meet senior management, has recently survived a car crash that has left her with a serious facial disfigurement.
5	An employee was involved in an accident and, as a result, lost the use of her legs. The employee says that her doctor suggested that she should be allowed to work from home for around twelve months as part of her gradual return to work. She could perform her duties at home if temporarily provided with equipment from the office.

The findings from the scenarios are summarised in Table 37.

Scenario 1

Seven out of ten respondents (72%) reported that they would employ the applicant in scenario one who has no driving licence but is otherwise the best applicant for the job; just two in ten (17%) would not. The remaining one in ten mostly specified other courses of action although 4% did not know what they would do. These alternatives included reviewing the job specification to assess the requirement, finding an alternative post for the applicant, and looking at other applicants before making a decision.

Personnel specialists (77%) were more likely to say that they would employ the applicant than line managers (68%), and the employment option was also used most by those in very large workplaces and in the public sector.

Scenario 2

Opinions for scenario two were more varied; two in three (64%) thought that asking all applicants who state that they have a disability to undergo a medical examination is reasonable but one in three (31%) considered it an unreasonable policy. Those most likely to find the policy unreasonable were those in the services (37%) and trade sectors (36%). There were no differences by respondent type or organisation size.

Scenario 3

Scenario three polarised opinion. Overall, almost half (46%) of respondents said that they would consider the applicant for the IT job despite the fact that he is unlikely to be able to work until the end of the two year project; 37% would reject him. Most of the remainder found alternative options although 6% did not know what they would do.

Those in large organisations (30%) were less likely to reject the applicant than staff of small (43%) or medium sized organisations (41%). There were also significant differences by sector – 48% in the construction sector but only 30% in the public sector opted for rejection; other sectors were close to the average. The construction industry was of interest because it was nearly the only group in which respondents were more likely to reject the candidate rather than consider him. The other group in this category was organisations with no employment policy specifically relating to the employment of disabled people.

Scenario 4

In scenario four, just over half (54%) indicated that they would keep the receptionist in post despite her facial disfigurement following a car crash. Only 11% would transfer her; however, 29% suggested alternatives, especially consultation with the employee (24%). Some would suggest an alternative but allow the employee to make the final decision or give her a trial period. Compared with other scenarios, there was little variation between groups. However, those in the service or

manufacturing sector (49% each) or in small workplaces with fewer than ten people (52%) were least likely to say that they would retain the receptionist in post.

Scenario 5

The final scenario, together with the first, provided the most unanimity. Seven in ten respondents (73%) said they would provide office equipment and allow the employee to work from home for up to a year while recuperating from her accident. One in six (17%) would wait for her to recover. Personnel specialists, together with those in the trade and construction sectors, were less likely to approve home working than others. A small number indicated that they may be prepared to accommodate the worker's needs for a while but felt that a year may be too long and alternative compromises such as reduced office hours might need to be considered.

None of the scenarios showed significant variations by current experience of disabled staff and there were no consistent regional differences.

Overall, the scenarios provided a broad impression of employers willing to help disabled people overcome the barriers which would prevent them from finding or retaining work to give the same opportunities as non disabled people. Given the theoretical situations in the scenarios, most respondents indicated that they would seek ways in which adjustments could be made.

However, even among these theoretical situations explored, there were a minority of organisations and individuals who expressed concern that the disabled people described might not be able to fulfil their roles completely or efficiently. Very few respondents raised the issue of the costs of the adjustments to the organisation although a small number did so when considering the costs of setting up the home working in Scenario 5. Some of the other responses suggested that a large number of considerations would be included in the equation when weighing up situations in real life. Among the issues raised (all by small numbers of respondents) were the nature of the job and the workplace, the impact of the adjustment on other staff, the alternative employment available within the workplace for the employee, and the character of the individual and the time that he or she had worked for the organisation.

Table 37   Scenarios by Size and Sector

	Total	Workplace Size							Sector					Organisation size		
		1-4	5-9	10-49	50-99	100-249	250-499	500+	Manu-facturing	Trade	Construc-tion	Serv-ices	Public Sector	10-49	50-249	250+
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Scenario 1																
Employ	72	(74)	67	74	75	74	76	81	63	70	69	72	81	72	66	76
Not employ	17	(19)	22	15	17	14	12	9	25	18	21	15	10	18	20	13
Other	7	(2)	7	7	3	9	8	8	4	8	4	9	6	7	5	8
DK/NS	4	(5)	4	4	5	3	4	2	8	4	6	4	3	3	9	3
Scenario 2																
Reasonable	64	(60)	61	65	59	63	65	62	65	60	71	58	65	62	67	64
Not reasonable	31	(38)	34	29	37	32	29	35	29	36	23	37	29	35	28	34
Other	2	(2)	4	2	2	2	2	2	3	1	1	3	2	3	5	2
DK/NS	3	(0)	1	4	2	3	4	1	3	3	5	2	4	2	1	1
Scenario 3																
Consider	46	(55)	48	45	44	50	52	52	48	46	36	44	51	42	40	52
Reject	37	(33)	38	38	38	35	27	26	41	36	48	38	30	43	41	30
Other	11	-	12	9	14	10	13	17	7	11	9	14	10	9	10	12
DK/NS	6	(12)	2	8	4	5	8	5	4	7	7	4	9	6	9	6
Scenario 4																
Keep in post	54	(50)	52	55	54	56	59	58	49	58	52	49	58	53	48	58
Move	11	(12)	17	9	11	9	6	5	14	7	18	13	7	12	15	7
Other	29	(29)	25	27	31	29	29	32	25	28	23	27	30	29	24	29
DK/NS	7	(9)	6	9	4	6	6	5	12	7	7	11	5	6	13	6
Scenario 5																
Work from home	73	(74)	71	74	74	76	67	82	78	68	69	78	75	74	78	70
Wait to recover	17	(14)	18	17	16	15	19	10	17	16	20	15	18	23	17	26
Other	6	(5)	9	5	5	5	6	6	3	11	3	6	4	3	5	4
DK/NS	4	(7)	2	4	5	4	8	2	2	5	8	1	3	3	6	6
Unwtd Base	1966	42	137	478	349	401	296	305	354	339	301	393	576	307	462	1194
Wtd Base (All)	1966	-	452	1219	157	98	20	20	234	467	370	350	545	783	401	778

4.4 Summary

On the basis of both the statements and the scenarios, employers generally showed a positive attitude to the employment of disabled people. However, there is some evidence that respondents had little experience of some aspects surveyed. For example, high proportions of respondents selected the neutral option on the attitude statements.

It is possible that responses to the scenarios gave indications that employers would explore a wide range of options before deciding how to handle sensitive situations similar to these. It was clear from employers that, when making decisions about making adjustments to ensure disabled employers were not disadvantaged in comparison to non-disabled employees, they took into account a range of factors. These could include the needs of disabled employees and the possible impact on other staff as well as a range of other commercial and practical issues.

5. AWARENESS OF AND ATTITUDES TO LEGISLATION AND GOVERNMENT INITIATIVES

5.1   Introduction

Respondents were asked about relevant legislation and a range of different Government initiatives relating to the employment of disabled people which have been introduced over the past few years.

> - Disability Discrimination Act 1995 (DDA)
> - New Deal for Disabled People (NDDP)
> - Disability Service Teams (DST)
> - Access to Work programme (AtW)
> - Supported Employment Programme (SEP)
> - Disabled Person's Tax Credit (DPTC)

Examination of the DDA included respondents' awareness of the Act and, in particular, those parts of it dealing with employment issues. This section also looked at how well individuals understood exemptions from these employment provisions, particularly whether or not their own organisation was covered.

For each of the other initiatives, the study looked at awareness and both actual and potential use.

5.2   Disability Discrimination Act

5.2.1 Awareness of Disability Discrimination Act

Over seven out of ten respondents (73%) reported they had heard of the Disability Discrimination Act (DDA). As may be expected, awareness was higher among personnel specialists (79%) than line managers (68%) and virtually all dedicated personnel specialists (92%) said that they were aware of the Act.

Awareness increased with the size of the organisation, as can be seen in table 38, ranging from 63% in the smaller organisations to 82% in those with more than 250 employees. There was also variation across industry sector, with awareness highest in the public sector and significantly lower in the construction and manufacturing sectors. There was no significant geographic variation.

Two tick employers were far more likely than others to have heard of the DDA but there was a much smaller differential between those who did or did not currently have any disabled or sick employees.

Respondents who said that they were aware of the Act were asked (using a five point scale) how aware they were of those parts of it dealing with employment issues. Six out of ten (60%) said they were **very or fairly** aware with 12% considering that they were **very** aware of those parts of the Act.

As for overall awareness, familiarity with the employment issues varied with respondent type – personnel specialists and especially dedicated personnel specialists being most familiar – and increased significantly with both organisation and workplace size. For example, half of the line managers surveyed (54%) reported they were very or fairly aware of the employee issues in the Act compared with two out of three personnel managers (65%).

Awareness by workplace size ranged from 51% who said they were very or fairly aware in the small establishments (fewer than 10 employees) to 86% in organisations with 500 or more employees.

There were only minimal differences across industry sector, although 12% of those in the construction sector (significantly higher than other sectors) said that they were not at all aware of the relevant parts of the Act. Awareness showed some regional variations, although it is difficult to explain why this should be so.

Table 38 - Awareness of Disability Discrimination Act: % Aware

	Heard of Act				Very/Fairly aware			
			Unweighted base	Weighted base			Unweighted base	Weighted base
TOTAL	%	73	1966	1966	%	60	1623	1436
Respondent Types:								
Personnel Specialist	%	79	985	910	%	65	876	719
- Dedicated	%	92	362	225	%	71	344	208
- Other	%	75	623	685	%	63	532	512
Line Manager	%	68	980	1056	%	54	717	716
Industry type:								
Manufacturing	%	68	354	234	%	57	281	1593
Trade	%	71	339	467	%	62	260	329
Construction	%	65	301	370	%	56	230	239
Services	%	74	393	350	%	61	315	258
Public Sector	%	83	576	545	%	60	504	450
Workplace Size:								
5-9	%	68	137	452	%	51	95	309
10-49	%	72	478	1219	%	59	346	882
50-99	%	82	349	157	%	61	287	128
100-249	%	83	401	98	%	76	332	81
250-499	%	83	296	20	%	81	250	16
500+	%	92	305	20	%	86	283	18
Organisation Size:								
Small (10-49)	%	63	307	783	%	49	195	496
Medium (50-249)	%	76	462	401	%	54	371	304
Large (250+)	%	82	1194	778	%	70	1026	634
Region								
North England	%	75	415	396	%	66	334	297
Midlands	%	73	441	438	%	59	343	321
South England	%	75	653	683	%	59	541	511
Scotland	%	77	81	75	%	71	71	58
Wales	%	72	137	154	%	52	111	111
Two tick Organisations								
Yes	%	82	353	190	%	85	315	157
No	%	72	1613	1776	%	57	1278	1279
Employ Disabled staff								
Yes	%	76	976	976	%	58	1029	744
No	%	70	990	990	%	60	594	692
BASE (All/all heard of Act)								

5.2.2 Exemptions from the Employment Provisions of the DDA

To check the level of understanding, respondents who were aware of the DDA were asked whether or not their workplace was covered by its employment provisions and why they were or were not covered. In fact, any organisation with 15 or more employees is covered by the current provisions of the Act.

Almost half the respondents aware of the Act (47%) believed their organisation was covered by parts of the Act dealing with disabled employees and just 9% thought they were exempt. The remaining 44% did not know (see table 39).

In actual fact, 32% of the small group who were exempt thought that they were covered while 8% of those who were covered thought that they were exempt. Half of those who are exempt (49%) did not know whether or not they were covered by the terms of the Act relating to disabled employees.

Table 39 - Whether Organisation Believes it is Covered or Exempt From terms of DDA relating to Disabled Employees

	All	10-14 employees	15+ employees
	%	%	%
Covered	47	32	49
Exempt	9	19	8
Don't know/not sure	44	49	43
Unweighted Base:	1593	62	1530
Weighted Base: (All who have heard of DDA)	1435	159	1276

While line managers (47%) were most likely to be unaware whether or not their organisation was covered, four in ten personnel specialists (41%) were also unable to say; the figure among dedicated personnel specialists – who would be expected to know this information - was lower (35%).

Consistent with other aspects of DDA awareness, the proportion who did not know whether or not their organisation was covered decreased with workplace size (from 55% in the smallest workplaces to 20% in those with over 500 staff) and by organisation size (47% in small organisations to 39% in large concerns). The industry pattern also matched other aspects of DDA awareness with those in the

construction industry least likely to know whether or not their establishment was covered.

The reasons for saying the organisation is covered by the Act were often incorrect, suggesting that knowledge about the Act's employment provisions was low. As shown in table 40, one in four (25%) spontaneously mentioned organisation size while four in ten assumed that their organisation (28%) or all organisations (12%) would be covered. One in five (19%) incorrectly mentioned the type of organisation or its sector.

The small number considering their establishment to be exempt[1] were far more likely to mention industry type or sector (51%) than size (24%). Others had assumed (18%) their workplace was exempt.

Table 40 -   Reasons for believing organisation covered by/exempt from DDA

	Believed covered	Believed exempt
	%	%
Number of employees in organisation	25	24
Type/sector of organisation	19	51
Assumed all organisations covered	12	-
Assumed this organisation covered/exempt	28	18
Told by other business/organisation	3	*
Other	15	11
Unweighted Base:	968	106
Weighted Base (All believing organisation covered/exempt)	976	130

5.2.3   Attitudes toward the DDA

To finish the section on the DDA, respondents were read a brief description of the duties of employers towards disabled employees and the obligation to make reasonable adjustments. All were then asked the extent to which they are in favour of or against these provisions of the Act.

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[1] Numbers in this group were too small for further analysis.

Respondents indicated that they were very much in favour of this part of the DDA. Three in four were strongly (25%) or broadly (51%) in favour and virtually all others (22%) were neutral. Only 2% were actively against the Act.

The proportion who claimed to be strongly in favour increased with workplace and organisation size and was highest in the trade and public sectors and lowest in manufacturing and construction.

5.3   Other Initiatives

Four further initiatives of very different types were briefly described to respondents. These were the New Deal for Disabled People (NDDP), Disability Service Teams (DSTs) the Access to Work Programme (AtW) and the Supported Employment Programme (SEP).

Overall, awareness was highest for the NDDP programme (35%) and lowest for SEP (16%), with one in four aware of the DSTs (23%) and AtW programme (26%). Given the pilot nature of the NDDP programme at the time of the research, awareness of this seems to be relatively high. It is possible, therefore, that some respondents were reporting awareness of other "New Deals" and not (just) the New Deal for Disabled People.

A general pattern of awareness was evident across the different respondent groups. For each initiative, awareness was higher for personnel specialists than line managers. Except for the SEP, dedicated HR specialists showed slightly higher levels than those for whom personnel issues were just part of their overall role.

As seen in table 41, awareness for each programme increased with organisation size and by workplace size with the largest workplaces (i.e. those with over 250 but especially over 500 employees) having the greatest levels of awareness. Awareness of these initiatives was generally higher in Scotland than elsewhere.

Organisations which employed disabled people had slightly higher levels of awareness than those with no such staff. For example, 26% of organisations with disabled employees were aware of DSTs, compared to 20% of organisations without. For the AtW programme, the respective figures were 29% for those with disabled employees and 23% for those with none. However in each group, 16% reported that they were aware of the SEP.

Table 41 - Awareness of Government Initiatives: % Aware

% aware		NDDP	DSTs	AtW	SEP	Unweighted base	Weighted base
TOTAL	%	35	23	26	16	**1966**	**1966**
Respondent Types							
Personnel Specialist	%	38	29	29	20	985	910
- Dedicated	%	50	39	34	19	362	225
- Other	%	33	26	28	21	623	685
Line Manager	%	32	18	23	12	980	1056
Industry type:							
Manufacturing	%	30	22	23	16	354	234
Trade	%	31	17	17	12	339	467
Construction	%	27	17	20	9	301	370
Services	%	35	21	27	12	393	350
Public Sector	%	45	34	37	27	576	545
Workplace Size:							
5-9	%	33	21	22	15	137	452
10-49	%	34	21	25	15	478	1219
50-99	%	37	31	31	20	349	157
100-249	%	39	34	35	21	401	98
250-499	%	45	40	38	26	296	20
500+	%	50	57	49	32	305	20
Organisation Size:							
Small (10-49)	%	30	15	18	11	307	783
Medium (50-249)	%	29	22	29	17	462	401
Large (250+)	%	43	32	32	20	1194	778
Region							
North England	%	44	28	29	17	415	396
Midlands	%	33	22	27	18	441	438
South England	%	33	20	24	14	653	683
Scotland	%	39	48	39	32	81	75
Wales	%	33	19	26	19	137	154
Two tick employer							
Yes	%	53	46	51	31	353	190
No	%	33	21	23	14	1613	1776
Employ disabled staff							
Yes	%	38	26	29	16	976	976
No	%	32	20	23	16	990	990
BASE: All							

Those aware of each initiative were asked if they had used the service. Table 42 shows the pattern of usage; for each initiative, there are two columns, the first showing use as percentage of those aware and the second showing percentage of all respondents, i.e., the proportion of employers in total using the service. Thus, for example, 14% of those who said that they were aware of the NDDP reported that they used the service. This equated to 5% of all respondents.

Use was greatest for DSTs. One third of those aware of them – equating to 16% of all respondents – reported that they had used the Disability Service Teams. Each of the other services had been used by between 3% to 5% of all respondents or 14% to 20% of those aware of them.

The patterns previously noted were again evident. Thus, as might be expected, the groups with the greatest levels of awareness also generally had the greatest levels of use. This led to the differences between separate groups being widened as can be seen in the table.

In all cases, the public sector had the greatest use of each of the services surveyed. Reported usage was higher among personnel specialists, and increased with organisation and workplace size.

Table 42 - Use of Services provided through Government initiatives: % Using

		NDDP		DSTs		AtW		SEP	
		Aware	All	Aware	All	Aware	All	Aware	All
Total	%	14	5	32	16	16	4	20	3
Respondent Types									
Personnel Specialist	%	16	6	39	24	24	7	20	4
- dedicated	%	16	8	34	19	19	7	21	4
- other	%	17	6	41	25	25	7	20	4
Line Manager	%	11	4	22	7	7	2	19	2
Industry type:									
Manufacturing	%	11	3	26	16	16	3	20	3
Trade	%	18	6	32	7	7	1	24	3
Construction	%	4	1	14	12	12	2	(7)	1
Services	%	6	2	32	14	14	4	11	1
Public Sector	%	20	9	39	23	23	8	23	6
Workplace Size:									
5-9	%	19	6	22	6	6	1	(5)	1
10-49	%	11	4	30	16	16	4	18	3
50-99	%	12	4	38	23	23	7	35	7
100-249	%	20	8	50	21	21	7	40	8
250-499	%	27	10	49	35	35	15	41	10
500+	%	37	10	69	46	46	20	51	15
Organisation Size:									
Small (10-49)	%	6	2	27	4	7	1	17	2
Medium (50-249)	%	12	4	33	7	15	4	15	3
Large (250+)	%	19	8	34	11	22	7	23	5
Region									
North England	%	21	9	40	11	23	7	18	3
Midlands	%	7	3	27	6	12	3	17	3
South England	%	11	4	34	7	13	3	24	4
Scotland	%	(21)	8	20*	9	(24)	9	(28)	9
Wales	%	17	6	25*	5	(14)	4	(18)	3
Two tick employer									
Yes	%	24	13	45	21	30	15	42	13
No	%	12	4	24	6	13	3	15	2
Employ Disabled Staff									
Yes	%	14	5	32	8	14	4	28	5
No	%	13	4	32	6	18	4	11	2

Base: All aware/all. Base figures are given in Appendix VII, table 56

(Low base)

The section on each of the programmes ended with those aware being asked whether they would be interested in using it. For NDDP, this information was collected on a five point scale.

Six out of ten (61%) of those aware of the NDDP said they would be interested in using the service to recruit staff, with 13% very interested (see table 43). Most others were neutral with 13% not interested in using the service. As for all information on Government initiatives, interest was highest among personnel specialists and increased with both workplace size and organisation size. It was also highest in the trade sector and below average in the construction and manufacturing sectors. There were no significant regional variations.

For other programmes, interest in use was obtained as a simple yes/no response. Table 44 shows those reporting that they would be interested in using the relevant service. As can be seen, levels of interest were high; around three out of four aware of each programme would be interested in using it, significantly higher than current usage levels.

In practice, the Supported Employment Programme, or WORKSTEP as it is now known, is targeted on people with severe disabilities and fewer than 25,000 people are provided for under the programme. Anticipated interest therefore appears to be extremely high and suggests that many of the respondents do not fully understand the nature of the programme. An alternative explanation may be that respondents' interest was aroused by the survey itself and that increased publicity could increase interest in the programmes. In either case, in the absence of further research in this area, it may be advisable to treat interest in all these programmes with some caution as the lack of knowledge about DDA, NDDP and SEP must also cast doubt on the level of familiarity of DSTs and AtW.

Table 43 Interest in Using the New Deal for Disabled People Service

		Very interested	Very/Quite Interested	Unweighted base	Weighted base
TOTAL	%	13	61	788	683
Respondent Types:					
Personnel Specialist	%	15	57	472	342
- Dedicated	%	11	69	189	113
- Other	%	18	52	283	229
Line Manager	%	10	64	316	341
Industry type:					
Manufacturing	%	10	46	125	70
Trade	%	18	70	132	144
Construction	%	9	46	101	100
Services	%	11	59	153	123
Public Sector	%	13	65	274	247
Workplace Size:					
5-9	%	8	57	50	151
10-49	%	13	60	160	416
50-99	%	14	63	135	59
100-249	%	19	64	157	38
250-499	%	24	71	128	9
500+	%	29	78	158	10
Organisation Size:					
Small (10-49)	%	9	55	92	232
Medium (50-249)	%	9	59	158	118
Large (250+)	%	16	64	537	333
Two tick employer					
Yes	%	24	79	200	101
No	%	11	57	588	582
Employ Disabled Staff					
Yes	%	14	61	518	370
No	%	11	60	270	314

Base (All who have heard of New Deal for Disabled People)

Table 44 - Interest In Using these Programmes

		DST	AtW	SEP
TOTAL	%	72	75	74
Respondent Types:				
Personnel Specialist	%	78	78	77
- Dedicated	%	78	84	77
- Other	%	79	76	78
Line Manager	%	63	71	70
Industry type:				
Manufacturing	%	73	71	57
Trade	%	69	81	93
Construction	%	73	63	(56)
Services	%	68	78	72
Public Sector	%	75	77	76
Workplace Size:				
5-9	%	(61)	(75)	(69)
10-49	%	72	73	74
50-99	%	83	82	78
100-249	%	84	77	86
250-499	%	85	82	88
500+	%	89	92	87
Organisation Size:				
Small (10-49)	%	62	60	(68)
Medium (50-249)	%	78	75	66
Large (250+)	%	75	83	82
Region				
North England	%	77	76	80
Midlands	%	67	74	70
South England	%	77	75	74
Scotland	%	(59)	(65)	(64)
Wales	%	(76)	(93)	(81)
Two tick Employer				
Yes	%	87	88	95
No	%	68	72	70
Employ Disabled Staff				
Yes	%	71	75	76
No	%	74	75	73

BASE (All who have heard of the scheme). Base figures are given in Appendix VII, table 57

(Low base)

The final section of the questionnaire explored awareness and attitudes to the Disabled Person's Tax Credit. Half those surveyed (49%) were aware of this. Awareness of the Tax Credit was much more evenly spread across all respondent types than the initiatives explored earlier.

There were small differences by industry sector with lower awareness in the manufacturing and construction sectors and a higher awareness in larger organisations and workplaces, as shown in table 45. Awareness among line managers (46%) was less than for personnel specialists (54%).

Finally, while awareness was reasonably consistent across England, it was higher in Scotland and lower in Wales.

However, few of those aware of the Disabled Person's Tax Credit had ever advised employees of it (11%). Very small organisations and workplaces were least likely to have advised employees of the Credit. Personnel specialists (13%) were a little more likely to have done so than line managers (10%).

Table 45 – Awareness of the Disabled Person's Tax Credit

Weighted Base (All/All who have heard of Disabled Person's tax credit)	All Aware %	Advised %
TOTAL	49	11
Respondent Types:		
Personnel Specialist	54	13
- Dedicated	59	9
- Other	52	14
Line Manager	46	10
Industry type:		
Manufacturing	42	18
Trade	49	8
Construction	44	8
Services	54	8
Public Sector	54	16
Workplace Size:		
5-9	51	11
10-49	48	11
50-99	52	12
100-249	52	12
250-499	54	18
500+	54	14
Organisation Size:		
Small (10-49)	46	8
Medium (50-249)	46	14
Large (250+)	55	13
Region:		
North England	48	14
Midlands	54	12
South England	52	11
Scotland	60	(2)
Wales	36	16
Two Tick Employer		
Yes	56	19
No	49	10
Employ Disabled Staff: Yes	51	15
No	48	8

(Low base)

5.4 Summary

Over seven out of ten respondents were aware of the DDA and six out of ten of these were aware of the employment issues within the Act. However, closer examination confirms that many respondents had little real understanding of what factors were relevant in determining whether or not their own organisation was covered or exempt from these parts of the DDA. Many wrongly believed that they were exempt or (more commonly) that they were covered when the reverse was actually true.

Awareness and use of other initiatives surveyed was generally low. Awareness was greatest in respect of the NDDP programme (35%) but there was some suggestion that respondents were aware of the New Deal programme in general, rather than the specific programme for disabled people so this level may be an overestimate.

Reported use of the Government initiatives by employees was very low. Of those surveyed, the DSTs were most likely to have been used, but only one in six (16%) had done so. Other initiatives had been used by no more than 5% of employers. Interest in using the initiatives was higher, but may have been enhanced by the interview itself. Nonetheless, this suggests that take-up could be significantly increased by greater (and more targeted) marketing.

In particular, awareness of all disability issues was significantly higher among personnel specialists than other line managers reflecting current policy to target publicity on the former group. Awareness and use of all initiatives increased with company size and tended to be highest in the public sector and lowest in the construction sector.

6. COMPARISONS WITH PREVIOUS RESEARCH

6.1 Introduction

The present study includes a number of questions on topics which have previously been covered in earlier research studies looking at the employment of disabled people and it is, therefore, of interest to compare these earlier findings with those of the present study. For example, several earlier studies have included questions on the following issues:

➢ The existence of formal policies on the employment of disabled people.

➢ The extent to which employers encourage job applications from disabled people.

➢ The proportion of employers who report having disabled employees.

➢ The proportion of employers making adjustments for disabled people.

➢ Awareness of the DDA.

Table 46 below summarises the findings on these topics from five previous studies:

➢ Meager N, Bates P, Eccles E, Harper H, McGeer P, Tackey N, Willison R, *The Impact on Small Businesses of Lowering the Disability Discrimination Act (Part II) Threshold*, Disability Rights Commission, London, 2001.

➢ Stuart N, Watson A and Williams J, *How Employers and Service Providers are Responding to the Disability Discrimination Act, 1995*, DfEE Research Report, 2002.

➢ DfEE, *Disability Module, Multi-purpose Survey of Employers (MPSE),* (Wave 1, 1996).

➢ Dench S, Meager N and Morris S*, The recruitment and retention of people with disabilities*, Brighton, IES report no. 301 Institute for Employment Studies, 1996.

➢ Honey S, Meager N and Williams W, *Employers' Attitudes towards the Employment of People with Disabilities*, Brighton, Institute of Manpower Studies, 1993.

In making comparisons, care needs to be taken in drawing conclusions about changes over time, since there are often important differences between the surveys which may affect the data and the interpretations which can be placed on them.

In particular:

➢ Different surveys have employed different question wordings, and there are also differences in the ordering and structure of the questionnaire which may affect responses.

➢ Some of the surveys have taken place at the level of the overall employing organisation, whilst for others (including the present study) the unit of response is the individual employing establishment or workplace. These differences may affect the results — thus, for example, it is possible that respondents at head office level in a multi-site organisation may respond differently to certain questions than respondents based at establishment level. Head office respondents may, for example, be more likely to be aware of corporate employment policies relating to disabled people than their counterparts in local sites. On the other hand, the latter may have a more accurate picture of current practice towards disabled employees, and indeed of the numbers of disabled people employed and their characteristics.

➢ The population covered by the surveys may be different. Thus, for example, it is common for surveys to exclude the smallest organisations/establishments. Whether small employers are excluded (as in the present survey) or included (as in the survey by Meager *et al.* — which specifically focused on small employers — and that by Stuart *et al.*) can make a big difference to the findings. Small employers are numerically a large proportion of the total population of employers, and their policies and practices are often very different from those of their larger counterparts. Generally speaking, therefore, the findings of surveys which include small employers are heavily influenced by the experiences of those employers. The result is that such surveys typically report aggregate findings which are less 'favourable' towards the employment of disabled people (albeit, arguably more realistic), than do surveys which exclude very small employers from their samples.

Bearing these points in mind, the following sections briefly discuss some of the key comparisons between findings from the current study and those of earlier studies, as

summarised in table 46. It is worth noting that two of the five studies are more closely comparable with the present study than are the others. These two studies, conducted in 1996 (MPSE/DfEE) and 1994 (Dench *et al.*), make use of establishment-based samples which exclude the smallest establishments (both features which are shared with the present study). We give greater emphasis in the discussion, therefore, to comparisons with these two studies.

6.2   Policies on the employment of disabled people

The present study found that 52% of establishments reported having a policy on the employment of disabled people, and in the majority of cases (accounting for 43% of all respondents) these policies were written. The comparable figures in the 1996 and 1994 establishment surveys were 33% (MPSE/DfEE) and 12% (Dench *et al.*) respectively. The latter figure of 12% may be an underestimate, since this study separately identified "general equal opportunities policies" (found in 48% of establishments) at least some of which are likely to have included reference to disability. Overall, therefore, the comparisons between the establishment-based surveys suggest that formal written policies on the employment of disabled people have become more widespread since the early-mid 1990s.

The results from the three organisation-based studies (two of which were based on surveys of all types of organisation, while the third concentrated on organisations with fewer than 50 employees) are consistent with this pattern. Thus although we might anticipate that organisation-based samples would yield a higher incidence of policies than establishment-based samples (the "head office" effect), it seems that the inclusion of the smallest organisations in these samples (which predominate numerically, and which are the least likely to have a formal written policy) outweighs this, and all three surveys report lower incidences of policies than do the establishment-based surveys. Thus in 1993, Honey *et al.* reported that only 4% of organisations had formal written policies. By 1998, Stuart *et al.* record a figure of 6%, while it is notable that by late 2000 (among small organisations only) Meager *et al.* record a figure of 13% (albeit on the basis of a slightly different approach to questioning, relating to equal opportunities policies).

Overall, then, the picture is clear and fairly consistent, and there appears to have been a significant increase in the incidence of such policies over time, whether the incidence is measured among employing establishments or among entire organisations.

6.3   Active encouragement of job applications from disabled people

When we turn to look at the extent to which employers report that they actively encourage disabled applicants to jobs in their establishment/organisation, the picture is less clear, but any growth appears to have occurred in the mid-1990s, rather than in more recent years.

Thus looking first at the establishment-based surveys, while the proportion of employers actively encouraging disabled applicants increased from 11% to 21% between 1994 (Dench *et al.*) and 1996 (MPSE/DfEE), there appears to have been no further increase by the time of the present survey, which recorded a similar proportion (slightly smaller at 19%) to that of the MPSE/DfEE study in 1996.

Turning to the organisation-based surveys (which include the smallest organisations) the figures are again consistently lower than those recorded in the establishment surveys, but once again a similar pattern over time is recorded. Thus between the 1993 study of Honey *et al.* and the 1998 study of Stuart *et al.*, the proportion of organisations reporting that they actively encourage disabled job applicants increased from 2% to 9%. Among the small organisations surveyed in 2000 by Meager *et al.*, however, the corresponding figure was only 6%.

6.4   Employment of disabled people

65% of respondents to the present survey report having at least one disabled employee (on a definition of disability derived from that incorporated in the DDA). The corresponding figure in the 1996 MPSE/DfEE survey was 42%, the same figure as that recorded in the 1994 survey of Dench *et al.* (the latter predated the introduction of the DDA, but the definition of disability used in the survey was broadly consistent with that of the DDA).

Turning to the organisation-based surveys, the most recent of these (the survey of small organisations undertaken in 2000 by Meager *et al.*) reports 25% of respondents with disabled employees (on the DDA definition). This is an increase on the 1998 survey of Stuart *et al.* (which recorded 13%, on a similar definition), and given that the Meager *et al.* survey included only small organisations, this suggests that the increase over time among the overall population may have been even greater. The earliest survey of organisations (the 1993 survey of Honey *et al.*) also recorded a figure of 25%, but the definition of disability used is not compatible with that of the DDA, and so this figure cannot strictly be compared with those of the later surveys.

6.5   Adjustments made for disabled employees

Comparison of the results from the different surveys which relate to adjustments made by employers for disabled employees is complicated by the fact that very different questions were employed in the various surveys. The comparisons should, therefore, be treated with some caution.

Looking first at the establishment-based surveys, it is only the present survey, and the 1996 MPSE/DfEE survey which include questions on adjustments. The present survey asked separate questions about adjustments made for different categories of employee, and showed that 45-77% of respondents who had recruited disabled employees, had also made adjustments for them (the figures relate to the most recent disabled employee recruited, and the range quoted reflects the fact that the figures varied according to the extent to which the interviewer prompted the respondent about what was meant by "adjustments"). Among respondents (a smaller proportion) who had experience of existing employees becoming disabled, 66-78% had made adjustments for them (again, the precise figure recorded depended on the degree of prompting).

The 1996 survey approached the questioning on this topic rather differently, with separate questions for different types of adjustment, and showed that among establishments with disabled employees, between 16% and 36% had made adjustments for the employee, depending on the type of adjustment. While direct comparisons between the two surveys cannot be made, the findings are consistent with an increasing tendency for employers to make such adjustments, particularly when we allow for the fact that the 2000 survey referred only to adjustments made for the most recent disabled employee recruited (or the most recent existing employee becoming disabled), whereas the 1996 survey referred to all adjustments made for disabled employees.

The organisation-based surveys are also difficult to compare. The two most recent surveys (the 1998 survey of Stuart *et al.*, and the 2000 survey of Meager *et al.*) asked similar questions, with the 1998 survey showing that 33% of all organisations with disabled employees (currently or in the past) had made adjustments for them, while the 2000 survey showed a lower proportion (22%), but because of its focus on small organisations (with fewer than 50 employees), we cannot conclude that this represents a decline over time, overall. The earlier 1993 survey (Honey *et al.*) asked

a rather different question, and asked it of all respondents (*ie* not simply those with disabled employees), some 10% of whom reported making adjustments.

6.6   Awareness of the DDA

Of all of the topics, for which we have compared results between surveys, those relating to employers' awareness of the DDA yield the least conclusive results. The two earliest surveys (Honey *et al.* and Dench *et al.*) preceded the introduction of the DDA and do not, therefore, contain relevant questions.

Looking first at the establishment-based surveys, we have findings from the 1996 MPSE/DfEE survey, as well as the current study. The 1996 survey which took place in summer and autumn of that year, preceded the enactment of the DDA's employment provisions (in December 1996) by a few months. On the face of it, it is perhaps surprising that awareness of the DDA's existence appears to be higher among respondents to the 1996 survey than among respondents to the current survey. It is of course possible, that awareness was especially high in the months running up to the enactment of the DDA, in the light of government marketing of the forthcoming provisions, as well as press and media coverage, and publicity through business and other organisations. Nevertheless, it seems likely also that the two surveys' results cannot be strictly compared, since the question used in the 1996 study involved considerable prompting ("*Are you aware that under the Disability Discrimination Act 1995, people will have a right not be discriminated against on the basis of their disabilities*"), whereas a more open question was asked in the present study ("*The Disability Discrimination Act 1995 introduced new rights for employees with disabilities or long-term health problems. Have you heard of the Act?*").

The two organisation-based surveys also record an *apparent* decline in awareness over time, from 75% who had heard of the Act when the survey of Stuart *et al.* was undertaken in 1998, to 62% in the survey of Meager *et al.* in 2000. Once again, however, given that all the surveys show that awareness is lower among smaller organisations, this result is likely to be due to the focus of the latter study on organisations with fewer than 50 employees, rather than to any real change over time in awareness.

Perhaps the most that can be concluded on the basis of these somewhat incompatible findings is that there is no clear evidence that awareness of the

existence of the Act among employers has significantly increased over time, in the period since its enactment in 1996.

Similarly, the data on the extent to which respondents report being 'aware' or 'very aware' of the employment provisions of the DDA reported in table 46 below, also show no clear increase over time. Thus in the present study respondents who had heard of the DDA were asked this question, and 60% of them (amounting to 44% of all respondents) reported being aware or very aware of the DDA's employment provisions. The findings of the earlier establishment-based study (the MPSE/DfEE survey of 1996), appear to suggest, if anything, a higher level of awareness than the present study, but methodological differences again dictate some caution — the question was asked of all respondents (not just those who reported that they had heard of the DDA), and the question related to the DDA's provisions, in general (not just the employment provisions).

6.7   Conclusions

The key points which emerge from our comparison of the current study's findings with those of previous research, after making due allowance for methodological differences between the different studies, are as follows:

➤ There is no clear evidence of a growth in employer awareness of the DDA in general, and the employment provisions in particular, over the period since the Act came into law in 1996.

➤ The various studies do suggest, nevertheless, that there has been a shift in employers' practices in the period since the early- to mid-1990s, which is consistent with a growing awareness of disability issues (and which may, in part, reflect the influence of the DDA among employers). In particular:

♦ There has been a significant growth in the proportion of employers which have formal written policies on the employment of disabled people.

♦ The proportion of employers who report that they actively encourage the employment of disabled people, while remaining a minority (at around one in five employers) has also increased during the period (although such growth occurred mainly in the mid-1990s).

- In line with these changes, the proportion of employers who report that they have disabled employees has also risen (this may reflect a real growth in the employment of disabled people, or an increase in the extent to which employer are aware of disabilities among their existing employees, or both). In the current survey, around two thirds of establishments report having disabled employees.

- It would also appear that a growing proportion of employers with disabled employees are making adjustments or adaptations on behalf of those employees (although differences between survey methodologies mean that a categorical statement on this issue cannot be made).

Table 46 - Comparison of survey findings with previous research

	Establishment-based surveys			Organisation-based surveys		
Study	**IES/ES-ED** **Dench *et al.* 1996**	**MPSE/DfEE** **(unpublished)**	**NOP/DfEE** **Current study**	**IES/ED (reweighted data — reported in Dench *et al.* 1996)** **Honey *et al.* 1993**	**SWA/DfEE/NDC** **Stuart *et al.* (2002)**	**IES/DRC** **Meager *et al.* (2001)**
Survey details						
Date in field	Autumn 1994	Spring/summer 1996	Spring 2001	Spring 1993	Autumn 1998	Autumn 2000
Sample size	1,257	1,004	2,008	917	1,754	1,005
Respondent level	Establishment	establishment	Establishment	Organisation	Organisation	Organisation
Size exclusions	Establishments <11 employees	establishments < 10 employees	Establishments<5 employees Organisations<10 employees	None	None	Organisations > 49 employees
Findings						
% with policy on employment of disabled people	12% (written policy specifically covering the employment of people with disabilities). A further 48% had a general equal opportunities policy	37% (formal policy on the employment of disabled people) 33% (formal, written policy on the employment of disabled people)	52% (policy covering employment of disabled people) 43% (written policy on employment of disabled people)	15% (policy on recruitment and employment of disabled people) 4% written policy on the recruitment and employment of disabled people	6% (formal, written policy on disability)	75% (EO policy) 27% of those with EO policy have written EO policy (20% of all respondents) 64% of those with written EO policy, include disability issues in the policy (13% of all respondents)
% encouraging applications from disabled people	11%	21%	19%	2%	9%	6%

Table 46 - Comparison of survey findings with previous research (contd.)

	Establishment-based surveys			Organisation-based surveys		
	IES/ES-ED	**MPSE/DfEE**	**NOP/DfEE**	**IES/ED**	**SWA/DfEE/NDC**	**IES/DRC**
% with disabled employees	42% (definition — *"people with disabilities or long-term health problems, whether they are registered disabled or not"*).	42% (DDA-based definition of disability)	34% (respondent's own definition of disability) 65% (DDA-based definition)	25% (definition — *"people with disabilities or long-term health problems, which affect the work they can do, whether they are registered as disabled or not"*)	13% (DDA-based definition of disability)	13% (respondent's own definition of disability) 25% (DDA-based definition) 30% (either definition)
% making adjustments for disabled employees	Question not asked	*NB: questions asked separately for different kinds of adjustments. Figures are %s of those with disabled employees, now or in the past (figures in parentheses are %s of all respondents)* Changes to physical working environment — 36% (22%) Changes to work organisation — 29% (18%) Changes to working time — 31% (19%) Changes to provide support/assistance to disabled employees — 16% (10%)	*NB questions asked only of those with disabled employees, and questions related to adjustments made for specific staff (the most recently recruited disabled employee; or the existing employee who became disabled most recently)* 45% (for new recruits; unprompted question) 66% (for existing employees; unprompted question) 77% (new recruits; prompted question) 78% (existing employees; prompted question)	10% (of all respondents — had *"undertaken specific actions as a result of employing disabled people, in order to make it feasible/safe for them to do their job, or to improve their comfort/productivity"*).	33% (of those with disabled employees, now or in the past)	22% (of those with disabled employees now, or in the past)

Table 46 - Comparison of survey findings with previous research (contd.)

	Establishment-based surveys			Organisation-based surveys		
	IES/ES-ED	**MPSE/DfEE**	**NOP/DfEE**	**IES/ED**	**SWA/DfEE/NDC**	**IES/DRC**
% having heard of DDA	Not applicable — survey predated introduction of DDA	90% (but in response to a prompted question *"Are you aware that under the Disability Discrimination Act 1995 people will have a right not to be discriminated against on the basis of their disabilities?"*)	73% (heard of the DDA)	Not applicable — survey predated introduction of DDA	75% (heard of the DDA)	62% (heard of the DDA)
% aware or v. aware of employment provisions of the DDA	Not applicable	64% of all respondents said they were aware of the 'provisions' of the DDA	60% (of those who had heard of DDA) 44% of all respondents	Not applicable	51% (of those who had heard of DDA), rising to 57% of organisations with 10+ employees 38% of all respondents (rising to 49% of organisations with 10+ employees)	44% (of those who had heard of DDA) 27% of all respondents

APPENDIX 1: RESEARCH METHODOLOGY

Overview

A total of 2008 telephone interviews were completed with employers. The sample was drawn from the Inter Departmental Business Register (IDBR) for the whole of Great Britain (England, Scotland and Wales). The basic unit of the interview was the workplace rather than the entire organisation.

Eligible Respondents

Two types of respondent were eligible for interview, with equal numbers of each type being selected. Firstly, individuals involved with personnel issues (who may or may not be dedicated HR specialists) and secondly other line managers responsible for staff at the selected location. Both of these groups are responsible for employees but it was thought possible that their knowledge of personnel issues and attitudes towards the employment and retention of disabled employees may differ in some respects. In order to include only managers with significant staff responsibility, line managers had to have ultimate responsibility for at least three staff in order to be eligible for interview.

The survey methodology was designed to ensure a wide range of line managers were included within the sample. Interviewers were provided with a list with a large number of general and specialist job functions and instructed to use this on a rotating basis when phoning each new address. For the majority of contacts, the general list was used but the specialist list was required where appropriate. The occupation list is provided at Appendix VI.

Eligible locations

Organisations who, in total, employed fewer than 10 staff were not eligible for interview but, provided that the organisation was eligible, any workplace could be selected, no matter how few employees worked there.

Generally, one interview per organisation was completed but in some cases (see table 47), two interviews were undertaken – one each with a personnel specialist and another line manager. These "paired" interviews were included to more closely compare the understanding of line managers and their personnel specialists as regards the workforce for whom they were responsible.

The sample did not exclude the possibility of interviewing more than one workplace within the same organisation.

The sample included both single-site and multi-site organisations. In single site organisations, the data refer to the whole organisation but in multi-site organisations, only to the sampled workplace.

Respondents were asked specifically about the selected workplace although they themselves may not work there. This was particularly the case for personnel specialists; for example, the organisation Personnel Department could be based at Head Office although the selected workplace was elsewhere. Overall, 130 interviews (6%) were undertaken with a respondent not located at the surveyed workplace.

Sample Structure

The research design needed to reflect two different requirements. Firstly, the findings had to accurately represent all British enterprises. Secondly, it was also necessary to be able to sub-analyse the data by size of workplace since it was conjectured that this could significantly affect both the factual and attitudinal data. However, if the contacts were drawn proportionately across the whole database, this would meet the first requirement but not the second. British industry is structured so that there are a very large number of small workplaces but far fewer large ones. A representative sample would therefore preclude reliable analysis of large workplaces.

It was therefore decided to set quotas on the sample so that all cells of interest would be large enough for analysis and to weight the data back to a known structure at the analysis stage. In this way, the findings would be both representative and be suitable for sub-analysis.

Quotas were set on three variables – workplace size, industry sector and respondent type.

Workplace size was split into six categories ranging from under 10 employees to 500 or over. The selected workplace sizes are shown in Table 47, together with the appropriate quotas and unweighted and weighted sample sizes. To allow for reliable analysis by SIC (Standard Industrial Classification) category, the main classifications were divided into five groups for the purpose of the study and a quota set on each group. The grouping of these is shown in Table 48.

Table 47 - Achievement against Quota

	QUOTA	ACHIEVED Unweighted*	Weighted*
TOTAL	2000	1966	1966
Respondent Type			
Person responsible for personnel	1000	985	910
Line manager	1000	981	1056
Paired interviews (i.e. two interviews per workplace):			
Person responsible for personnel	200	196	155
Line manager	200	196	150
Industry Sector			
Manufacturing, agriculture	360	355	234
Wholesale/retail/repair	320	339	467
Construction/hotels/restaurants/transport/			
storage/communication	300	301	370
Services	360	394	350
Public services	460	579	545
Workplace Size:			
Under 5*		{ 42	NA
5-9	447	{ 137	453
10-49	357	478	1220
50-99	257	349	157
100-249	267	401	98
250-499	231	297	20
500+	231	305	20

* Workplaces with 1-4 employees are excluded from all figures except workplace size as no data was available to allow accurate weighting. Discussion in the report therefore deals with workplaces with 5 or more employees unless otherwise stated.

** Total and all other figures on this table exclude 42 interviews in workplaces with under five employees.

The sample was selected from the entire IDBR database. The database was stratified by workplace size within industry sector and, within each specified cell, every n^{th} entry was selected. The target size for each cell varied, depending on the quotas that had been set on workplace size and industry sector.

Weighting factors were calculated using IDBR data giving the number of workplaces in each of the selected size and SIC categories.

Table 48: Structure of Industry Sector

Title	SIC Categories included
Manufacturing	Agriculture/forestry
	Fishing
	Mining and quarrying
	Manufacturing
Trade	Wholesale
	Retail
	Repair
Construction	Construction
	Hotels and restaurants
	Transport and storage
	Communication
Services	Electricity, gas and water supply
	Finance
	Real estate/renting /business services
Public Sector	Public administration
	Education
	Health and social work
	Other community social and personal services

The original methodology had to be changed in two respects. Firstly, the sample provided had not been screened to exclude small organisations (i.e. those with fewer than 10 employees) which were not eligible for this study. This meant that the number of small workplaces provided in the sample was far lower than had been intended and the quota for small workplace sizes could not be achieved. Additional

interviews were conducted in larger workplaces to ensure that the full target sample of 2000 interviews was achieved.

The second change to the methodology which became necessary, affected the analysis of the data and resulted from the fact that the workplace counts provided excluded small workplaces (i.e. those with fewer than 5 employees). It was therefore decided that data for the smallest workplaces would be excluded from the main data set. Where figures for small workplaces (with 1-4 employees) are shown in the main report, it should be noted that these are unweighted and are not included in the other breaks (e.g. by industry sector, respondent type etc).

Research Method

All interviews were conducted by telephone from NOP's dedicated telephone facilities in Barking and Wimbledon using CATI (Computer Assisted Telephone Interviewing) equipment for enhanced accuracy and control. All interviewers working on the study were personally briefed by the director in charge of the study before starting work.

Organisations sampled were sent an explanatory letter prior to the start of fieldwork to advise them that the research was taking place. Suitable contact names from NOP and DfEE were provided to allow organisations to make further enquiries or to opt out of the study.

Fieldwork was conducted from February – April 2001.

Copies of the questionnaire (Appendix III) and the letter to contacts (Appendix V) are appended to this report.

APPENDIX II: ORGANISATION AND RESPONDENT CLASSIFICATION

Introduction

This section provides additional information about the organisations and the individuals who were surveyed.

For the organisation, the information provides a finer breakdown of size and sector than was dictated by the quotas used.

The respondent classification shows the respondents' main job function, distinguishing in particular between dedicated personnel specialists and those who also have responsibility for other functions. The section also shows the number of staff for whom respondents were responsible – thus providing a further measure of seniority – and finally, indicates the individual's familiarity with disability as this can affect both awareness of and attitudes towards disability issues in the workplace.

Organisational Classification

Only organisations with 10 or more employees in total were eligible for interview. The workplace weighting ensured that data were in line with national data. Thus, as shown in table 49, four in ten of those surveyed were small (i.e. with 10 – 49 employees in the organisation), one in five (21%) medium sized (50 –249 employees) and the remainder large (250 or more employees).

Table 49 - Organisation Size (Number of employees)

	%
10-24	26
25-49	14
50-99	9
100-249	12
250-499	7
500-999	5
1000-4999	14
5000 or more	14
Unweighted Base	1966
Weighted Base (All)	1966

Workplace size increased with organisation size. There were also variations by industry sector. In particular, manufacturing organisations tended to be small – 56% had fewer than 50 employees. Companies in the trade sector were above average in size; 29% in this sector (i.e. twice the survey average) employed 5000 or more staff. Other sectors were close to the average.

Paired interviews (i.e. where a personnel specialist and a line manager from the same organisation were interviewed) were in line with the remainder of the sample.

Table 50 shows the breakdown by SIC category. The breakdown is largely a reflection of the quotas imposed but shows there is little difference between the two respondent types.

Table 50 - Main Business of Workplace

	Total	Personnel Specialists	Line Managers
	%	%	%
Manufacturing:			
Agriculture, Forestry	1	1	*
Fishing	*	*	*
Mining and quarrying	*	*	*
Manufacturing	11	12	10
Trade			
Wholesale/retail/repair	24	24	23
Construction			
Construction	8	10	7
Hotels and restaurants	6	4	7
Transport/storage/communication	5	6	4
Services			
Electricity, gas and water supply	1	1	1
Finance	4	4	4
Real estate/renting/business services	13	12	13
Public sector			
Public administration	4	3	4
Education	6	5	6
Health and Social work	7	6	8
Other community social and personal services	12	11	12
Unweighted Base:	1966	985	981
Weighted Base: All respondents	1966	910	1056

* Less than 0.5%

Surveyed workplaces were located over the whole of Great Britain. No quotas were set on location but the final sample is representative of industry, as shown in table 51.

Table 51 : Location of Surveyed Workplaces

	%
North England	20
Midlands	22
South England	35
Scotland	4
Wales	8
Unweighted Base:	1966
Weighted Base (All)	1966

Respondent Classification

Table 52 shows the main job function of respondents. It should be noted that, for this study, the definition of personnel specialist included both dedicated Human Resources (HR) personnel and also employers for whom personnel duties were only a part of their role. Many organisations (especially smaller ones) do not employ any dedicated HR staff although all have nominees who deal with staff issues. In such cases, this nominee was the eligible respondent who was interviewed as having a special interest in personnel issues.

Nearly four in ten (37%) surveyed as personnel specialists were responsible exclusively for personnel (and possibly training) while others included personnel issues only as part of their role. The other most common functions for the personnel specialists were General Manager or Managing Director but many other functions featured at low levels. The incidence of dedicated personnel specialists increased with employee size from 16% in small organisations to 59% in large ones. It similarly increased with workplace size – only 28% of workplaces with 5-9 employees had a dedicated personnel specialist but this increased to 80% for workplaces with 250 employees or more.

Table 52 - Respondent Job Function

	Total	Personnel Specialists	Line Managers
	%	%	%
Personnel/HR Director/manager	12	25	1
Personnel & Training Director/manager	7	12	2
Personnel manager/officer/assistant	*	*	*
General manager	29	15	41
Managing Director	13	14	11
Financial Controller/manager/director	7	7	7
Account manager	3	3	3
Sales manager	3	1	4
Operations manager	3	1	4
(Head) teacher	3	2	5
Other	19	19	20
Not stated	1	1	1
Unweighted Base:	1966	985	981
Weighted Base: All respondents	1966	910	1056

* Less than 0.5%

As intended by the survey methodology (see Appendix 1), line managers surveyed were responsible for a very wide range of functions. General Manager (41%) featured with greatest frequency; this would include many of those who were the overall manager of the surveyed workplace. Less commonly reported were managing director and financial controller. These were the most common functions for line managers surveyed.

Data was collected for personnel specialists on the number of people for whose welfare they were responsible (see table 53).

Compared with the single interviews, personnel specialists surveyed in the paired interviews tended to be responsible for more staff. Only 7% of this group had responsibility for fewer than ten staff compared with 21% for all personnel specialists.

Although, as may be expected, the number of staff for whom personnel specialists were responsible increased with organisation size, it was evident that not all personnel specialists interviewed were responsible for all staff in their organisation.

For example, 44% of personnel specialists from medium organisations and 50% from large organisations had personnel responsibility for fewer than 50 staff.

Table 53: Number of Staff Personnel Specialists Responsible For

	%
1-4	7
5-9	14
10-24	30
25-99	26
100-199	8
200-499	7
500 or more	8
Not stated	2
Unweighted Base	985
Weighted Base (All personnel specialists)	910

Only those line managers responsible for three or more staff were eligible for interview. The number of staff for whom line managers were responsible is shown in Table 54.

As was the case for personnel specialists, those surveyed for the paired interviews tended to have greater responsibilities. Nearly half of this group (45%) were responsible for 20 or more staff as compared with 34% of all line managers.

Table 54: Number of Staff line managers Responsible For

	%
3-9	41
10-19	25
20-29	11
30-49	8
50-99	6
100 or more	8
Unweighted Base	981
Weighted Base (All line managers)	1056

Respondents were asked whether they, a friend or close family member was sick or disabled. Close personal involvement with people who are disabled may affect both awareness of and attitudes towards disability issues. This question was asked at the

end of the survey and therefore responses are likely to use the most inclusive definition of sickness and disability discussed during the interview.

As shown in table 55, although only a small proportion (8%) were themselves sick or disabled, the majority of respondents had either a friend or family member falling into this category. Nearly three in ten (27%) did not know anyone who was sick or disabled.

Personal experience of disability showed no statistically significant differences between personnel specialists and line managers. The two respondent types were equally likely to be disabled themselves or to know someone who was.

Table 55: Familiarity with Disability

	Total	**Personnel Specialist**	**Line Manager**
	%	%	%
I am long term sick/disabled	8	6	9
Someone in my family is sick/disabled	32	35	30
I have a friend who is sick/disabled	43	46	41
I don't know anyone who is sick/disabled	27	26	27
Unweighted base: **Weighted Base:** All respondents	1966 1966	985 910	981 1056

Multi-coded responses

J. No	Card.		Ser. No.
(1) - (5)	(6)	(7)	(8)-(11)
432085	0	1	

Disability Barriers

INTERVIEWER:
ASK TO SPEAK TO THE PERSON RESPONSIBLE FOR PERSONNEL AT GIVEN LOCATION. IF APPROPRIATE, TAKE NAME AND TEL NUMBER OF PERSON AT ANOTHER LOCATION.
OR
ASK TO SPEAK TO LINE MANAGER (SEE LIST)

DP NOTE: VARIABLE "LOCATION" SHOULD INCLUDE COMPANY NAME AND TOWN FROM SAMPLE

Q. No	Question	Answer	Code	Skip to
	Good morning/afternoon I am ... from NOP Consumer, an independent market research company. I am calling on behalf of the DfEE who are conducting a survey about company policies and practices in areas such as recruitment, retention and training of people who are long term sick or disabled. We have contacted your Managing Director about this study. The interview will take around 20 minutes in total. Is it convenient to talk to you now or should I call back at a better time?			
		OK now	1	Cont-inue
		Not OK	2	Arrange call back
Q1	**Interviewer:** Record Interview Type			
		Personnel Specialist	1	
		Other line manager	2	Q2
Q2	**Interviewer:** Record Location			
		Original location	1	
		Transferred to another location	2	See inst
	IF PERSONNEL SPECIALIST, GO TO Q3A. **IF LINE MANAGER, GO TO Q4**			
Q3a	Can I just check that you are responsible for personnel matters at …**(LOCATION)**? **IF NECESSARY ADD:** I'm thinking of things like providing guidance and information to members of staff on matters relating to recruitment or helping members of staff who become ill or disabled while they are employed here.			
		Yes	1	
		No	2	See inst
	IF YES, GO TO Q3b. IF NO, FIND OUT WHO IS AND RESTART INTERVIEW WITH THAT PERSON			
Q3b	And how many people are you responsible for in your personnel function?			
		_____ **WRITE IN**		Q5
Q4	**IF LINE MANAGER SAY:** Can you just tell me how many people are you responsible for in your job?			
		_____ **WRITE IN**		See inst

	IF LINE MANAGER RESPONSIBLE FOR LESS THAN 3 PEOPLE AT Q4, THANK AND CLOSE		
Q5a	I am now going to ask you about …[**LOCATION**]. Can you tell me the number of people employed there?		
	_____ **WRITE IN**		Q5b
Q5b	And how many does the company employ in total over the whole of the UK?		
	_____ **WRITE IN**		If less than 10 thank & close
	Interviewer: If the number of people at Q5a is less than the number of people at Q5b ask Q6		
Q6	Is **(LOCATION)** the Head Office of your organisation?		
	Yes	1	
	No	2	Q7
Q7	And what is the main business of this workplace?		
	PROBE TO PRECODES READ OUT IF	Agriculture, forestry	1	
	NECESSARY	Fishing	2	
		Mining and quarrying	3	
		Manufacturing	4	
		Electricity, gas and water supply	5	
		Construction	6	
		Wholesale/retail/ repair	7	
		Hotels and restaurants	8	
		Transport/storage/communication	9	
			()	
		Finance	1	
		Real estate/renting/business services	2	
		Public administration	3	
		Education	4	
		Health and Social Work	5	
		Other community, social and personal services	6	
		Other (Specify)	7	Q8
		_____		
Q8	Now, thinking about yourself, what is your main job function?		
		Managing Director	1	
		Financial Director	2	
		Personnel/Human Resources Director	3	
		Personnel and Training Director	4	
		(other titles to be added)	5	Q10

Q9	Do you have any policy which covers the employment of disabled people in this organisation?			
		Yes	1	Q10
		No	2	Q17
Q10	**IF YES AT Q9:** Is this written or unwritten?			
		Written	1	
		Unwritten	2	
		Don't know	3	Q11
Q11	Is this policy monitored?			
		Yes	1	Q12
		No	2	Q13a
Q12	How is the policy monitored?			
		Formally	1	
		Informally	2	
		Other	3	
		Don't know	4	Q13a
Q13b	Which, if any, of these is included in your formal policy on the employment of disabled people?			
	READ OUT Recruitment		1	
	Training and development		2	
	Promotion		3	
	Sickness or absence management		4	
	Redundancy or termination		5	
	Encouraging the retention of employees who become disabled or whose disability worsens		6	
	Promoting disability awareness among employees generally		7	
	Monitoring number of people with disabilities		8	
	Monitoring practices towards disabled employees		9	
	Equipment/personal support for disabled employees		0	
	Adapting working hours as necessary		V	
	Adapting working patterns as necessary		X	
			()	
	Consulting with disabled employees on their needs		1	
	Other (Please specify)		2	
	None of these		3	See inst

113

Q14	**IF *NOT* HEAD OFFICE IE NO AT Q5, ASK Q14. REST SEE INST BEFORE Q15**		
	Which of these statements best describes the level of authority you have at this site concerning your formal policy on the employment of people with disabilities? **READ OUT:**		
	The policy is set by Head Office and we can not alter it	1	
	The policy is set by Head Office but we can apply minor local variations	2	
	Head Office sets the policy framework, but we define our own local details	3	
	We have complete autonomy to set our own local policy	4	
	Other **(SPECIFY)**	5	See inst
	IF LINE MANAGER (CODE 2 AT Q1) ASK Q15 **IF PERSONNEL SPECIALIST (CODE 1 AT Q1) ASK Q16**		
Q15	**ASK LINE MANAGER:** How aware are you of the content of the policy on the employment of people with disabilities?		
	Fully aware	1	
	Partially aware	2	
	Not aware	3	Q17
Q16	**ASK PERSONNEL SPECIALIST:** Overall, how aware do you think the line managers are in this company of the policy on the employment of people with disabilities?		
	Fully aware	1	
	Partially aware	2	
	Not aware	3	Q17
Q17	Thinking now specifically about recruitment, does your workplace have a formal policy regarding the recruitment and employment of people with disabilities?		
	SINGLE CODE ONLY Yes, written policy	1	
	Yes, unwritten policy	2	
	No policy	3	
	Don't know	4	Q
Q18	Which of the following best describes your organisation's attitudes towards the recruitment of disabled people? **READ OUT. SINGLE CODE ONLY**		
	We actively encourage job applications from disabled people	1	Q
	We have no particular view or policy for or against recruiting disabled people	2	
	We see some jobs as more suitable for disabled people than others	3	
	We would not consider recruiting a disabled person	4	
	Other (**PLEASE SPECIFY**)	5	
	Don't know	6	Q
Q19	**IF CODE 1 AT Q21** Does this apply to:		
	All vacancies	1	
	A specified range of vacancies	2	
	Specific vacancies on a case-by-case basis	3	
	Don't know	4	Q23

Q20	How do you seek to recruit people with disabilities?			
	Specific request to Jobcentre/Careers Office		1	
	Job advertisements welcoming disabled applicants		2	
	Notify Disability Employment Adviser		3	
	Two tick symbol in job advertisements		4	
	Notifying a voluntary workplace		5	
	Other methods (please specify)		6	Q
Q21	Do you have the two tick symbol displayed in your workplace?			
		Yes	1	
		No	2	Q25
		Don't Know	3	
	EXPERIENCE OF DISABLED EMPLOYEES			
Q25	In your view, that is using your own understanding of 'disability', are there currently any disabled employees in your workplace?			
		Yes	1	Q26
		No	2	Q27
Q26	How many disabled employees are there?			
	Specify			Q27
Q27	There are many definitions of disability, but I would like you to think of people with long term health problems which make it difficult for them to do some everyday things whether this affects their work or not. As well as including people in wheelchairs, or those who are blind, partially sighted or deaf, we would also include things that might not be so obvious, such as diabetes, heart disease, back problems, dyslexia, or a mental illness.			
	Are there any people employed in your workplace who have a long term disability or health problem of this type?			
		Yes	1	Q28
		No	2	
		Don't know	3	Q30
	IF YES AT Q18			
Q28	Putting together the two definitions, how many people with disabilities do you employ in total at **(LOCATION)**?			
	Specify			
		Don't know	X	See inst
	IF ONE OR MORE PEOPLE SPECIFIED AT Q28, ASK Q 29. REST GO TO Qxx			
Q29a	How many of these disabled people were disabled when you recruited them?			
	And how many became sick or disabled when they were already working for your			
Q29b	organisation?			
A	Recruited sick/disabled		()-()	
B	Became sick/disabled		()-()	
		Don't know	X	See Inst

	IF HAVE RECRUITED ANY SICK OR DISABLED STAFF (Q29a>0) GO TO Q30. REST SEE INST BEFORE Q36			
Q30	Can you now please think about the **(IF>1 SAY:** most recent) member of staff at **(LOCATION)** who is either disabled that you have recruited. I am now going to ask you a few questions about them. Which of these occupations is the sick/disabled person that you recruited engaged in? **READ OUT. CODE ALL THAT APPLY.**			
	Routine. Unskilled operations	1	
	Operative and assembly occupations	2	
	Sales occupations	3	
	Craft and skilled service occupations	4	
	Clerical and Secretarial occupations	5	
	Semi-professional and Technical occupations	6	
	Professional occupations	7	
	Managers and Administrative occupations	8	
	Other	9	
	Don't know	0	Q31
Q31	And what steps, if any, has your workplace made to the job or to the working environment or working conditions to enable you to employ him/her? **DO NOT PROMPT. CODE ALL THAT APPLY.**			
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter work workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q32

Q32	Can I just check whether you did any of the following? **READ OUT. CODE ALL THAT APPLY. ROTATE ORDER**		
	a Provide special equipment	1	
	b Modify workplace/premises	2	
	c Provide flexible working patterns or working hours	3	
	d Alter job/ workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e Employ job sharing	5	
	f Use home-working	6	
	g Allow for special leave necessitated because of the disability	7	
	h Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i Provide training/retraining	9	
	j Provide counselling	1	
	k 'Partnering' them up with a non-disabled person or mentor	2	
	l Other (please specify)	3	
	m No changes	4	**See inst**
	IF ANY CHANGES MADE AT Q31 or Q32 ASK Q33. REST GO TO INST BEFORE Q36		
Q33	**IF ANY CHANGES MADE:** In practice, how easy was it to make the necessary adjustments?		
	Very easy	1	
	Quite easy	2	
	Neither easy nor difficult	3	
	Quite difficult	4	
	Very difficult	5	Q34
Q35	The steps you have made may have resulted in an additional direct cost for your workplace. Which of these statements best describes your company's attitude to this cost for a new employee? **SINGLE CODE. READ OUT.**		
	a We regard the cost of any such adjustment(s) as part of our normal costs	1	
	b We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	2	
	c We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	3	
	d We have identified and quantified the additional cost arising from the adjustment(s)	4	
	e The adjustments did not lead to any additional cost	5	Q36

Q36	How much did it cost you to make the adjustments for this new employee at your work place? Please exclude grants or other income from 3rd parties but include costs incurred in structural or other physical changes to the premises, job redesign, or the provision of assistance by a support worker. **READ OUT**		
	Nil	1	
	Less than £50	2	
	£50 to £99	3	
	£100 to £249	4	
	£250 to £499	5	
	£500 to £999	6	
	£1,000 to £2,499	7	
	£2,500 to £4,999	8	
	£5,000 to £9,999	9	
	£10,000 and over	0	See inst
	IF ANY STAFF HAVE BECOME SICK OR DISABLED (Q29b>0) GO TO Q37. REST SEE INST BEFORE QXX		
Q37	Can you now please think about the (**IF >1 SAY:** most recent) member of staff who became sick/disabled while employed at **(LOCATION)**. I am now going to ask you a few questions about them. Which of these occupations is he/she engaged in? **READ OUT. CODE ALL THAT APPLY.**		
	Routine. Unskilled operations	1	
	Operative and assembly occupations	2	
	Sales occupations	3	
	Craft and skilled service occupations	4	
	Clerical and Secretarial occupations	5	
	Semi-professional and Technical occupations	6	
	Professional occupations	7	
	Managers and Administrative occupations	8	
	Other	9	
	Don't know	0	Q38

Q38	What steps, if any, has your workplace made to the jobs or to the working environment to enable you to continue employing this person? **DO NOT PROMPT. CODE ALL THAT APPLY.**			
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter work workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q39
Q39	Can I just check whether you did any of the following? **ROTATE ORDER. READ OUT. CODE ALL THAT APPLY.**			
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter job/ workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	See inst
	IF ANY CHANGES MADE AT Q38 or Q39 ASK Q40. REST GO TO INST BEFORE Q			
Q40	In practice, how easy was it to make the necessary adjustments?			
		Very easy	1	
		Quite easy	2	
		Neither easy nor difficult	3	
		Quite difficult	4	
		Very difficult	5	Q41

119

Q41	The steps you have made may have resulted in an additional direct cost for your workplace. Which of these statements best describes your company's attitude to this cost? **SINGLE CODE. READ OUT.**		
	a We regard the cost of any such adjustment(s) as part of our normal costs	1	
	b We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	2	
	c We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	3	
	d We have identified and quantified the additional cost arising from the adjustment(s)	4	
	e The adjustments did not lead to any additional cost	5	Q42
Q42	How much did it cost you to make the adjustments for this existing employee at your work place? Please exclude grants or other income from 3^d parties but include costs incurred in structural or other physical changes to the premises, job redesign, or the provision of assistance by a support worker. **READ OUT**		
	Nil	1	
	Less than £50	2	
	£50 to £99	3	
	£100 to £249	4	
	£250 to £499	5	
	£500 to £999	6	
	£1,000 to £2,499	7	
	£2,500 to £4,999	8	
	£5,000 to £9,999	9	
	£10,000 and over	0	Q43
	IF ANY STAFF HAVE BECOME SICK OR DISABLED AND WERE UNABLE TO RETURN TO WORK (Q29C>0) GO TO Q46. REST SEE INST BEFORE Q46		
Q46	Can you now please think about the (**IF >1 SAY:** most recent) member of staff who has become sick/ disabled while employed and was unable to keep their job **(LOCATION)**. I am now going to ask you a few questions about them. Which of these occupations were they engaged in? **READ OUT. CODE ALL THAT APPLY.**		
	Routine. Unskilled operations	1	
	Operative and assembly occupations	2	
	Sales occupations	3	
	Craft and skilled service occupations	4	
	Clerical and Secretarial occupations	5	
	Semi-professional and Technical occupations	6	
	Professional occupations	7	
	Managers and Administrative occupations	8	
	Other	9	
	Don't know	0	Q47
Q47	Did you take any steps to enable this person to continue working at your workplace?		
	Yes		Q49
	No		Q48

Q48	Would you have been prepared to take any steps so that this person could continue to work at your workplace?			
		Yes	1	Q54
		No	2	Q55
Q49	What steps, if any, did your workplace make to the job, working environment or working conditions to enable you to continue employing the person who became sick/disabled and who finally were unable to keep their job? **DO NOT PROMPT. CODE ALL THAT APPLY.**			
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter work workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q50
Q50	Can I just check whether you did any of the following? **READ OUT. CODE ALL THAT APPLY.**			
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter work workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q51
Q51	In practice, how easy was it to make the necessary adjustments?			
		Very easy	1	
		Quite easy	2	
		Neither easy nor difficult	3	
		Quite difficult	4	
		Very difficult	5	Q52

Q52	The steps you have made may have resulted in an additional direct cost for your workplace. Which of these statements best describes your attitude to this cost? **Single Code. READ OUT.**		
	a	We regard the cost of any such adjustment(s) as part of our normal costs	1	
	b	We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	2	
	c	We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	3	
	d	We have identified and quantified the additional cost arising from the adjustment(s)	4	
	e	The adjustments did not lead to any additional cost	5	Q53

Q53	During the past year, approximately how much in total, excluding grants or other income from 3rd parties, did it cost your workplace (at this site or any other) for the necessary adjustments? This includes costs incurred in structural or other physical changes to the premises, job redesign, or the provision of assistance by a support worker. **READ OUT**		
	Nil	1	
	Less than £50	2	
	£50 to £99	3	
	£100 to £249	4	
	£250 to £499	5	
	£500 to £999	6	
	£1,000 to £2,499	7	
	£2,500 to £4,999	8	
	£5,000 to £9,999	9	
	£10,000 and over	0	Q58

Q54	What steps would your workplace have been prepared to make to the job or working environment to enable you to continue employing this person? **DO NOT PROMPT. CODE ALL THAT APPLY.**		
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter job/ workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q55

Q55	Can I just check whether you would have done any of the following? **READ OUT. CODE ALL THAT APPLY.**		
	a	Provide special equipment	1	
	b	Modify workplace/premises	2	
	c	Provide flexible working patterns or working hours	3	
	d	Alter job/ workplace (eg by transferring a disabled person to another job or redesigning working duties)	4	
	e	Employ job sharing	5	
	f	Use home-working	6	
	g	Allow for special leave necessitated because of the disability	7	
	h	Provide additional on-the-job support or assistance (eg provision of interpreters/signers for a person with a hearing impairment)	8	
	i	Provide training/retraining	9	
	j	Provide counselling	1	
	k	'Partnering' them up with a non-disabled person or mentor	2	
	l	Other (please specify)	3	
	m	No changes	4	Q56
Q56	In practice, how easy would it have been to make the necessary adjustments?		
	Very easy	1	
	Quite easy	2	
	Neither easy nor difficult	3	
	Quite difficult	4	
	Very difficult	5	Q57
Q57	If you had taken any steps it may have resulted in an additional direct cost for your workplace. Which of these statements would have best described your attitude to this cost? **Single Code. READ OUT.**		
	a	We regard the cost of any such adjustment(s) as part of our normal costs	1	
	b	We recognise there is an additional cost, but we deliberately do not attempt to quantify the amount	2	
	c	We recognise that there is an additional cost, but we have not thought it necessary to quantify the amount	3	
	d	We have identified and quantified the additional cost arising from the adjustment(s)	4	
	e	The adjustments did not lead to any additional cost	5	Q58
Q58	Can you please tell me the type of disability that this employee suffered from?		
	a	Disability affecting mobility or dexterity of arms, legs, hands, feet, back, neck or head (incl. Cerebral palsy, MS, arthritis)	1	
	b	Difficulty in seeing, even when glasses, contact lenses or other aids are used	2	
	c	Difficulty in hearing	3	
	d	Skin conditions, allergies	4	
	e	Severe heart, severe blood pressure or severe blood circulation problems	5	
	f	Epilepsy	6	
	g	Blood disorders, like leukaemia, haemophilia or anaemia	7	
	h	Mental illness or suffer from phobias, panics or other nervous disorders	8	
	i	Chest or breathing problems, asthma, bronchitis	9	
			()	
	j	Stomach, liver, kidneys, bladder or digestion problems	1	
	k	Depression, bad nerves or anxiety	2	Q59

	IF NO DISABLED EMPLOYEES		
Q59	If your workplace does not employ/recruit people with disabilities, is this because: **READ OUT**		
	No-one with a disability has applied for employment in the workplace	1	Q58
	Some have applied, but not been recruited, on grounds other than their disability	2	
	Some have applied, but not been recruited due to their disability, which was a barrier for a particular job	3	Q57
	Some have been employed in the past, but subsequently left	4	
	Other	5	Q58
	Don't know	6	
Q57	What was/were the barriers?		
	Don't know	V	Q58
Q58	Are there, in your view, particular problems or difficulties associated with the recruitment of people with disabilities?		
	Don't know	V	Q59
Q59	**ALL RESPONDENTS** Are there, in your view, particular problems or difficulties associated with the retention of employees who have become disabled?		
	Don't know	V	Q60
Q60	What benefits or advantages, if any, does your workplace see in the recruitment/employment of people with disabilities?		
	None	V	
	Don't know	X	Inst above Q62

	PERCEPTIONS						
Q61	The employment and/or retention of disabled people may also have some costs and benefits for your business. How strongly do you agree or disagree with the following statements?						
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	
a	Making adjustment(s) for an employee who becomes disabled often costs less than recruiting a new employee.	1	2	3	4	5	
b	People with disabilities tend to have better attendance and punctuality records.	1	2	3	4	5	
c	The recruitment/retention of an employee who is or becomes disabled has a positive effect on staff relations and morale.	1	2	3	4	5	
d	The recruitment/retention of an employee who is or becomes disabled has a positive effect on the company's public image.	1	2	3	4	5	
e	It would not be appropriate to have a disabled employee in a post dealing face to face with clients/customers	1	2	3	4	5	
f	Most staff may feel uncomfortable if they were asked to work with a disabled person	1	2	3	4	5	
g	Adjustments made for disabled employees can be beneficial for other people also i.e. other employees, disabled customers	1	2	3	4	5	
h	Disabled employees tend to be less productive	1	2	3	4	5	
i	Disabled employees require additional management and supervisory time	1	2	3	4	5	
j	Disabled employees create additional workload for personnel/HR staff	1	2	3	4	5	Q62
	I'm now going to read out a series of workplace scenarios and ask you some questions about what you do in each situation. Please answer as truthfully as you can bearing in mind there is no right or wrong answer.						
Q62	An employer specifies that a driving licence is required for a job which involves limited travelling. An applicant for the job has no driving licence because of the effects of his disability. He is otherwise the best candidate for the job and he could easily and cheaply do the travelling involved by other means.						
a	In similar circumstances would you ….? **READ OUT**						
		Employ the applicant				1	
		Not employ the applicant				2	
		Do something else (specify)				3	
		Don't know (don't read out)				4	Q63

Q63	A man with a disabling heart condition applies for an office job. The Company routinely asks all applicants to fill out a health questionnaire and requires all applicants who state they have a disability to undergo a medical examination, irrespective of whether it is relevant to the job.		
a	Do you think that this policy is ….? **READ OUT**		
	Reasonable	1	
	Unreasonable	2	
	Do something else (specify)	3	
	Don't know (don't read out)	4	Q64
Q64	An employer is recruiting staff for an IT job and requires all candidates to be able to work for at least two years to complete a particular work project. Medical evidence shows an applicant for the job is unlikely to be able to continue working for that long. He is otherwise a particularly good candidate.		
a	In similar circumstances would you …? **READ OUT**		
	Consider the applicant	1	
	Reject the applicant	2	
	Do something else (specify)	3	
	Don't know (don't read out)	4	Q65
Q65	An experienced receptionist who has worked for ten years in the flagship office of an organisation, where VIPs and dignitaries arrive to meet senior management, has recently survived a car crash that has left her with a serious facial disfigurement.		
a	In similar circumstances would you …..? **READ OUT**		
	Keep the receptionist in her post	1	
	Transfer her to another post in which she would not deal with customers directly	2	
	Do something else (specify)	3	
	Don't know (don't read out)	4	Q66
Q66	An employee was involved in an accident and, as a result, lost the use of her legs. The employee says that her doctor suggested that she should be allowed to work from home for around twelve months as part of her gradual return to work. She could perform her duties at home if temporarily provided with equipment from the office.		
a	In similar circumstances would you …? **READ OUT**		
	Arrange for the employee to work from home	1	
	Wait for her to recover so she can return to work	2	
	Other (specify)	3	
	Don't know (don't read out)	4	Q67
	THE DISABILITY DISCRIMINATION ACT		
Q67	The Disability Discrimination Act 1995 introduced new rights for employees with disabilities or long term health problems. Have you heard of the Act?		
	Yes	1	Q68
	No	2	
	Don't know/not sure	3	Q72

Q68	How aware would you say that you are of the parts of this Act which deal with employment issues? **READ OUT LIST**		
	Very aware	1	
	Fairly aware	2	
	Not very aware	3	
	Not at all aware	4	
	Don't know/not sure (don't read out)	5	Q69
Q69	The part of the Act dealing with disabled employees contains exemptions for certain employers. As far as you know, does the part of the Act dealing with disabled employees apply to your organisation, or are you exempt from this part?		
	Covered	1	Q70
	Exempt	2	Q71
	Don't know/not sure	3	Q72
Q70	Why do you say you are covered? **DO NOT READ OUT. CODE THE RESPONSE TO THE MOST APPROPRIATE CATEGORY (CODE ONLY ONE)**		
	a Reason to do with the size (no. of employees) of the organisation	1	
	b Reason to do with the type/sector of the organisation	2	
	c Assumed that all organisations covered	3	
	d Just assumed that this organisation was covered	4	
	e Was told by another business/organisation that they were covered	5	
	f Other reason (specify)	6	Q72
Q71	Why do you say that you are exempt? **DO NOT READ OUT. CODE THE RESPONSE TO THE MOST APPROPRIATE CATEGORY (CODE ONLY ONE)**		
	a Reason to do with the size (no. of employees) of the organisation	1	
	b Reason to do with the type/sector of the organisation	2	
	c Just assumed that this organisation was exempt	3	
	d Was told by another business/organisation that they were exempt	4	
	e Other reason (specify)	5	Q72
Q72	As you may know, the DDA gives new rights to disabled employees, and in particular it places a duty to all employers with 15 or more employees not to treat disabled employees or potential employees less favourably than others for reasons related to their disability. It also places an obligation on such employers to make a 'reasonable adjustment' to the workplace or to working arrangements to assist a disabled person to do the job. Which of the following best describes your attitude towards this Act and the duties it places on employers? Are you …? **READ OUT**		
	Strongly in favour of the Act	1	
	Broadly in favour of the Act	2	
	Neither in favour nor against the Act	3	
	Broadly against the Act	4	
	Strongly against the Act	5	
	Don't know	6	Q73

Q73	A new service (sometimes known as the New Deal for Disabled People) has been set up that helps disabled people who are on incapacity benefit back into work. The service aims to identify different ways of helping those on incapacity benefits to move out of economic inactivity and into lasting employment and support those in work who are at risk of losing their jobs due to the onset of disability. Have you ever used such a service?		
	Yes	1	
	No	2	Q74
Q74	Would you be interested in using this type of service in order to recruit staff?		
	Very interested	1	
	Interested	2	
	Not sure	3	
	Not interested	4	
	Not at all interested	5	Q75
Q75	Disability Service Teams (DST) of the Employment Service aim to provide a coherent employment advice and assessment service for employers and disabled people. Their services are accessed through the local JobCentre. Their remit is to advise employers and disabled people on the help and support which is available through government schemes such as Access to Work and the Supported Employment Programme. Have you ever heard of Disability Service Teams?		
	Yes	1	Q76
	No	2	
	Don't know	3	Q77
Q76	Have you ever used Disability Service Teams?		
	Yes	1	
	No	2	
	Don't know	3	Q77
Q77	Would you be interested in using Disability Service Teams?		
	Yes	1	
	No	2	
	Don't know	3	Q78
Q78	The Access to Work Programme is delivered by the Employment Service. It aims to provide support to overcome the effects of disability at work, so that disabled people can participate in mainstream employment. Have you heard of this programme?		
	Yes	1	Q79
	No	2	
	Don't know/not sure	3	Q80
Q79	Have you ever used this particular programme?		
	Yes	1	
	No	2	
	Don't know/not sure	3	Q59

Q80	Would you be interested in using this type of programme?		
	Yes	1	
	No	2	
	Don't know/not sure	3	Q81
Q81	The Supported Employment Programme (SEP) provides job support to people with disabilities who face complex barriers to getting or keeping a job, but who can work effectively with the right support. It provides opportunities for disabled people to work in a supportive environment and where possible to progress in mainstream employment. Have you heard of this programme?		
	Yes	1	Q82
	No	2	
	Don't know/not sure	3	Q83
Q82	Have you ever used this particular programme?		
	Yes	1	
	No	2	
	Don't know/not sure	3	Q83
Q83	Would you be interested in using this type of programme?		
	Yes	1	
	No	2	
	Don't know/not sure	3	Q84
Q84	The Disabled Person's tax credit is a tax benefit for disabled people on low incomes. Have you heard of the Disabled Person's tax credit?		
	Yes	1	Q85
	No	2	
	Don't know/not sure	3	Q86
Q85	Have you ever advised your employees of this particular credit?		
	Yes	1	
	No	2	Q86
Q86	And finally do you suffer from any long term illness or disability?		
	Yes	1	
	No	2	
	THANK AND CLOSE		

APPENDIX IV: RESPONSE ANALYSIS

After sending all sample to telephone look up, a total of 9894 contacts were available for the survey. The following table describes the outcome for these.

The table shows firstly the number of contacts provided and shows the number of these for which a telephone number was successfully found. Some of the unsuccessful checks resulted from an incomplete company name or address; others were no longer in business. The second part of the table shows the outcome of the calls to those remaining in the sample (i.e. with full addresses and telephone numbers and to whom the advance letter was sent). It should be noted that although a total of 2008 interviews were completed, a number of these were "paired" interviews (see Appendix I, p99) where two interviews were completed at the same workplace. The total number of workplaces surveyed was therefore 1812 and this is the number that has been used in the analysis below.

	Number	%
Total sample provided	13898	
Sample provided with telephone numbers	816	
Number of telephone numbers successfully looked up	8980	
Number of contacts for which no telephone number found	4102	
Number of companies with telephone number (advance letter sent)	**9796**	**100**
Total number of interviews completed (including pairs)	2008	-
Total number of workplaces surveyed	1812	18
Refused	1319	13
Call backs arranged	1703	17
No answer/engaged	944	10
Wrong number/unobtainable/computer or fax line /answerphone/moved etc	1451	15
Ineligible - company size under 10	1316	13
Out of quota	701	7
Company policy/TPS Number	369	4
Incomplete interviews	181	2
Unused sample	130	-

APPENDIX V: ADVANCE LETTER SENT TO SELECTED COMPANIES

Managing Director

«Address_1»

«Address_2»

«Address_3»

«Address_4»

«Address_5»

«Postcode»

12th February 2001

Dear Sir or Madam,

Survey on the Employment of Disabled People

I am writing to ask for your help with an important survey on the employment of disabled people in British companies. The survey has been commissioned by the Department for Education and Employment and will be carried out by a team of researchers from NOP Research Group Limited.

The aim of the survey is to investigate the opportunities for employment for disabled people across Britain and to determine how Government policies are interpreted by Personnel specialists and by line mangers. The information will be vital for government planning.
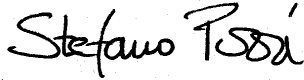
I very much hope you will support this survey by allowing NOP to contact your Director in charge of personnel and/or Line Managers from your company. Our aim is to complete an interview with either the Director in charge of personnel and/or a Line Manager, please be assured that the process for selecting who to interview at your company is an entirely random process. The interview will take about twenty minutes to complete. This will chiefly collect factual information about your company, investigate the methods you use for recruiting and retaining disabled people in the workplace.

An interviewer from NOP Research will contact your organisation shortly to arrange a convenient time for the telephone interview. The information you provide will be treated in the **strictest confidence**. It will not be passed on to the Department for Education and Employment, or to anyone else, in a form which could identify your organisation. It will be used only to build up an overall picture of employment practices across the country.

I do hope you will take part in this survey. Although participation is voluntary, it is important that as many people as possible take part so that the results are representative. If you have

any queries about the survey itself, please telephone Sarah McHugh at NOP (0207-890-9379). If you have more general queries about the commissioning of the study, please contact Sarah-Jane Lilley on 020 7273 5471.

Yours sincerely,

Stefano Pozzi
Principal Research Officer

APPENDIX VI: DISABILITY BARRIERS – OCCUPATION LIST

These lists give you some examples of the type of line managers that you should be asking to speak to. It is by no way exhaustive and should only be used as a guide. Please tailor your request to the type of company you are ringing.

GENERAL LIST:

Sales manager	Health and safety manager
Marketing manager	Quality managers
General manager	Operations managers
IT Manager	Technical manager
Logistics manager	Account manager
Financial controller/manager	Planning manager
Procurement manager	Information service manager
Administration manger	Customer relations manager
Research manager	House manager
Advertising manager	Transport manager
Public relations manager	Estate manager
Store controller	Company Secretary

SPECIALIST LIST

School/College/University	Other Professionals
Head of Department	Solicitor
Teacher	Barrister
Senior Lecturer	Senior Social Worker
Fellow	Officers in UK armed forces
	Police Officers (Inspectors+)
Hospital/Medical Practice	Fire Service Officers (Principal Officer)
Senior Consultant	Prison Officers (Principal Officers)
Senior Nursing Officer	Customs: Chief preventative officer
Charge Nurse	Excise: Surveyor
	Senior Librarian
	Senior archivist or curator
	Head Chef
	Government/Civil Service
	General administrators – assistant secretary/Senior Principal
	Local government officers with administrative and executive functions
	Civil service executive officers

APPENDIX VII: BASES FOR SELECTED TABLES

The following tables provide bases (both weighted and unweighted) for tables 42, 44 and 45 which have multiple bases within the tables.

Bases for Table 42 - Use of Services provided through Government initiatives

BASE TYPE	ALL		All aware of NDDP		All aware of DSTs		All aware of AtW		All aware of SEP	
	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted	Unweighted	Weighted
TOTAL	**1966**	**1966**	788	683	661	453	667	506	410	315
Respondent Types:										
Personnel Specialist	985	910	472	342	452	266	414	268	258	186
- Dedicated	362	225	189	113	189	87	180	77	100	142
- Other	623	685	283	229	263	179	234	191	158	144
Line Manager	981	1056	316	341	209	187	253	238	152	130
Industry type:										
Manufacturing	354	234	125	70	114	51	104	53	57	37
Trade	339	467	132	144	114	81	101	81	75	58
Construction	301	370	101	100	77	63	83	75	(40)	34
Services	393	350	153	123	102	73	109	95	58	41
Public Sector	576	545	274	247	252	185	268	201	179	146
Workplace Size:										
5-9	137	452	50	151	30	95	35	100	(21)	69
10-49	478	1219	160	416	107	258	123	305	71	182
50-99	349	157	135	59	106	48	111	50	72	32
100-249	401	98	157	38	134	33	134	35	80	21
250-499	296	20	128	9	117	8	113	7	69	5
500+	305	20	158	10	167	11	151	10	97	6
Organisation Size:										
Small (10-49)	307	783	92	232	50	117	58	140	(36)	89
Medium (50-249)	462	401	158	118	116	86	129	117	78	69
Large (250+)	1194	778	537	333	494	249	479	249	295	157
Region										
North England	415	396	176	173	163	112	161	114	88	67
Midlands	441	438	174	144	162	97	161	117	105	78
South England	653	683	258	226	184	135	194	162	121	99
Scotland	81	75	(41)	30	(35)	36	(35)	29	(25)	24
Wales	137	154	54	51	(48)	29	(48)	40	(39)	30
Two tick employer										
Yes	353	190	200	101	202	459	192	98	139	58
No	1613	1776	588	582	88	365	475	409	271	257
Employ disabled staff										
Yes	1229	976	518	370	447	252	448	281	262	158
No	737	990	270	314	214	201	219	225	148	157

(Note low base)

Bases for Table 44 - Interest In Using these Programmes

BASE (All who have heard of the scheme)	DST		AtW		SEP	
	Unweighted base	Weighted base	Unweighted base	Weighted base	Unweighted	Weighted
TOTAL	661	453	667	506	410	315
Respondent Types:						
Personnel Specialist	452	266	414	268	258	186
- Dedicated	189	87	180	77	100	142
- Other	263	179	234	191	158	144
Line Manager	209	187	253	238	152	130
Industry type:						
Manufacturing	114	51	104	53	57	37
Trade	114	81	101	81	75	58
Construction	77	63	83	75	(40)	34
Services	102	73	109	95	58	41
Public Sector	252	185	268	201	179	146
Workplace Size:						
5-9	30	95	35	100	(21)	69
10-49	107	258	123	305	71	182
50-99	106	48	111	50	72	32
100-249	134	117	134	35	80	21
250-499	117	8	113	7	69	5
500+	167	11	151	10	97	6
Organisation Size:						
Small (10-49)	50	117	58	140	(36)	89
Medium (50-249)	116	86	129	117	78	69
Large (250+)	494	249	479	249	295	157
Region						
North England	163	112	161	114	88	67
Midlands	162	97	161	117	105	78
South England	184	135	194	162	121	99
Scotland	(35)	36	(35)	29	(25)	24
Wales	(48)	29	(48)	40	(39)	30
Two Tick Employer						
Yes	202	88	192	98	139	58
No	459	365	475	409	271	257
Employ Disabled Staff						
Yes	447	252	448	281	262	158
No	214	201	219	225	148	157

(Note low base)

Bases for Table 45 – Awareness of the Disabled Person's Tax Credit

Weighted Base (All/All who have heard of Disabled Person's tax credit)	All Aware		Advised	
	Unweighted base	Weighted	Unweighted base	Weighted base
	1966	1966	1015	972
Respondent Types:				
Personnel Specialist	985	910	522	491
- Dedicated	362	225	197	133
- Other	623	685	325	359
Line Manager	981	1056	493	481
Industry type:				
Manufacturing	354	234	163	98
Trade	339	467	186	231
Construction	301	370	140	162
Services	393	350	209	190
Public Sector	576	545	315	292
Workplace Size:				
5-9	137	452	71	232
10-49	478	1219	232	586
50-99	349	157	177	82
100-249	401	98	211	51
250-499	296	20	156	11
500+	305	20	168	11
Organisation Size:				
Small (10-49)	307	783	143	361
Medium (50-249)	462	401	232	184
Large (250+)	1194	778	640	427
Region				
North England	415	396	211	189
Midlands	441	438	241	237
South England	653	683	358	353
Scotland	81	75	37	45
Wales	137	154	54	56
Two Tick Employer				
Yes	353	190	211	106
No	1613	1776	804	866
Employ Disabled Staff				
Yes	1229	976	655	499
No	737	990	350	473