



UNIVERSITY OF
CAMBRIDGE

Disability Resource Centre

Staff Guide on Disability



Acknowledgements

This guide was researched and edited by Toni Battison and Jim Smith and designed by the University Press and Publications Office. Judith Jesky, Felicity Cooke and Sarah Botcherby all contributed with comments and additions, as did colleagues in other University support services. Peter Wetherell of Directions Plus read and commented on the information about welfare benefits.

Staff Guide on Disability

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Foreword by the Vice-Chancellor

I warmly welcome this new handbook – it is an important and helpful companion to the handbook on supporting disabled students, also published by the Disability Resource Centre.

The new guide is part of the University's continuing efforts to reinforce an inclusive culture. Since 2001, the University has made considerable progress in this area, by establishing the Disability Resource Centre, expanding its Equality and Diversity team, revising committee structures and implementing and reviewing policies to take account of disability. These endeavours have raised awareness of disability issues throughout the University.

As well as raising awareness, the University has, through its Personnel Division, Occupational Health Service and Staff Counselling Service, accumulated a great deal of experience and expertise. I hope this handbook will add to the useful resources available to support disabled staff.

A handwritten signature in black ink that reads "Alison Richard". The signature is written in a cursive style with a large initial 'A'.

Alison Richard

Introduction

Welcome to the *Staff Guide on Disability*, the University publication for disabled employees and their departmental managers and supervisors. It has been produced to complement the earlier guide for academic and support staff, *Supporting Disabled Students and Colleagues*. This Guide is for people with all types of impairment or health problem, however it has been acquired, and whether it is physical or mental. A broad range of people are protected by the Disability Discrimination Act, from those who need no modifications made to their job or workplace, to people who require major adjustments to both. The Guide advises you of your rights under the Act and how to enforce them, and informs your manager how he or she can support you.

The University is working towards a more inclusive culture. This Guide is part of that process and builds on the commitment in our Equal Opportunities Policy that “entry into employment with the University and progression within employment will be determined only by personal merit and by the application of criteria which are related to the duties and conditions of each particular post and the needs of the institution concerned”.

This Guide won't supply all the information you may need, but it describes the legal and policy frameworks and includes plenty of practical advice on making the adjustments that are required by the Disability Discrimination Act; we hope it will encourage you to come up with flexible and creative ways of breaking down barriers to equality. It will be a good starting point and prompt you to seek support from the services it lists both inside and outside the University.

Few people have all the answers, even those who have been disabled for a long time. If your impairment is newly diagnosed or you feel that problems are developing, you are encouraged to ask for support from a range of services. You can start by talking to someone in your Institution – your supervisor, Head of Institution, Administrator or Disability Liaison Officer. Or, if you prefer, you can go straight to one of the University support services instead, such as the Disability Adviser, a Personnel Consultant or Officer, the Staff Counselling Service or the Occupational Health Service. Don't delay – arrange a meeting to discuss your concerns so action can be taken as soon as possible.

1. Support services at the University

In your department your **Departmental Administrator** and your **Disability Liaison Officer** (see page 23) will advise and support you. University-wide support services are available equally to academic and non-academic staff. External sources of help and advice are listed from page 63.

The Disability Resource Centre (DRC)

Keynes House

Trumpington Street

CB2 1QA

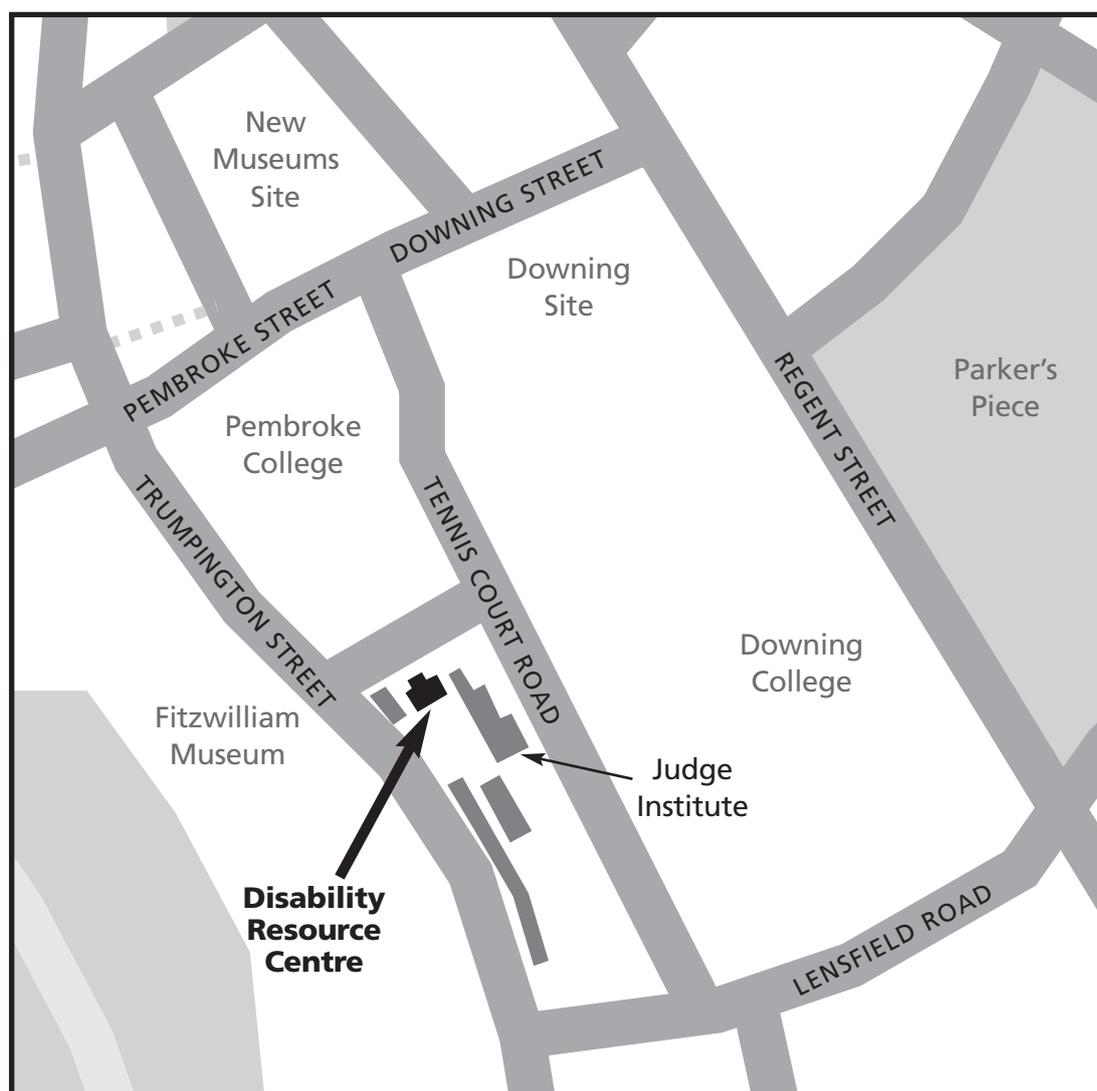
(3)32301

(7)64085 (text phone)

(7)66863 (fax)

ucam-disability@lists.cam.ac.uk

www.cam.ac.uk/cambuniv/disability



The DRC provides advice, information and support to disabled staff and students. It informs and advises staff in colleges or departments on their facilities and support for disabled students and workers. Centre staff work with the Joint Committee on Disability (see page 22) to develop policy and best practice on disability.

Make use of the Centre if you need information or advice about rights, services and support available to you as a disabled staff member, or if you want to know how to support a disabled person you supervise or manage.

The University Disability Adviser

Judith Jesky, the University Disability Adviser, is available by appointment to discuss employment matters with staff members. She may:

- Liaise on your behalf with other staff support services such as the Personnel Division, the Staff Counselling Service and Occupational Health
- Refer you to information sources within the Disability Resource Centre
- Refer you to other support services, including trades unions and Access to Work

Contact Judith Jesky, jmj28@cam.ac.uk

Resources Room

The Resources Room provides:

- A collection of disability-related information materials in a range of formats, both for consultation and to take away, covering many of the topics addressed in this guide
- Access to the CCH (Commerce Clearing House) Disability Manual, a comprehensive guide to managing disability issues in the workplace
- Specialist equipment and software for use in the room by students and staff, and for students to borrow, such as: computers, a Braille printer, cassette recorders, a dictaphone kit, various input devices including scanner and tracker balls, voice recognition software, magnification software and screen reading software – contact the DRC for a full list
- Support sessions and demonstrations to help people get the best out of their access software – ask for details

Contact ucam-disability@lists.cam.ac.uk

Disability equality training

The DRC offers a range of training courses for staff throughout the year. There is a current list at: www.admin.cam.ac.uk/offices/personnel/staffdev/disability.

Sessions include:

- Managing disabled staff
- Disabled people: offering a good face-to-face service
- Involving disabled people
- Mental health: dealing with emotional distress
- Mental health awareness
- Supporting students with Asperger Syndrome
- Dyslexic students – teaching strategies and support issues
- Libraries – making them accessible to disabled people.

Further sessions being developed include *Retaining staff with acquired impairments*. Online courses which can be done at your own time and pace are:

- Mental health
- Teaching disabled students
- Supporting students with specific learning difficulties

The Training Co-ordinator is available to come into your college, faculty or department to deliver tailor-made training. Please ask for details.

Contact Kirsty Wayland, kw226@cam.ac.uk

Newsletters

The DRC publishes two newsletters, one issue a term each. *Disability at Work* is for staff and is sent to all departments and individuals on the mailing list. Your contributions are always welcome. Contact Pauline Lee to discuss contributing or to go on the mailing list. *Update* is for disabled students.

Contact ucam-disability@lists.cam.ac.uk

Personnel Division

Personnel Consultants and Officers

The Old Schools

Trinity Lane

CB2 1TT

(3)32267

www.admin.cam.ac.uk/offices/personnel

personnel.online@admin.cam.ac.uk

Personnel Consultants and Officers are the principal points of contact for designated Institutions; they advise Heads of Institutions, Departmental Administrators and members of staff. The Division publishes a number of important policies and guidelines: see page 19.

Staff Development

25 Trumpington Street

CB2 1QA

(3)32343

staffdev@admin.cam.ac.uk

Promotes staff development throughout the University, liaises with and advises departments and faculties and provides a range of training sessions and courses.

Staff Welfare

25 Trumpington Street

CB2 1QA

(3)32825

staff.welfare@admin.cam.ac.uk

The Welfare Adviser provides confidential support and information on personal and work-related problems, including information about retirement and retirement courses.

Equality and Diversity Section

equality@admin.cam.ac.uk

www.admin.cam.ac.uk/offices/personnel/equality/

The Equality and Diversity Section provides advice and support on all equality issues to Heads of Institutions and staff.

Occupational Health Service

Fenner's
Gresham Road
CB1 2ES
(3)36594

The service's main functions are to prevent ill health and injury arising from work and to promote health at work. Activities include:

- Advice on your fitness or suitability for work, and on reasonable adjustments
- Advice on the planning and organisation of work, including the design of workplaces, ergonomics and protective equipment
- Developing strategies for the prompt recognition and treatment of injuries and illnesses arising from work
- Advice on rehabilitation and resettlement after illness or injury
- Counselling for work-related health problems
- Pre-employment health screening (see page 35)

Staff Counselling Service

13/14 Trumpington Street
CB2 1QA
(3)32865
reception@counselling.cam.ac.uk
www.counselling.cam.ac.uk

Confidential counselling to help you solve personal or work-related problems away from your work environment. College employees may be seen once for assessment and onward referral.

Health and Safety Division

20 Trumpington Street
CB2 1QA
(3)33301
www.admin.cam.ac.uk/offices/safety
safety@hermes.cam.ac.uk

Advice to managers on health and safety matters and specialist help for disabled employees, including how to arrange a personal safety plan (see page 43).

The Division produces a comprehensive range of publications.

Resource Management Committee (RMC)

The Old Schools

Trinity Lane

CB2 1TT

(3)32200

www.admin.cam.ac.uk/offices/rmc

Consideration can be given to providing funds when an institution's existing resources are not sufficient to meet a disabled person's needs. Consult your Departmental Administrator first.

Estate Management and Building Services (EMBS)

74 Trumpington Street

CB2 1RW

(3)37770

EMBS maintains University buildings, plans and manages property and procures new buildings. It provides help and practical support on structural modifications where reasonable adjustments (see page 38) are needed.

Trades Unions

Your trades union can advise and represent you in employment matters.

The University recognises three trades unions for collective bargaining and consultation for all staff with the status of University Assistant.

www.admin.cam.ac.uk/offices/personnel/unions/recognised.html

Amicus/Manufacturing, Science and Finance (MSF)

ws103@cam.ac.uk

Represents clerical, library and secretarial staff, data processing staff and technical and related staff.

Association of Cambridge University Assistants (ACUA)

The Union Centre

24B Trumpington Street

CB2 1QA

(3)38055

acua@hermes.cam.ac.uk

Represents clerical, library and secretarial staff, data processing staff, manual staff including cleaners and technical and related staff, and staff of UCLES and the Graduate Centre.

Cambridge Association of University Teachers (CAUT)

www.aut.cam.ac.uk

liz@cheng.cam.ac.uk

This union for academic and academic-related staff is not recognised for negotiation purposes but nevertheless meets with the University via the Joint Consultative Committee to discuss staff employment matters.

UNISON

The Union Centre

24B Trumpington Street

CB2 1QA

(7)65258

unisoncucb@hotmail.com

www.unison.org.uk

Represents clerical, library and secretarial staff and manual staff.

2. The legal framework – laws and codes of practice

Background

You are protected by the Disability Discrimination Act (DDA) 1995, which makes discrimination unlawful in respect of employment, education and access to goods, facilities, services and premises. Employment provisions (part two of the Act) have been in force since 1996, other parts have been implemented since, and regulations and amending acts have extended its scope. A new Disability Discrimination Act to amend the law by placing a duty on all public sector authorities to promote disability equality, and making other changes, was passed just before the dissolution of Parliament in April 2005.

Part two protects you from discrimination at all stages of your relationship with the University as your employer. These include:

- Job advertisements, selection and interviews
- Terms of employment
- Opportunities for promotion, training, transfer or other benefits
- Dismissal or other detriment
- After your employment has come to an end

Part three refers to discrimination in the provision of goods and services.

Part four (amended by the Special Educational Needs and Disability Act 2001) prescribes obligations to disabled students and was covered in *Supporting Disabled Students and Colleagues*, published by the Disability Resource Centre in 2002. Part five relates to transport.

You remain protected by other laws, so you should always consider your rights as a disabled person in the context of other employment and human rights legislation.

The Disability Rights Commission (see page 65) is the major national source of information and advice about the DDA and how to use it. There is a range of useful publications from various organisations that describe and explain the legislation: see the end of this section. The University has a range of policies that promote good practice and aim to help it and its employees uphold the law: see section three.

Definition of disability

Under the Act, a person has a disability if he or she has a physical or mental impairment that has a substantial and long-term, adverse effect on his or her ability to carry out normal day-to-day activities.

Impairment resulting from or consisting of mental illness is covered by the Act: this is likely to include depression or anxiety, if long-term.

A substantial impairment is one that is more than minor or trivial. From December 2005 the effects of progressive conditions such as cancer, HIV infection and multiple sclerosis are regarded as substantial for the purposes of the Act immediately on diagnosis, although certain cancers that only require minor treatment may be excluded. Other progressive conditions may be included in the future.

A long-term impairment is one:

- Which has lasted at least twelve months, or
- Where the total period for which it lasts is likely to be at least twelve months, or
- Which is likely to last for the rest of the life of the person affected

There is guidance on this definition of disability on the Disability Rights Commission's website at www.drc-gb.org/thelaw/practice.asp.

Disability discrimination

The DDA Amendment Regulations that came into force in October 2004 define three kinds of discrimination: direct discrimination, failure to make reasonable adjustments and disability-related discrimination. It is also unlawful to victimise somebody, disabled or not, by treating them less favourably because they have started or taken part in proceedings under the DDA or have alleged in good faith that somebody could be in breach of the Act. Harassment is also specifically prohibited.

Direct discrimination

This occurs when a disabled person is treated less favourably on the grounds of disability in comparison to a non-disabled person whose circumstances, including

their abilities, are not materially different from those of the disabled person. The effective reason for discrimination is the disability itself, not its relation to the job in question: such discrimination legally cannot be justified. See below for “disability-related” discrimination.

Failure to make reasonable adjustments

An employer must make reasonable adjustments to prevent disadvantage when any provision, practice, criterion or physical feature places a disabled person at a substantial disadvantage compared with a non-disabled person. Failure to make adjustments legally cannot be justified and is a form of disability discrimination.

Disability-related discrimination

This refers to less favourable treatment for a reason related to a disability. In some circumstances this discrimination can be justified and is therefore legal. The reason for unequal treatment would have to be *material* and *substantial*. So, for example, it is probably lawful to turn down an applicant for a manual job who has severe back pain that prevents him/her from carrying out an essential requirement of the job. But if a reasonable adjustment would have made a difference to the reason that is being used to justify the treatment, then the less favourable treatment cannot be justified.

Section six of the Disability Rights Commission’s *Code of Practice on Employment and Occupation* discusses this in detail (see page 18).

Victimisation

Already outlawed by the Act, the Regulations make it clear that victimisation can be claimed by non-disabled as well as disabled people. An employer who instructs or pressures somebody to discriminate can be found guilty of victimisation.

Harassment

The Regulations separately prohibit harassment and define it as either violation of dignity or the creation of an intimidating environment.

Discriminatory advertising

The Regulations make it illegal to publish a discriminatory employment advertisement.

Reasonable adjustments

This is a key concept in the practical application of the Act. It refers to changes to the way your work is organised, the support you receive and duties you perform, as well as to physical changes to your work environment and the provision of specialist equipment. Failure to agree such changes may be a breach of the Act. There is more information and practical examples on pages 32 to 37 and 38 to 41.

People protected by the Act

The following groups are protected:

- Employees and former employees
- Job applicants
- Self-employed people working under contract to provide services (in a personal capacity)
- Contract workers

Legal liability for discrimination

Under the DDA the University is responsible for the actions of its employees and will be liable if an employee harasses or discriminates against you, unless it can show that it has taken reasonable steps to prevent it. The policies listed on pages 19–22, the provision of disability equality training (page 7) and distributing information, including this document, are steps that demonstrate a commitment to disabled people as well as fulfilling the University's obligations under the Act.

An employee of the University who commits an act of discrimination or harassment will be liable for aiding the unlawful discriminatory act whether or not the University can show it has taken reasonable steps to prevent it. An individual could be made to pay compensation.

Burden of proof

The 2003 Regulations have shifted the burden of proof in a discrimination case to the University as your employer. That means that once you have established a prima facie case that discrimination has occurred, it is for the University to prove that it has not occurred.

The new Disability Discrimination Act

The Disability Discrimination Act 2005, which received royal assent just before the 2005 General Election, amends the 1995 Act and places a duty on all public sector authorities to promote disability equality. This will have a significant impact on the way in which all public services are run and on improving the lives of disabled people.

Governing bodies of higher education institutions, colleges and universities are among the public authorities that will have new duties which will apply to both students and employees. There is a draft code of practice, *The Duty to Promote Disability Equality*, at www.drc-gb.org/thelaw/publicsectordutycode.asp, at the time of writing, while the Equality Challenge Unit has published *Promoting Equality – the Public Sector Duty on Disability: Suggested First Steps for Higher Education Institutions*. It can be downloaded at

www.ecu.ac.uk/publications/downloads/BriefingPaper1.pdf.

Public authorities, in carrying out their functions, will be required to have due regard to:

- The need to eliminate discrimination that is unlawful under the Act
- The need to eliminate harassment that is unlawful under the Act
- The need to promote equality of opportunity between disabled persons and other persons
- The need to take steps to take account of disabled persons' disabilities, even where that involves treating disabled persons more favourably than other persons

Check with the Disability Resource Centre's Training Co-ordinator (see page 7) whether there is training on this new duty – and see

www.admin.cam.ac.uk/offices/personnel/staffdev/disability.

Other amendments include changes to the definition of disability, while private clubs with twenty-five or more members will be covered by part three (Goods and Services) – so University sports and social clubs will be covered by the Act where previously they were not.

The Human Rights Act (HRA) 1998

The Human Rights Act includes a prohibition of discrimination in the enjoyment of the provisions of the European Convention on Human Rights. Its implications will not be clear until there is a body of case law, but there may be some benefit to disabled people in the area of employment.

Rowena Daw (2000) states that:

A person claiming under the [Disability Discrimination] Act will be able to use the HRA in the employment tribunal or the county court, subject to the time limits imposed for those jurisdictions...

...The HRA is likely to bring with it a few employment rights for many people employed by a public authority. A limited right to privacy might protect the disabled employee who needs to discuss issues relating to his/her disability through private phone calls at work. A right to family life might assist a person dismissed for requesting flexible hours or a job share in order to tend the needs of a disabled family member.

For more information see www.drc-gb.org/thelaw/humanrights.asp

General employment legislation

Nothing in the DDA means that other employment law does not also protect you. The Department of Trade and Industry (DTI)'s Employment Relations website has on-line versions of its range of pamphlets, leaflets and fact sheets – see www.dti.gov.uk/er

The Advisory, Conciliation and Arbitration Service also has information available at www.acas.org.uk (see also page 63).

European Union (EU) directives

EU employment directives are listed on the DTI's site at www.dti.gov.uk/er. The DDA (Amendment) Regulations 2003, which came into force in October 2004, were the UK's response to the EU Equal Treatment in Employment and Occupation Directive (2000).

References and further reading

These publications are all available online and most are available in print.
The Disability Resource Centre has hard copies.

Active Risk Management in Education, 2001-2004, *Guidance to Reduce Legal Risk in Higher Education Institutions* at <http://armed.ilt.bris.ac.uk/publications.html>

Daw, Rowena, 2000, *Human Rights and Disability, The Impact of the Human Rights Act on Disabled People*: available at www.drc-gb.org/thelaw/humanrights.asp, which stated, in September 2005, "the DRC intends to update this publication shortly".

Disability Rights Commission, 2004, *Code of Practice – Employment and Occupation*, at www.drc-gb.org/thelaw/practice.asp

Disability Rights Commission, 2004, *The Duty to Promote Disability Equality: Statutory Code of Practice (draft)* at www.drc-gb.org/thelaw/publicsectordutycode.asp

Employers' Forum on Disability, *Factsheets*, at www.employers-forum.co.uk/www/guests/info/index.htm

Equality Challenge Unit, 2004, *Disability Discrimination and the DDA – Understanding the Amendment Regulations 2003: a Guide*, at www.ecu.ac.uk

Equality Challenge Unit, 2004, *Employing Disabled People in Higher Education*, at www.ecu.ac.uk

Equality Challenge Unit, 2004, *Equality and Diversity Monitoring in Higher Education Institutions: a Guide to Good Practice*, at www.ecu.ac.uk

Equality Challenge Unit, 2005, *Promoting Equality – the Public Sector Duty on Disability: Suggested First Steps for Higher Education Institutions*, at www.ecu.ac.uk

Equality Challenge Unit, 2005, *The Disability Discrimination Bill: Additional Legislative Implications for Higher Education Institutions (update paper)*, at www.ecu.ac.uk

3. The policy framework

Personnel Division policies

It is important that you and your manager are aware of the University's various personnel policies, which are all available at www.admin.cam.ac.uk/offices/personnel/policy. There is also essential information in:

- The Staff Guide for academic, academic-related and research staff, at www.admin.cam.ac.uk/offices/personnel/staff-guide
- The Assistant Staff Handbook, at www.admin.cam.ac.uk/offices/personnel/handbook

The following policies may be particularly relevant:

Disability and employment

This commits the University to a policy and practice under which it recognizes its obligations under the Disability Discrimination Act 1995 not to discriminate unlawfully against disabled people at any stage of employment and commits it to undertake to:

- Seek to employ people with disabilities in jobs suited to their aptitudes, abilities, and qualifications, making any reasonable adjustments necessary to do so
- Seek to ensure that employees with disabilities are considered for promotion according to their aptitudes, abilities, and qualifications, making any reasonable adjustments necessary to do so
- Ensure that assessments are carried out of the scope of reasonable adjustments which may be made to the workplace and its environment, so as to make it possible to retain an employee with a disability or to recruit a person with a disability
- Make any reasonable alterations to University premises required to ensure that they are accessible and safe for people with disabilities
- Make reasonable changes to the workplace and to employment arrangements so that a person with a disability is not at any substantial disadvantage compared to a non-disabled person

Dignity at work

This aims to ensure that all staff are aware of their obligation to contribute to an environment free from all forms of harassment and unlawful discrimination, including disability harassment. See also pages 60 to 61.

Equal opportunities

This promotes mutual respect and dignity at work and aims to ensure that entry into and progression within employment will be determined only by personal merit and by the application of criteria related to the duties and conditions of each post and the needs of the institution concerned.

Ill health and sickness absence

This promotes a sensitive, individual approach to employee ill-health and absence due to sickness, an awareness of legal obligations and a thorough understanding of the context in which the person is working.

Flexible working

This policy tells you what to do if you wish to work flexibly to achieve a better work/life balance. The policy's overview refers to "coping with a disability" as a reason for making such a request: agreeing to it may well be a reasonable adjustment.

Stress at work

The University recognises that its duty of care extends to mental health as well as physical health at work and is committed to identifying sources of stress in the workplace and taking action to reduce harmful stress. As well as the policy, the Personnel Division has produced guidelines for managers on workplace stress. See also pages 49 and 66.

Staff review and development

This sets out the framework for appraisal of all staff: your Institution will have developed its own approved scheme within the Personnel Division's basic framework.

Senior Academic Promotions Procedure

This includes the following:

Consideration should be given to any special circumstances which may have resulted in a lack of opportunity for any member of staff to perform to their full potential, e.g. disability, time away from work because of family responsibilities, maternity leave, or illness. Where such allowance seems appropriate, advice should be sought at the earliest opportunity from the relevant Personnel Officer or Consultant.

With regard to disability, allowance should be made in relation to the quantity of work/output of a disabled person. Account should be taken of:

- i) The nature of the disability
- ii) How it could have constrained performance
- iii) If appropriate, the effectiveness of any adjustments to the person's workplace or employment arrangements.

Policy review, further information and training

Personnel policies and procedures are regularly reviewed to make sure they do not discriminate against disabled people and that they do include disability provisions: check the Division's web pages regularly to stay up to date with new developments.

For more information contact your Institution's Personnel Officer or Consultant (see page 8), or one of the other services listed on pages 5 to 11.

The Division runs a number of training sessions on equality matters (not only relating to disability), plus one on dignity at work. See www.admin.cam.ac.uk/offices/personnel/staffdev.

Joint Committee on Disability

Confidentiality and Disclosure Policy

The Joint Committee (see next page) has agreed a policy on confidentiality and disclosure in relation to disabled staff, but it has not yet been approved by the Council and General Board. Under the DDA the University is expected to ascertain if a job applicant or employee is disabled as defined by the Act. This policy outlines the advantages of disclosure, and describes how such information is treated as confidential and in what circumstances it may be disclosed without your consent. You may obtain a copy from the Disability Adviser (see page 6).

Safety policies

The University's Health and Safety Policy, its guidelines on safe use of VDUs and a range of other publications are available at www.admin.cam.ac.uk/offices/safety/publications. For more information about the Health and Safety Division, see page 9. The Personnel Division runs a session called Safe use of display screen equipment. Information about health and safety and disability is on page 43.

Putting policy into practice

Disability Resource Centre staff work closely with others in the University to help them implement the various policies.

Joint Committee on Disability

This committee reports directly to the General Board and the University Council. Its brief is to:

- Supervise the implementation of part four of the Disability Discrimination Act
- Ensure consistency in University policies that relate to disability
- Act as a forum for monitoring and acting on external developments
- Ensure that committees responsible for the University's core provision are aware of the relationship between that provision and disability issues
- Refer other identified issues to other committees or boards
- Report regularly to the General Board and the Council
- Receive reports, minutes and recommendations from the Disability Forum

The Committee is chaired by a member of the General Board; the Secretary is Diane Rainsbury, Academic Division, the Old Schools (7)66548, dr272@admin.cam.ac.uk. A full membership list can be found in the University Reporter, special Officers Number – www.admin.cam.ac.uk/reporter.

The Disability Forum

This Forum meets each term to discuss issues that affect disabled staff and students. Membership is from across the University. It sends reports, minutes and recommendations to the Joint Committee (see above). University Disability Adviser Judith Jesky acts as Secretary (see page 6).

Disability Liaison Officers (DLOs)

Each College, Faculty and Department has a named Disability Liaison Officer. The DRC (see page 5) can put you in touch with her/him on request. The Access Guide lists many DLOs – see www.cam.ac.uk/cambuniv/disability/university/access.html.

4. For managers (1): Meeting and working with disabled people

This section will help managers interact successfully with disabled colleagues and potential colleagues in a range of situations from recruitment to day-to-day working. Apparently insignificant details of behaviour and language can offend disabled people, as they often reinforce discrimination and inaccurate assumptions. We don't want to be too prescriptive, but it helps if you can think about your actions and language. Don't be embarrassed about asking what people's needs are – they are the experts. And if you're a disabled person, you can expect to be treated in the ways we describe, so be clear about what you need, but remember that your colleagues may need to learn from you.

If you observe examples of inappropriate behaviour by colleagues you should seek advice from a Personnel Officer/Consultant or your Disability Liaison Officer, or from the Disability Resource Centre. It is not recommended that you take action yourself.

Meeting and greeting

General

- Do shake a person's hand
- Don't lean on their wheelchair, if they have one
- Do offer assistance, wait until it is accepted and provide the help in the way the person asks you to – and don't be offended by a refusal
- Don't make assumptions: remember that anybody may have a hidden impairment – diabetes or ME for example
- Treat people as individuals and treat adults as adults
- Talk to the disabled person – and not to their assistant or dog
- Don't ask personal or medical questions, unless you are really sure it's appropriate
- Don't worry about making mistakes – just ask
- Avoid stiff necks! – try to get at a wheelchair user's eye level, or stand back a bit

Meeting people with hearing or speech impairment

- Don't shout at Deaf or hard of hearing people; do position yourself in their vision, and attract their attention with a light touch or a wave if you need to
- Do ask how a person wants to communicate – they may want to lip-read, for example

- Lip-reading is tiring and not totally reliable; speak slowly and clearly; try and provide emphasis with gestures and facial expressions; face the light, and don't cover your mouth; do trim your beard and moustache
- Deaf people may regard British Sign Language (which has a unique grammatical structure) as their first language, not English
- Be patient with people with speech impairment; don't correct them; don't finish their sentences; if you don't understand, don't pretend you do, so do ask them to repeat if necessary, and tell them what you have understood so far

Meeting people with visual impairment

- Tell a visually impaired person who you are; introduce other people who are there and say where they are
- Don't grab a person to guide them – let them take your arm; do ask them if they wish to be warned about steps, doors and other obstacles
- Do say clearly where their seat is, or place their hand on its back or arm
- You can use a common saying like "see you tomorrow" with a visually impaired person
- Remember that a visually impaired person may miss out on gesture or facial expression and so appear to respond inappropriately – it may seem that they do not get a joke, for example, when in fact it is not properly communicated to them

Meeting people with learning difficulties

- Begin by assuming you will be understood
- Treat people as individual, responsible adults, and don't assume that they can't do anything
- Be patient, and be ready to explain something more than once – a person may need encouragement and longer to learn a task
- Some people have an advocate or friend who helps them in some way, such as making important decisions about their lives – but, as with all personal assistants, don't address them, communicate with the disabled person
- In some situations writing something down and asking them to show it to a colleague or their advocate may be appropriate
- If literacy is a problem, a person may need help or extra time for written work or to understand written instructions

- People with learning difficulties can be especially subject to patronizing treatment or the target of teasing, which may turn into bullying and harassment – it's discriminatory, rude, likely to breach a number of the University's policies (including equal opportunities and dignity at work policies), and may be illegal

Supporting people with Asperger Syndrome

Asperger Syndrome is a mild form of autism. People with the syndrome have difficulty in communicating and interacting with other people, and have poor social skills, including conversation, eye contact and interpreting body language. This can bring problems to the workplace, but being flexible in the way you respond to these is a reasonable adjustment you can expect to implement.

Remember that:

- Unusual behaviour is generally not deliberate
- The front they present may mean a special effort is needed by colleagues to get to know the person behind it
- They may not instantly understand something that is obvious to you – explain things simply and clearly
- You should give instructions or make requests that are unambiguous
- You should not worry if a person with Asperger Syndrome does not contribute to the conversation
- Most Asperger people do not like change, which may cause distress, and may need to stick to routines – this might include preferring help from the same colleague in all situations until settled into a routine
- They may become angry or agitated – suggest that they go for a short walk to calm down
- They may do something apparently anti-social – explain this to them as tactfully as possible and suggest a better course of action
- A person with Asperger Syndrome may not recognise facial expressions, hidden meanings, jokes or irony
- They may prefer solitary pursuits – but they may also experience isolation and depression
- People with Asperger Syndrome are trusting and may take what is said very literally – this can lead them into distressing or dangerous situations

And on the positive side...

People with Asperger Syndrome may:

- Have a good memory for facts, which may be put to good use
- Display single mindedness or an obsessive interest in a particular subject which could be an advantage if channelled in the right direction
- Have a talent, sometimes bordering on genius, in one particular subject

This section is based on information from Autism London – see www.autismlondon.org.uk. See also the National Autism Society's site at www.nas.org.uk.

Supporting people with dyslexia or dyspraxia

Dyslexia is more than just difficulty with reading and writing, which are symptoms of underlying problems of short-term memory, processing information and perceptual, spatial and motor skills. Associated literacy and numeracy problems may be obvious, or they may show as slowness rather than inaccuracy.

Other symptoms include difficulty organising and recalling information, and poor personal organisation and timekeeping. The difficulties are made worse when a person is put under pressure. As always, there are positive aspects and strengths that people with dyslexia may display:

- Creativity
- Lateral thinking
- Problem solving
- Visual and spatial thinking
- Determination, ability and hard work to overcome their impairment

Dyspraxia impairs the organisation of movement and is associated with problems of language, perception and thought. It overlaps with dyslexia and the two conditions can co-exist in the same person, as can Asperger Syndrome. Symptoms include poor short-term memory and concentration, literacy and organisational problems and problems with co-ordination, dexterity and social skills.

People with dyslexia and dyspraxia are protected by the Disability Discrimination Act.

Assessments and adjustments for people with dyslexia and dyspraxia

If you think you are experiencing some of the symptoms described above and that dyslexia may be affecting your work, discuss it with your department, which may be able to pay for a diagnostic assessment. However, if there is no effect on your work and you want an assessment anyway, you will have to pay for it yourself. *Dyslexia in the workplace* (see below) has more information and a simple, indicative screening test that may help you decide to seek a full assessment.

Access to Work (page 50) may fund reasonable adjustments and a workplace assessment. Organisations that can advise on diagnostic assessments include the British Dyslexia Association, the Dyslexia Institute and the Dyspraxia Association (see pages 63 and 65). Others are listed in *Dyslexia in the workplace* (see below).

Reasonable adjustments include:

- Swapping “dyslexia-difficult” duties with a colleague
- Providing training
- Making instructions and manuals easier to read
- Tape-recording instructions
- Helping with prioritising work – perhaps with flow-charts or diagrams instead of written procedures
- Copying written material onto pastel-coloured paper
- Providing text-to-speech software
- Providing a quieter workspace – and helping to avoid interruptions
- Avoiding undue stress – for example by not allocating too many tasks with tight deadlines

(See pages 32 to 37 and 38 to 41 for more information about reasonable adjustments).

Further information

Hagan, B *Dyslexia in the Workplace: a Guide for Unions* Trades Union Congress, 2004, on which this section is based and which is available for consultation at the Disability Resource Centre.

The British Dyslexia Association's website – www.bda-dyslexia.org.uk – has more information on reasonable adjustments.

Organising events

- Advertise the accessibility of the venue
- Check physical access and space, including parking and toilets, to ensure that entrances, lifts, doors and corridors are wide enough, the Access Guide (page 44) will help, but visit the venue too
- Check whether spaces for wheelchair users are needed – ensure there is room for them to wheel in and manoeuvre
- Don't banish wheelchair users to the back of the room, unless safety regulations require it
- Be aware of fire safety and other hazards
- Provide a hearing loop
- Check whether you need to hire a sign-language interpreter
- Think about producing literature in forms other than standard print – large print, tape, Braille and electronic format are examples
- Ask people dealing with comments or questions from the floor to repeat them so everybody has heard or interpreted them
- If the event offers accommodation, ensure that accessible rooms are available

Get more advice (including information about accessible venues) from the Disability Resource Centre (see page 5).

Language

Using appropriate language is polite and promotes equality; using inappropriate language causes offence. Unfortunately there are still some traps to fall into, as even some disabled people are inconsistent, or they might appropriate for themselves language that others no longer use: "crips" or "cripples" for example. Here are some guidelines:

- For many people, *disability* is what they experience through other people's attitudes to them because they have an *impairment*
- Don't use *the disabled* or *the blind* – this defines people by their impairment and implies that members of these groups are all the same; do use *disabled people*, *blind* or *visually impaired people*
- Medical terms (*spastic*, *quadriplegic* for example) don't reflect people's abilities; they may reflect negative attitudes. If a person's condition needs to be referred to, then they are *a person with dyslexia* or whatever

- Disabled people are not *abnormal*; non-disabled people are not *normal*
- Disabled people are not *brave, afflicted, victims, or tragic*, and they don't *suffer from* anything – but they do experience discrimination and other negative attitudes
- People with mental health problems are not *loonies* or *schizos*
- People with learning difficulties are not *retarded, backward, or mentally handicapped*

Don't worry about mistakes, but do be aware of the issue – if in doubt, ask a disabled person how they prefer to be described.

Working with personal assistants and other support workers

Disabled people may be supported by personal assistants (PAs), other workers, or dogs. You may encounter them in academic, training or social situations. This section gives you a few guidelines on ways of working with them. For information on practical support that may be available, see page 46, or get advice and information from the Disability Resource Centre (page 5).

Support workers include:

- Personal assistants who provide practical and personal support – for example, washing, dressing, toileting and driving; the same person may sometimes provide support in work or study
- Sign language interpreters, using British Sign Language to convey speech to Deaf people
- Lip speakers, conveying speech to Deaf lip readers using unvoiced speech
- Academic supporters, note taking or book fetching
- Communication supporters, interpreting unclear speech
- Assistance dogs, including the familiar Guide Dogs, but also Hearing Dogs and Support Dogs
- Advocates for people with learning difficulties

Working with support workers

- Don't ask PAs questions about the disabled person they work for (the "does she take sugar?" trap); ask the disabled person
- Do look at the disabled person when they are speaking to you, even if they are using an interpreter or communication support worker

- PAs don't participate in the event – but sometimes try to!
- Don't pet, feed or try to give commands to working dogs
- If you've hired a disabled person to provide a service – a lecture or a training session, for example – there's no need to thank their PA; they'll get their credit and thanks from the disabled person who employs them
- Remember that disabled people employ, manage and organise PAs to provide themselves with a service, and PAs are not *carers* – disabled people need assistance, not care

But of course:

- Treat support workers and dogs with courtesy and respect
- Remember that they all, including dogs, may need somewhere to sit, something to eat or drink, to go to the toilet, to take a break
- Remember that the work interpreters do is very tiring

Acknowledgement

This section draws extensively on Leicester City Council's publication *Disability Etiquette – or Everything You Always Wanted to Know About Meeting and Working With Disabled People But Were Afraid to Ask*, 1997.

5. For managers (2): meeting your responsibilities

Introduction

The other sections of this document, although mainly addressed to disabled employees, contain essential information for managers. Begin with the policy section (pages 19 to 23) and especially the University's Disability and Employment Policy, which sets out some general principles. It is University policy and a legal requirement that disabled employees will be treated no less favourably for any reason related to a disability. The legal background is described on pages 12 to 18. Get more information and advice from the Disability Resource Centre (page 5) or the Personnel Division (page 8).

Reasonable adjustments

For more information see pages 38 to 41 and for a list of practical suggestions see page 46.

Services you may need to consult or refer an employee to

- University support services (pages 5 to 11)
- Access to Work and other government services (pages 50 to 57)

Supporting your current staff

See also the flow chart on page 36.

- Don't assume that an impairment means somebody cannot do their job – they may be able to do it in a different, but no less effective, way
- Ensure that information about promotion, transfer, training, other benefits, and disciplinary and grievance procedures is available in the formats people need – examples are tape, large print, Braille and electronic format
- Make reasonable adjustments to a disabled colleague's terms and conditions of employment – this may include changes to their contract, duties and their environment
- Consult them at all stages and on all aspects of making adjustments, and regularly review their needs – appraisals are a good opportunity for this, but do it more often if necessary
- Appraisals should be used to discuss career development and training opportunities
- Aim to retain an employee who has acquired an impairment (or whose impairment worsens) by making reasonable adjustments

- Consider redeployment where it is not possible to make reasonable adjustments – seek advice from a Personnel Officer/Consultant (page 8) and enable and encourage your colleague to consult their trades union representative (page 10)
- Resort to termination of contract only as your very last option – it may be justified, and therefore legal, for example when an impairment is worsening and cannot be accommodated by reasonable adjustments
- Ensure that disciplinary policies and procedures are applied equally – they may need to be adjusted to ensure fair treatment, and you may need to take into account whether misconduct relates in any way to a person’s impairment
- You and your colleague may need to consult the Occupational Health Service (page 9)
- It may be possible to offer your colleague the support of a mentor – ask your Personnel Consultant/Officer

Recruitment documents

- Look at the range of advisory documents available to you at www.admin.cam.ac.uk/offices/personnel/recruitment
- Be prepared to provide documents in formats such as tape, large print, Braille, or electronically
- Make sure the job description provides accurate information about all aspects of the post, including selection criteria, duties and responsibilities
- The person specification should state very accurately what qualifications, knowledge, skills, experience and abilities are required to carry out the tasks in the job description
- Distinguish between essential and desirable or advantageous characteristics – if, for example, physical fitness is described as essential, be able to justify its inclusion and show that the job could not be carried out without this quality, even with reasonable adjustments
- Base the job advertisement on the job description and person specification and word it carefully so that prospective candidates have a clear understanding of the job
- Ensure the advertisement demonstrates that the University has a positive attitude towards employing disabled people
- Remember that it is illegal to publish a discriminatory advertisement

Recruitment procedures

See also the flow chart on page 37.

- When shortlisting applicants ensure that they are all assessed fairly and equally against the same criteria and that relevant University policies are taken into account
- Don't just assume a disabled person cannot do the job – be flexible and consider the possible reasonable adjustments
- Where short-listed candidates have indicated that they have a disability you may have to make reasonable adjustments to ensure they are treated equally at interview – ask them what they need when you invite them for interview
- Even if you have made reasonable adjustments in advance some candidates may still appear to be at a disadvantage, so be prepared to make further adjustments at the time of interview if it seems necessary
- Only ask questions about a candidate's impairment when the interview panel considers that it is likely to affect their ability to do the job, but phrase such questions positively by focusing on how reasonable adjustments could help, rather than on potential difficulties – apart from that, all candidates should be asked the same questions
- If there is a test, the panel must ensure that all candidates are assessed for skills equally and fairly (including the effect of any reasonable adjustments) and that disabled candidates are offered an alternative method or extra time to demonstrate their skills – for example, a person with a speech impediment may require longer to make a presentation
- All new recruits require clearance from the Occupational Health Service (see below) before they may take up their post
- Discuss reasonable adjustments before an unconditional offer is given
- Once the job is taken up, it is essential to continue dialogue to ensure that the right adjustments are made and then regularly reviewed and altered to ensure they are enabling the person to do their job effectively
- It may be possible to offer the support of a mentor – ask your Personnel Consultant/Officer

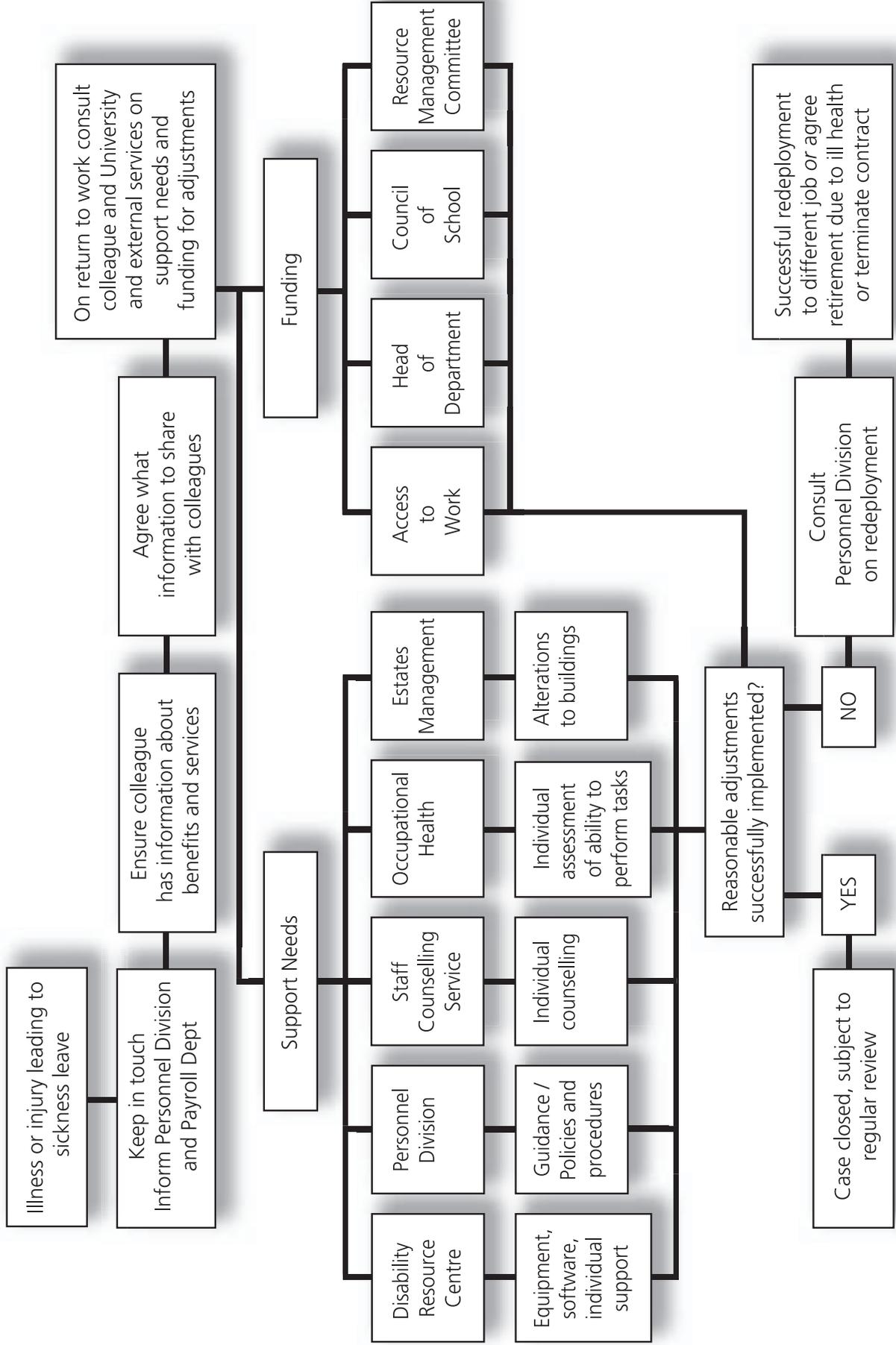
Pre-employment health screening

This is undertaken by the Occupational Health Service (OHS, see page 9). Its aim is to ensure that an individual is fit to perform the task involved effectively and without risk to their own or other people's health and safety. The OHS considers reasonable adjustments to the work content or environment in light of a medical condition or a disability as defined by the Disability Discrimination Act.

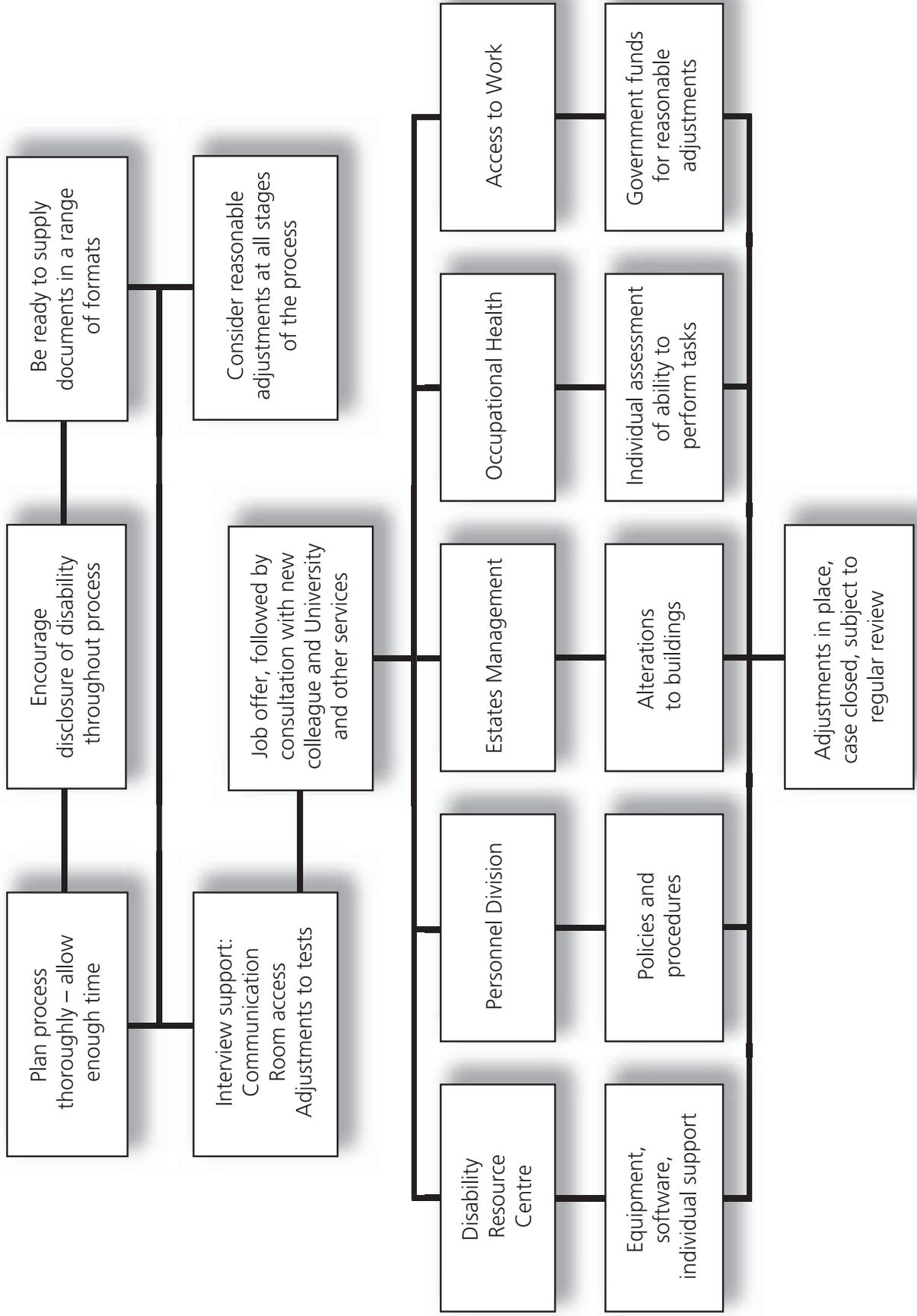
Health and safety

Don't make generalised assumptions about the health and safety implications of disability or of a particular impairment or illness. See page 43 for more advice.

What to do if somebody you manage has a long-term health problem or acquires an impairment



Recruiting a disabled person



6. Making the policies and the law work for you

This section provides practical advice on making the law and the University's policies work, on asserting your rights, and on maintaining good working relations in your department. Sections four and five provide information on what your manager may need to know to make them work effectively; this section contains what you need to know, but there is quite a lot of overlap between the sections.

What if you cannot do your job? – reasonable adjustments

Reasonable adjustment is a key concept in making the Disability Discrimination Act work, and failure by the University to apply it is likely to be illegal (see page 14). It refers to changes to working practices, job descriptions, person specifications, conditions of employment and the working environment that may help you overcome disadvantage caused by your impairment. So it could include a change to your hours or duties if you can no longer do the job exactly as you could when you were first employed; it could include providing you with equipment or altering the physical access to your work place; it could include making changes to the way recruitment processes are organised; and it could include applying a flexible and tolerant attitude to behaviour that may appear to be anti-social.

Reasonable adjustments are applied to your individual circumstances. This includes physical adjustments, but these may well benefit other people – a ramp or a door opener installed to meet an individual need will have wider benefit. The University has a policy of improving physical access to buildings through estate access audits and refurbishment.

You can expect to be consulted about the adjustments you need and how they are implemented. You should also be able regularly to review them – your appraisal (page 20) provides one good opportunity – and be able to discuss further changes at any time with your Head of Department or Disability Liaison Officer. If you're at all apprehensive about this talk to the Disability Resource Centre first.

The services and people that play crucial roles in arranging the reasonable adjustments that enable you to carry on doing your job are referred to in the table, and are:

AtW	Access to Work (page 50)
DLO	Disability Liaison Officer (page 23)
DRC	Disability Resource Centre (page 5)
EMBS	Estate Management and Building Services (page 10)
Hol	Head of Institution
OHS	Occupational Health Service (page 9)
PC/PO	Personnel Consultant/Officer (page 8)

Examples of reasonable adjustments

Type of adjustment	What or why	People involved as well as you
Premises	Widen doorways, install ramps, move switches or handles, provide clearer signs, contrasting decor, and a parking space	AtW, DLO, DRC, EMBS, Hol, PC/PO
Re-allocation of duties	Minor duties given to another person; renegotiation of how duties are fulfilled	DLO, DRC, Hol, OHS, PC/PO
Redeployment	If no reasonable adjustment can be made for an employee who becomes disabled or their impairment worsens	DLO, DRC, Hol, PC/PO
Changes to working hours	Change to flexible style of work; allow additional/longer breaks to alleviate fatigue; fit hours around the availability of a carer	DLO, DRC, Hol, PC/PO
Time off work for rehabilitation, assessment or treatment	A newly disabled person might require more time for treatment than a non-disabled person; if condition worsens extra time might be needed	DLO, DRC, Hol, OHS, PC/PO

Type of adjustment	What or why	People involved as well as you
Provision of support	Provision of a support worker alongside a disabled person; allow time for a colleague to provide help e.g. when moving around premises	AtW, DLO, DRC, HoI, OHS, PC/PO
Additional training	Training to use piece of equipment. Extra time allowed for same training given to all employees	DLO, DRC, HoI, OHS, PC/PO
Acquire or modify existing equipment	Purchase of special equipment e.g. modified keyboard or telephone handset, or special handles to help with grip or manipulation	AtW, DLO, DRC, EMBS, HoI, OHS, PC/PO
Modify instructions	Revised method for giving instructions e.g. taped reference manual	DLO, DRC, HoI, OHS, PC/PO
Modify procedures	Changes to the way procedures or evaluations are carried out – e.g. substitute an oral for a written test	DLO, DRC, HoI, PC/PO
Providing a reader or interpreter	Involve a colleague to read mail or hire a reader for special information	AtW, DLO, DRC, HoI, PC/PO
Accommodating interviews, training, seminars and events	Book an accessible room, hire a sign language interpreter, provide communication equipment	DLO, DRC, HoI
Provide information in accessible formats	Publications, publicity, reports and other documents with clear layout; other formats e.g. tape, large print or Braille. Ensure your website meets accessibility guidelines	DLO, DRC, HoI

Ill health

As the University's Disability and Employment Policy says, absence from work through ill health is normally no more prevalent among disabled people than among staff generally. If you do take sick leave related to your impairment that is little more than the average, acceptable level for staff generally, there is unlikely to be a problem.

The Occupational Health Service (OHS) can advise and support you and your manager if you cannot work normally. It would assess how the requirements of the job can best be met, with regard to your medical condition and any treatment you are receiving. Reviewing or applying reasonable adjustments to help you return to or stay at work, in consultation with you, your Institution and the Personnel Division is one possible outcome.

What if reasonable adjustments don't solve the problem?

It may be that reasonable adjustments cannot counter the effects of your impairment or illness sufficiently to enable you to carry on. Possible outcomes are transfer to a job you can do, termination of contract, or retirement on grounds of ill health. Your manager is advised (see page 33) to turn to termination of your contract only as a last resort, not as a first response: they must consider reasonable adjustments.

But, if it does come to transfer or leaving work, make sure you get all the advice and support you can from the various services, including the Disability Resource Centre, Personnel Division and the Occupational Health Service.

If you do have to stop work you may be able to claim Incapacity Benefit (see page 55).

What if you think you are being discriminated against?

Sometimes things go wrong and you may feel that University policies and the law are not being applied properly and that you are experiencing unjustified discrimination. For action to take and support you can get, see section eight on page 58.

Organising reasonable adjustments case study: **Mobility in the field**

Shortly after returning to work in the Zoology Department, after sustaining a spinal injury at the beginning of this year, I had a meeting with an advisor from the Access to Work scheme. We discussed the usual issues regarding wheelchair access: lifts and ramps and doorways. We then talked about how best to facilitate my return to carrying out fieldwork – an integral part of the post-doc project I am working on. This project focuses on the behavioural interactions between cuckoos and reed warblers, in whose nests cuckoos lay their parasitic eggs. Most of our fieldwork is carried out at Wicken Fen nature reserve north of Cambridge, where the warblers nest in reed beds which are viewable from rough grassy tracks that are extremely tough terrain for a normal wheelchair.

Access to Work agreed to part-fund the purchase of a Powertrike to enable me to access the fieldwork site. This piece of kit is newly invented and has just been launched on the market in the UK. It consists of a powered front wheel and handlebar assembly that attaches to a normal manual wheelchair, converting it into a three-wheeled powered off-road trike. The battery lasts for up to ten miles' range, the top speed is about 15 mph and the whole piece of kit is light and small enough for me to lift it out of the car boot and to attach it unaided. The Powertrike has enabled me to return to carrying out fieldwork almost as independently as before, and seems to be an almost perfect example of equipment that has literally given me 'access to work'.

Health and safety

General

For information about the University's Health and Safety Policy, see page 22.

The University should avoid stereotypical assumptions about the health and safety implications of disability: you are not necessarily less safe or more likely to have accidents at work than other people, and adjustments for safe working can be made to ensure that your impairment does not create a hazard for you or for others. Here are some points for you and your manager to bear in mind:

- Less favourable treatment based on stereotypical assumptions may amount to illegal discrimination
- Genuine concerns about your own and your colleagues' safety may be relevant in justifying less favourable treatment; however, the law requires ensuring that risk is understood and managed, not the removal of all conceivable risk
- A properly conducted risk assessment will help your manager avoid taking unjustified action based on stereotypical assumptions
- You should not be subjected to a risk assessment if it is not merited by the circumstances, and it must be suitable and sufficient
- A general policy of treating people with particular impairments or illnesses less favourably is likely to be unlawful
- Reasonable adjustments may reduce or remove impairment-related health and safety risks

This is dealt with at greater length in section six of the Disability Rights Commission's *Code of Practice: Employment and Occupation* (see page 18).

Personal safety and evacuation plans

You may have individual needs where health and safety is concerned. To discuss developing your own personal safety plan and personal evacuation plan, talk to the Health and Safety Division or your Departmental Safety Officer.

Using University facilities

Access Guide

Available at www.cam.ac.uk/cambuniv/disability/accguide/intro, this guide gives a brief picture of the University, mainly in terms of its accessibility to someone using a wheelchair, but with some information about such facilities as hearing loops.

Parking

Because of shortage of space, parking on University sites is strictly controlled, but as a disabled person you receive the highest priority to be allocated a space. See www.admin.cam.ac.uk/offices/embs/travel/parking.html, and contact your Departmental Administrator.

Libraries

Take a look at www.cam.ac.uk/cambuniv/disability/accguide/libaccguide/index.html, where you can find the library access guide.

University libraries, and your college library if you are a member, may offer:

- Staff who have attended disability awareness training
- A low counter for wheelchair users
- A low-level swipe card reader for wheelchair users to enter the library
- Clear signs and notices
- A library guide in large print, Braille, on disk and on tape
- A web page accessible to visually impaired people
- A range of magnifiers
- Equipment – e.g. scanner system, Braille printer, a voice-synthesiser, closed circuit television reader, screen-reading software, screen magnifier
- An online catalogue accessible via a screen reader or magnification software
- Fetching books and other items from shelves
- A low-level photocopier – and assistance with photocopying

The University Library

West Road

CB3 9DR

www.lib.cam.ac.uk/specialneeds.htm

Contact Colin Clarkson, on (3)33016 or at ctc1000@cam.ac.uk.

Wheelchair access is currently (August 2005) only available during slightly restricted hours via the Staff Entrance at the West Road end of the building. However, work to provide wheelchair access at the front of the Library throughout its opening hours is nearing completion. Most enquiry points have induction loops. The Library's Assistive Technology Area is located off the Catalogue Room on the first floor. The Area is furnished with three electrically operated, height-adjustable desks, a workbench fixed at the recommended height for wheelchair users and a range of ergonomic chairs. It contains two large-screen PCs, each with scanner attached and both connected to a dedicated colour printer. The PCs provide access to the full range of the Library's electronic resources and also run specialist screen-reading, magnification and voice-recognition software. Other equipment in the Area includes a CCTV reader and a large-button telephone. Work will shortly begin on a second Assistive Technology Area. If you need more information or assistance, for example with the fetching of books, contact Colin Clarkson, or any other staff of the Reference Department on (3)33016 or at reference@lib.cam.ac.uk.

Museums, catering services, sports and social clubs

Under the Disability Discrimination Act 2005, private clubs with twenty-five or more members are brought within part three ("Goods and services") of the 1995 DDA. You are now (from December 2005) legally protected against discrimination in the way membership is given or benefits afforded to you in such clubs, so this may apply to University clubs or societies. They will be required to make reasonable adjustments from December 2006.

University museums need to consider reasonable adjustments under part three since they are open to the public, and under part two to meet the needs of any disabled employee.

The duty to make reasonable adjustments under part three of the Act is owed to disabled people in general, not to you as an individual, in contrast to the employment provisions of part two. Reasonable adjustments to services and facilities you use as part of your employment (catering facilities, or a staff rest area for example) are covered by part two.

Technical and human support and adaptations

There is a range of equipment and support workers available to you to manage your day-to-day and working life. The Government's Access to Work scheme (page 50) is an essential service for you to use and may fund some of the services or equipment described here. Your Institution must consider providing adaptations you need, perhaps with funds from the Resource Management Committee (page 10) or Access to Work.

The East Anglia Regional Access Centre (see page 65 for contact information) aims to ensure that disabled students can participate fully in their chosen courses by identifying useful strategies and equipment to compensate for their difficulties. They will also offer advice to employees on the phone and you may be able to visit to look at equipment, but call first.

The University Computing Service has information on access to its own services and on accessibility software at www.cam.ac.uk/cs/docs/leaflets/m351.

Specific learning difficulties, including dyslexia

Human support

- Support from colleagues, especially at events such as training sessions

Technical support

- Spellcheckers
- Speech synthesisers: you can hear your work on the computer read aloud, which often highlights mistakes
- Scanners facilitate reading of difficult texts by importing text into a computer, which can then via a speech synthesiser "speak" the text to you
- Dictaphones for recording meetings, lectures or conferences, so that notes may be made at leisure
- Electronic organisers, to hold addresses, appointments, etc

See also page 27.

Asperger Syndrome

If you are a person with Asperger Syndrome you can expect to be treated in the ways we have described for your manager on pages 26 to 27. You may also be interested in the research at the Autism Research Centre in the University's Department of Psychiatry: see www.autismresearchcentre.com.

Hearing

Technical Support

Systems for use in lectures and training sessions require lecturers and trainers to use a microphone, which may need to be passed round a group to each speaker. They help solve problems of distance and background noise, and include:

- Radio microphone systems that transmit to a receiver worn by the student
- Induction loops – a microphone is connected to a cable loop fitted around the perimeter of a room; you hear the sound through your hearing aid
- If you have sufficient hearing you can use a tape recorder to record an event and listen to it later
- Induction loops can be fitted permanently into rooms although portable systems are available – details of suppliers are available from the Disability Resource Centre

Human Support

The Royal National Institute for Deaf people (see page 67) can arrange to provide the following support:

- Lip-speakers repeat the words of the speaker without voice and are useful for people who do not use sign language but who find a tutor or lecturer difficult to lip-read
- Interpreters translate what is said by a speaker into British Sign Language or Sign Supported English and will provide a voice-over for the Deaf person's own signed contribution
- SpeedText – using two lap-top computers, the operator types what is being said and the text appears on the user's screen
- Palantype – a method of machine shorthand used to provide a verbatim transcript of a meeting, which appears instantly on a television monitor or large screen
- Video interpreting – a remote British Sign Language-to-English interpreting service via a videophone

Clarion (see page 64) is a local agency that provides communication and interpreting services:

- BSL interpreting and sign-supported English
- Note taking and speech to text
- Lip-speakers

Visual Impairment

Human support

- A support worker/personal reader, funded by Access to Work (page 50)

Technical support

- A larger size computer monitor may provide all the magnification you need
- Software is available to magnify the print on an ordinary sized screen
- A scanner can read text into a computer; a voice synthesiser can then speak the text, or software can convert the text to Braille
- Screen readers (or speech output systems) give access to standard computers and software, such as word processors, spreadsheets, email and web browsers – web pages should be designed to facilitate this
- Braille displays for use with a computer provide a Braille image of text on the screen
- CCTV (closed circuit television) can display texts enlarged on a TV screen

Braille transcription is available in the University Library. The Disability Resource Centre can advise on other Braille transcription services.

If you have a mobility impairment

These are some of the people, items of equipment and facilities that you may need:

- Adapted IT hardware and software – e.g. tracker ball instead of mouse, voice inputting, mouth stick for typing
- Raised desk or other adapted furniture
- Personal assistant – for personal care
- Support worker – at work
- Door opener
- Adapted room

- Accessible toilet
- Easy-to-use and accessible fittings such as taps and locks
- A well organised and clutter-free environment

Mental health

If you have a mental health problem, you may be protected by the Disability Discrimination Act (see page 13). You may be able to negotiate reasonable adjustments to your job that reduce stress. This is a list of sources of information and help you may find useful:

- The Staff Counselling Service (see page 9)
- Lifecraft and the Mental Health Handbook it publishes (see page 66)
- Richmond Fellowship Employment and Training (page 67)
- Information about local services at www.cambsmentalhealthinfo.nhs.uk
- The Disability Rights Commission Mental Health Action Group (MHAG), at www.drc-gb.org – then look at About Us and click on the MHAG link
- Mind publishes a DDA fact sheet at www.mind.org.uk/Information/Factsheets

7. Help from the Department of Work and Pensions and Jobcentre Plus

Access to Work (AtW)

This government scheme provides grants towards approved extra costs of employing you if you have an impairment that is likely to last twelve months or more. That means it is a way of funding some of the reasonable adjustments you have agreed with your manager. It is available to unemployed, employed and self-employed people and can apply to any job, full-time or part-time, permanent or temporary.

Contact the East Of England Access to Work Business Centre (see page 63).

The scheme is flexible, so you can have a personal package of equipment, adaptations and support to meet your needs, but the provisions and their costs must be agreed before expenditure is incurred. The help you get could include:

- A person to read for you, if you have a visual impairment
- A communicator to accompany you to an interview or at work, if you have a hearing impairment
- A support worker who helps you get to or from work, or helps you at work
- Transport costs – taxi fares to work, a driver for your own vehicle, or adaptations that enable you to drive it
- Hardware or software to enable you to use a computer
- Alterations to premises or the working environment, including specialised seating, desk or workbench
- A wheelchair for work

How much of the approved costs will they pay?

- If you're unemployed and starting a new job, or self employed – up to one hundred per cent
- If you are changing jobs – up to one hundred per cent
- Travel to work and support workers – up to one hundred per cent, whatever your employment status
- Communication support at interview – up to one hundred per cent, whatever your status

- If you are employed and you've been with the University for six weeks or more – nothing if costs are below £300, up to eighty per cent of costs up to £10,000 and up to one hundred per cent of costs over that figure
That means that if you're in a new job you should apply for Access to Work support in the first six weeks, or before you start; you are advised to sort out the reasonable adjustments you need early in any case, so don't delay.
- There may be a business benefit if other staff use your specialised equipment for their own work – these costs will be estimated and deducted from the approved costs

Reviews

Funding is available for up to three years, when your circumstances and needs will be reviewed.

How is Access to Work support organised?

- Your AtW adviser will discuss the support you need with you and your manager by telephone or in person
- If specialist or technical advice is needed the AtW adviser will arrange it – that might mean an assessment and confidential report by an organisation such as the Royal National Institute of the Blind
- The adviser seeks approval for his/her recommendations from Jobcentre Plus
- You and the University receive a letter informing you of the approved level of support and the grant available
- The University arranges the agreed support, buys the necessary equipment and claims the grant towards the approved costs from Access to Work

What if the Access to Work grant does not cover all the costs?

Your Institution will consider meeting unmet costs from its own budget. If it cannot, then the School may be able to help. If, exceptionally, neither can help, then the Resource Management Committee (see page 10) may allocate funds.

Access to Work case study: Facilities in the University

I have been working for the University in a small central service for three and a half years. I have been a disabled person all my life and have had several jobs since graduating. Each time I changed jobs it got easier to sort out my support – practice makes it easier! I have a neuromuscular disease which means that as well as using a wheelchair I need quite a lot of personal assistance.

My job involves going around Cambridge and working with different groups of people. To do this I need a helper to drive me around, and sometimes to help out in sessions with distributing material and writing on flipcharts and similar. I have assistants at home who help me with this sometimes (as they have to help me with things like going to the toilet as well).

I use Access to Work to pay for adaptations to buildings and for equipment, and for getting around. In my new office I have a very swanky loo with all the equipment I need - and it's purple! Access to Work paid for the equipment and part of the adaptation. They will also fund an additional feature for my wheelchair. I also claim money to recoup the costs of extra van journeys my assistants make going back and forward to my office.

Disability Employment Advisers (DEAs)

DEAs (see page 65 for contact details) help people who are looking for work or who are already in a job. They offer advice and information to meet your individual needs and about support available for disabled people. If you have become disabled recently, or if your impairment or health condition has deteriorated and you need additional advice, they can provide help.

If you're concerned about losing the job you're already in, the DEA can provide advice to you and the University and explore practical ways to help you keep it. They provide a range of referrals, including for assessments and to Jobcentre Plus services such as Access to Work, Workstep, Work Preparation and the Job Introduction Scheme (see below).

Other services for disabled people from Jobcentre Plus

Contact the Disability Employment Adviser for more information about these and see www.direct.gov.uk/Audiences/DisabledPeople/Employment.

Workstep

Workstep provides tailor-made support if you face complex barriers to getting a job or keeping your current one, and offers practical assistance to employers. You may benefit if you want a job where you can:

- Develop your skills
- Have the opportunity to develop and progress
- Receive the right kind of support when you need it

If you are starting a new job, the Workstep provider (an independent organisation) will introduce you to your manager and colleagues at work and keep in touch to make sure everything is going smoothly. You will agree a development plan with the provider and your employer. This will make sure you have the necessary training and support to learn to do your job, and develop in it.

Job Introduction Scheme (JIS)

This can help you if you are looking for work, or are about to start a job and you or your employer have genuine concerns about your ability to manage it because of your disability. JIS pays a weekly grant to your employer for the first few weeks that you are employed to help towards your wages or other employment costs like additional training. In exceptional circumstances, and after agreement with the DEA, this may be extended. Your employer will pay you the normal rate for the job.

Work Preparation

This flexible, individually tailored programme may provide the support you need if you are thinking about returning to work after a long period of sickness or unemployment. It can help by:

- Helping you identify the type of work most suitable for you
- Providing work experience
- Teaching new skills or updating old ones
- Building your confidence

New Deal for Disabled People (NDDP)

NDDP helps people move from disability and health-related benefits into paid employment. Independent Job Brokers provide a wide range of support, such as help with filling in application forms, writing CVs, interview preparation, advice on training courses and information about vacancies. They help you get training and work preparation and work closely with employers to help make sure things work out for you.

The 52-week welfare-to-work linking rule

See below under Incapacity Benefit for more information.

Welfare benefits if you are ill or disabled

This is a brief and non-definitive description of what you may receive from a complex welfare benefits system. Get full information and advice from the Department for Work and Pensions (DWP)/Jobcentre Plus or an independent advice agency (see below).

The University expects you to claim income-replacement benefits, such as Incapacity Benefit, to which you are entitled: it will deduct the same amount that you receive from the DWP from what it pays you under your terms and conditions of employment if you take sick leave. If you fail to claim, or claim too late, the University will deduct what you would have been entitled to from the DWP. Read what the Staff Guide and Assistant Staff Handbook say about this.

The government publishes a range of literature about benefits in print and on the web. See:

- www.jobcentreplus.gov.uk
- www.direct.gov.uk
- www.inlandrevenue.gov.uk/taxcredits

Statutory Sick Pay (SSP)

This is paid by the University, normally as part of your ordinary salary or wages, for up to twenty-eight weeks if you are off sick. You don't need to claim it except by reporting your sickness and absence to your manager as laid down in the University's ill health and sickness absence policy, the Staff Guide and the Assistant Staff Handbook (see page 19). After twenty-eight weeks (or earlier if you have left your job) you no longer receive SSP. You should claim Incapacity Benefit at this point, using form SSP1 which you should receive in good time from the Payroll Section.

Incapacity Benefit (IB)

This is the long-term benefit you can claim if you can no longer work. You can get it if you have paid the correct National Insurance contributions and if your SSP has finished. A personal or occupational pension, if you receive one, may affect how much benefit you get. It is taxable.

IB is also available to some young people who have never worked, are incapable of work and who have not paid National Insurance contributions.

If you do not qualify for Incapacity Benefit you may be able to claim the means-tested Income Support on the grounds of incapacity. You will still be eligible for National Insurance credits.

If you were getting Incapacity Benefit and it stops because you start full-time work, the fifty-two-week welfare-to-work linking rule allows you to re-claim your old benefits at any time within fifty-two weeks of starting work. You are guaranteed to get back your old benefit on the same terms and at exactly the same rate as before. You must tell the Department for Work and Pensions that you have started work within four weeks of coming off benefits. They will send you a letter confirming when your fifty-two-week protection period ends.

Industrial Injuries Disablement Benefit

You may be able to claim this if you are disabled as the result of an accident at work or by disease or deafness caused by work. Look at www.jobcentreplus.gov.uk where you can download booklet DB1, which is also available in print.

Disability Living Allowance (DLA)

To be claimed before you are 65, this is paid, if you need help looking after yourself or you need help getting around, at a number of different rates depending on how your disability affects you. You don't actually have to be receiving help from anybody: you may be coping alone, with difficulty, with the effects of your impairment. And you don't necessarily have to have a mobility impairment: deaf or visually impaired people and people with mental health problems may be able to claim. Even if you think your impairment is relatively minor, think about claiming, and get help from an advice agency.

DLA is not means-tested and it is not taxable, and may increase your entitlement to other benefits. It does not depend on incapacity for work – indeed it is perfectly possible that your impairment qualifies you to claim DLA but does not prevent you from holding down a job. Somebody who spends a lot of time looking after you (not a paid care assistant) may be able to claim Carer's Allowance.

Claiming is best done via the Benefits Enquiry Line, on 0800 882 200. The claim pack they send will be stamped with the date you called and, provided you return it by the date they specify, your claim may be backdated to the same day.

Means-tested benefits

These benefits may include extra amounts if you are disabled:

- Income Support, which tops your income up to a minimum level set by the government, claimed from Jobcentre Plus
- Council Tax Benefit, claimed from your District or City Council, to help you pay your Council Tax (check out the Council Tax Reduction Scheme and Council Tax Discounts, which may reduce what you have to pay, even if you can't claim the benefit)

Benefits you can claim while working

Tax Credits

Child Tax Credit supports families with children: you can claim whether or not you are in work. Working Tax Credit supports working people on low incomes (whether employed or self-employed) by topping up earnings. There are extra amounts for households that include a disabled person.

Look at www.inlandrevenue.gov.uk/taxcredits or call their helpline on 0845 300 3900.

Working while claiming Incapacity Benefit

Although claiming IB depends on “incapacity” for work you may be able to do some “permitted work” and still claim this benefit (or Income Support that you claim because of incapacity), but you must agree it with Jobcentre Plus first. The number of hours you can do and the amount you can earn are limited. Don’t forget that earnings may affect any means-tested benefit that you claim.

Advice agencies

Local agencies (details on pages 64 to 65) that can give you advice on benefits, employment and other daily living matters include:

- Directions Plus (the local disability information service for most of Cambridgeshire)
- Citizens Advice Bureau
- Cambridge Independent Advice Centre

8. What to do if things go wrong

Introduction

Sometimes things go wrong, however well prepared you are. You may encounter problems with the support you receive, or in your relationships with colleagues. For example, a misunderstanding may arise over work practices, or there might be a breakdown in communications, or, more seriously, you might feel that you are being treated unfairly. Sort things out informally in your Institution if you can, but don't delay formal action for too long as there may be time limits within which you must begin formal procedures.

In resolving any of the matters discussed here your Head of Department can advise you how to proceed. If you are reluctant to speak to her/him you should discuss the matter with one of the support services listed on pages 5 to 11. For information on confidentiality see page 21.

Disability discrimination

If you feel your department has treated you less favourably or refused to make an adjustment that you have reasonably requested, you think the reasons for refusal are unfounded, and you have not been able to resolve the matter informally, there is action you can take:

- Speak to your Personnel Consultant/Officer, the Welfare Adviser or the University Disability Adviser
- Complain using the grievance procedure for your staff group (see below)
- Contact the Disability Rights Commission or the Advisory, Conciliation and Arbitration Service for advice
- Follow the Questions Procedure (see below)
- Take your complaint to the Employment Tribunal (page 60) within three months (or within six months) of the discrimination taking place

Be clear about the time limits for taking action. The Disability Rights Commission's booklet *How Do I Make a Claim? – a Guide to Taking a DDA Employment Case to a Tribunal* explains how grievance procedures and submitting claims to Employment Tribunals fit together. Download it from www.drc-gb.org or contact the DRC helpline:

08457 622 633

08457 622 644 (text phone)

08457 778 878 (fax)

Grievance procedures

If you cannot resolve the complaint informally and it relates to your terms and conditions, you can make a formal complaint under the Grievance Procedure. You may wish to discuss the matter with a Personnel Consultant or Officer, Staff Counsellor or Welfare Adviser. The Personnel Division can supply a copy of the procedure that applies to you: there are separate ones that apply to Assistant Staff, Unestablished Staff and University Officers. They are available online at www.admin.cam.ac.uk/offices/personnel/policy/grievance.

Using the Questions Procedure

It can be difficult to prove discrimination. You may think that you have been discriminated against but aren't sure. In that case, it can be very useful to send a questionnaire to the University as your employer. The government has produced a standard form, DL56. You can put your questions in a letter instead, but it is much easier to use the form.

Submitting the questions does not instigate a complaint under your grievance procedure although you can do that at the same time.

To follow the Procedure you must obtain the form and submit it **within** three months of the treatment you are complaining about – but remember that the period for sending a claim to the Employment Tribunal is within the same three months, unless you use the Grievance Procedure first, in which case the period is within six months. You need to complete the first part yourself, setting out the reasons why you feel you have been discriminated against, and ask the University to comment on your claim. You then need to ask the University to reply to the questionnaire.

Whether or not you agree with them, the University's answers in the questionnaire should help you decide if you can settle the dispute or need to make a complaint to an Employment Tribunal.

The DDA questionnaire is available from Jobcentre Plus and Citizens Advice Bureaux. You can also get it from the Disability Rights Commission (see page 65), along with their booklet DL56, The Questions Procedure.

Employment Tribunals

Get advice from the Disability Rights Commission, an advice agency or your trades union. The Employment Tribunal Service can give information about tribunal publications, explain how the tribunal system works and answer general questions.

As an employee of the University the law requires you to submit a claim under your grievance procedure before proceeding with a claim to an Employment Tribunal, except in these circumstances:

- You have reasonable grounds for believing that doing so would result in significant threat to you, your property or someone else; or
- You have been harassed and have reasonable grounds for believing you would be harassed again if you did so; or
- It is not practicable to comply with the procedure within a certain period of time

There's more information at www.employmenttribunals.gov.uk. See page 65 for the ET office that covers Cambridge.

Bullying, harassment and dignity at work

You are covered by the University's policy on dignity at work and dealing with bullying and harassment which includes advice on how to take action, while amendments to the Disability Discrimination Act have rendered victimisation and harassment illegal.

The Dignity at Work policy can be found at www.admin.cam.ac.uk/offices/personnel/policy. Its overview states:

The University of Cambridge is committed to protecting the dignity of staff, students, visitors to the University, and all members of the University community in their work and their interaction with others.

The University expects all members of the University community to treat each other with respect, courtesy and consideration at all times. All members of the University community have the right to expect professional behaviour from others, and a corresponding responsibility to behave professionally towards others.

The Dignity at Work policy statement explains this commitment and what action can be taken if its principles are not observed. Any complaints about harassment, bullying or other unacceptable behaviour will be investigated thoroughly and without delay, according to the approved procedures.

To ensure that this policy is effective, the University has published advice to staff and guidance on promoting dignity at work and managing difficult situations and complaints as well as more detailed procedural information.

Cases of victimisation and harassment can be taken to an Employment Tribunal.

Discipline

How disciplinary policies may protect you

The University's policies and procedures are at www.admin.cam.ac.uk/offices/personnel/policy/grievance. They meet the requirements of the Disability Discrimination Act in two ways:

- The policies and practices do not discriminate against disabled employees
- Any harassment of, or discrimination against, a disabled employee on the basis of his or her disability, is a disciplinary matter

How the DDA can help if you are faced with disciplinary action

It is unlawful for the University to take disciplinary action against you for poor performance or inappropriate conduct if your disability is in any way relevant. If your disability is not relevant, and your behaviour would not have been different if reasonable adjustments had been made, then disciplinary action is not likely to be discriminatory. Reasonable adjustments could include a flexible response to behaviour that would normally be considered anti-social but which arises from your impairment or health problem.

If you feel that the disciplinary action is unfair, and that with some or more adjustments the issues would not have arisen, you should:

- Ask to discuss this with your manager
- Make sure that they are fully aware of your disability or health condition and what might have caused the problems

If it becomes clear that what caused the disciplinary action could have been prevented through an adjustment, the disciplinary process should be suspended immediately.

The University may have to make reasonable adjustments during the disciplinary process to treat you fairly – for example:

- Giving you time to prepare for the proceedings
- Making all communications available in a format accessible to you
- Keeping you informed of what is happening, and why
- Providing a reader, qualified sign language interpreter, or advocate, if not having them would put you at a disadvantage

When dismissal might be lawful after disciplinary action

If no further reasonable adjustments can be made for you to perform better or behave in a more appropriate way, your employer has to consider moving you to a more suitable job as an alternative to dismissal. But, if redeployment is genuinely impossible, dismissal is likely to be considered fair.

9. Information and advice providers

This is a brief list of local and national organisations that can supply further advice, support and information. Many of them maintain substantial web sites that not only detail their own services but also provide extensive information on the topics addressed in this guide. They may have printed or downloadable publications available.

Abilitynet East

Upper Pendrill Court
Papworth Everard
Cambridge CB3 8UY
01480 839091
01480 831599 (fax)
0800 269545 (national help line)
www.abilitynet.org.uk
Regional office of national organisation that provides free information and advice, individual assessment of technology needs, the supply of assistive technology with free support, a programme of awareness, education and consultancy for employers on system and workstation adaptations.

Access to Work, East of England Region

900 The Crescent
Colchester CO4 9YQ
01206 288788
01206 288787 (fax)
01206 288789 (text phone)
See page 50.

Active Risk Management in Higher Education (ARMED)

Senate House, University of Bristol
Bristol BS8 1TH
0117 928 8093
0117 925 1558 (fax)
<http://armed.ilt.bris.ac.uk>
Provides simple guidance to reduce legal risk in higher education institutions.

Advisory, Conciliation and Arbitration Service (Acas)

East of England Regional Office
Ross House, Kempson Way
Suffolk Business Park
Bury St Edmunds IP32 7AR
01284 774 500
08457 474747 (national helpline);
08456 06 16 00 (text phone)
www.acas.org.uk
Provides up-to-date information, advice and training, and works with employers and employees to solve problems and improve performance.

British Dyslexia Association

98 London Rd
Reading RG1 5AU
0118 966 8271
www.bda-dyslexia.org.uk

Cambridge Campaign to Tackle Acquired Deafness

8 Romsey Terrace
Cambridge CB1 3NH
01223 416141
(includes text phone and fax)
Information and advice on hearing aids (including supplying batteries and new tubes), loop systems, telephone adaptations and other equipment.
Also lip-reading classes.

Cambridge Citizens Advice Bureau

72-74 Newmarket Road

Cambridge CB5 8DZ

08701 264010

01223 506287 (text phone)

www.cambridgecab.org.uk

Outreach offices are at Sawston and Addenbrooke's and Fulbourn Hospitals.

Advice on housing, benefits, employment, debt, consumer matters etc.

Cambridge Independent Advice Centre

41 Mill Road

Cambridge CB1 2AW

01223 712222

01223 712294 (fax)

Advice on welfare benefits, immigration, housing, debt and employment.

Cambridgeshire County Council Social Services

www.cambridgeshire.gov.uk

If you have a visual or hearing impairment, call the Sensory Services Information and Advice line:

01223 714530

01223 714529 (fax)

01223 714530 (text phone)

To ask for an assessment, call the Cambridgeshire Direct Contact Centre on 0845 045 5202.

If you are a person with a physical impairment you can have your social care needs assessed by Social Services. Call the Contact Centre on 0845 045 5205.

Services for people with learning difficulties are jointly provided by Social Services and the NHS:

Cambridge City team: 01223 885770

South Cambridgeshire Team:

01223 884071

Cambridgeshire Deaf Association

8 Romsey Terrace

Cambridge, CB1 3NH

01223 411801 (text phone)

01223 411701 (fax)

18002 01223 411801

(voice via Typetalk)

www.cambsdeaf.org

Focal point for the Deaf community, social groups, information and advice.

Camsight

167 Green End Road

Cambridge CB4 1RW

01223 420033

www.camsight.org

Independent organisation of visually impaired people. Their resource centre has lots of equipment and they teach independent living skills.

Citizens Advice Bureau

See Cambridge Citizens Advice Bureau

Clarion

Newton Hall, Town Street

Newton, Cambridge CB2 5PE

01223 870840

01223 870045 (text phone)

01223 874440 (fax)

www.clarioncall.net

Services available include British Sign Language interpreting, note taking, speech-to-text, and lip speaking.

Directions Plus

Orwell House, Cowley Road
Cambridge CB4 0PP
01223 569600
01223 569601 (text phone)
www.directions-plus.org.uk
The disability information and advice service for Cambridge and surrounding area. Helps people gain access to services and produces a range of publications.

Disability Employment Adviser (DEA)

Cambridge Jobcentre
Henry Giles House
73 Chesterton Road
Cambridge CB4 3BG
01223 545090
www.jobcentreplus.gov.uk
The DEA provides the way in to Department of Work and Pensions services, including Employment Assessment, Workstep, Job Introduction, Work Preparation and the New Deal for Disabled People (see pages 52 to 53).

Disability Rights Commission

Freepost MID 02164
Stratford-upon-Avon CV37 9BR
08457 622 633
08457 622 644 (text phone)
www.drc-gb.org
The main source of information about the Disability Discrimination Act, the DRC promotes civil rights; provides advice and information service for disabled people; advises employers on best practice; supports legal cases to set new precedents; produces publications about rights for disabled people and good practice for employers.

Dyslexia Institute

71 Broadway
Peterborough PE1 1SY
01733 890090
peterborough@dyslexia-inst.org.uk
www.dyslexia-inst.org.uk
An educational charity for the assessment and teaching of people with dyslexia and for the training of teachers.

Dyspraxia Association

8 West Alley
Hitchin SG5 1EG
01462 454986
www.dyspraxiafoundation.org.uk

East Anglia Regional**Access Centre**

Anglia Polytechnic University
East Road
Cambridge CB1 1PT
01223 363271 ext 2378
www.earac.org.uk
See page 46.

Employment Tribunal Office

100 Southgate Street
Bury St Edmunds IP33 2AQ
01284 762171
01284 706064 (fax)
buryet@ets.gsi.gov.uk
National enquiry line on 0845 795 9775,
minicom 0845 757 3722.

Employers' Forum on Disability

Nutmeg House
60 Gainsford Street
London SE1 2NY
020 7403 3020
020 7403 0404 (fax)
020 7403 0040 (text phone)
www.employers-forum.co.uk

A major source of information and advice on disability for employers, employees and service providers.

Equality Challenge Unit

3rd Floor
4 Tavistock Place
London WC1H 9RA
020 7520 7060
020 7520 7069 (fax)
www.ecu.ac.uk
Provides advice and support on equality issues to universities and colleges of higher education. Some of their publications are listed on page 18.

Health and Safety Executive Regional Office

14 Cardiff Road
Luton LU1 1PP
01582 444200
0845 345 0055
www.hse.gov.uk
Aims to protect people's health and safety by ensuring risks in the workplace are properly controlled. Information on stress is at www.hse.gov.uk/stress.

Joint Information Systems Committee (JISC)

www.jisc.ac.uk
JISC works with further and higher education by providing strategic guidance, advice and opportunities to use ICT to support teaching, learning, research and administration. Its services include TechDis, (see below).

Lifecraft

The Bath House, Gwydir Street
Cambridge CB1 2LW
01223 566957

www.lifecraft.org.uk

A drop-in and information service for people with mental health problems. Publishes the *Mental Health Handbook*, which is available in print and on the web site and runs the night-time help service *Lifeline* on 0808 808 2121.

National Autistic Society

393 City Road
London EC1V 1NG
0845 070 4004
www.nas.org.uk
Champions the rights and interests of people with autism. Website includes information about autism and Asperger Syndrome, the NAS and its services and activities.

Papworth Trust

Papworth Everard
Cambridge CB3 8RG
01480 830341
www.papworth.org.uk
The Trust's range of services includes Employment Programmes that support disabled people obtaining and staying in work.

Repetitive Strain Injury Association

www.rsi.org.uk
The RSI Association is no longer operating and its freephone helpline has shut down. However, its website is still available, maintained by Keytools Ergonomics who provide information on their own site (www.keytools-ergonomics.co.uk) and give free advice by phone on 023 8058 4314. The sites include information on all aspects of RSI, including causes, treatments, research findings, legal issues and much more.

Richmond Fellowship Employment and Training

Unit BC, The Paddocks
347 Cherry Hinton Road
Cambridge CB1 8DH
01223 242267

Work activities, training, information, advice and guidance for unemployed people with mental health problems, helping them into paid employment, training, voluntary work or work experience.

Royal National Institute for Deaf People

RNID Communication Services Central
Buckinghamshire Disability Services
Brookside, Station Way
Aylesbury HP20 2SQ
01296 392294
01296 392295 (text phone)
01296 381103 (fax)
csuaylesbury@rnid.org.uk
www.rnid.org.uk

Regional centre of national organisation, supplying sign language interpreters, lip-speakers etc (see page 47).

Royal National Institute of the Blind (RNIB)

105 Judd Street
London WC1H 9NE
020 7388 1266
0845 766 9999 (helpline)
www.rnib.org.uk
National organisation providing services for people with visual impairments.

Skill: National Bureau for Students with Disabilities

Chapter House, 18–20 Crucifix Lane
London SE1 3JW
0800 328 5050
0800 068 2422 (text phone)
www.skill.org.uk

An essential source of information on all matters relating to disability and higher education – mostly about supporting students, but with information about seeking work.

Technologies for Disabilities Information Service (TechDis)

The Higher Education Academy
Innovation Way
York Science Park
York YO10 5BR
01904 717580
<http://techdis.ac.uk>

Aims to enhance provision for disabled students and staff in higher, further and specialist education and adult and community learning, through the use of technology. It is funded by JISC (see page 66).

10. Mobility and communication equipment suppliers

Addenbrooke's Hospital

Disablement Services Centre

Box 120, Addenbrooke's Hospital
Hills Road
Cambridge CB2 2QQ
01223 217870

NHS service providing wheelchairs, limbs and other equipment.

www.addenbrookes.org.uk,
then look at the A to Z list.

Anglia Mobility

52 Market Street,
Ely CB7 4LU
01353 669693

Wheelchairs, scooters, chairs, beds and other equipment. Some items available for hire.

Bartram Associates

2a Doddington Road
Chatteris PE16 6UA
01354 694777
www.bartrams.u-net.com

Wheelchairs, scooters and other equipment.

Bee Mobile

8 Seymour Street
Cambridge CB1 3DQ
01223 246425
01223 212165 (fax)
www.beemobile.co.uk

Wheelchairs, scooters, lifts and bath, furniture, shower and kitchen aids.

Wheelchair hire.

British Red Cross Society

Cambridgeshire

Unit C, 511 Coldhams Lane
Cambridge CB1 3JS
01223 868696 or enquire on 01480 456673 for other centres around the county. Short-term wheelchair loan (for donation), and other equipment.

Cambridge Mobility

66 High Street
Great Shelford
Cambridge CB2 5EH
01223 844637

Supplies wheelchairs, scooters, stair lifts, kitchen aids, bathroom aids, furniture and walking frames. New, second-hand, and hire.

Cambridgeshire Disabled

Living Centre

Lower Pendrill Court
Papworth Everard
Cambridge CB3 8UY
01480 830495

Independent information, assessment and advice on equipment for disabled people, with a display of items that can be tried out.

Draft Wheelchairs

5 and 6 Roman Way
Godmanchester
Huntingdon PE29 2LN
01480 451247
01480 451517 (fax)

www.draftwheelchairs.com

Manufacturers and suppliers of everyday, sports and powered wheelchairs and scooters.

Drake Mobility

58 Hills Road
Cambridge CB2 1LA
01223 311111
01223 462448 (fax)
Supplier of electric scooters,
powerchairs, lightweight wheelchairs,
riser-recliner chairs, stairlifts and beds.

Toby Churchill Ltd

20 Panton Street
Cambridge CB2 1HP
01223 576117
01223 576118 (fax)
Manufacturer of portable text-based
communication equipment for people
who cannot speak.

**Integrated Community
Equipment Service**

Camfields
Ditton Walk
Cambridge CB5 8QD
01223 726222
The Social Services and NHS community
equipment service.

**Rehabilitation Engineering
Movement Advisory Panel (REMAP)**

01480 464283 (Paul Turner)
remap.cambridge@ntlworld.com
www.remap.org.uk.
A group of engineers and occupational
therapists who meet to solve individual
mobility and communication problems.
They may be able to construct or adapt
a gadget to meet your particular need.

B and J Stevenson

19 Peverel Road
Cambridge CB5 8RN
01223 241901 (includes fax)
Suppliers of sound systems and
induction loops.

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