

Doing work differently

Getting and keeping a job while managing
ill-health, injury or disability (IID)

Doing Work Differently

Getting and keeping a job

The world is changing, the world of work especially. We're changing too – the people doing the work.

The workforce has never been more diverse. Men and women from all sorts of backgrounds are working in the UK today. This includes older people, people who have or have had physical or mental health problems, blind or deaf people, people who use wheelchairs and people who have had accidents or illnesses that in the past might have forced them to retire.

At RADAR, which is a national network bringing together people with all these experiences, we noticed that despite the changes we were seeing in the workplace, there still wasn't a lot of information around for people like us. This booklet is designed to fill the gap. We spoke to a range of people from a range of backgrounds about their experiences at work and what they had learned. **Doing Work Differently** brings together all that expertise and advice in a way that we hope will help other people.

Doing Work Differently is breaking new ground. It's not a welfare benefits guide, it's an attitude, a state of mind.

There has probably never been a better time to publish it. Recent changes in the law mean that, in general, employers cannot discriminate against someone because of their age or health any more than they can discriminate because of their race or sex. But probably the main reason why **Doing Work Differently** is so timely is that it is not just employees who are changing. Employers are changing too. The UK has a diverse workforce because employers are discovering that this is what works best for their businesses. This booklet explains how you can be a part of it.

Doing Work Differently celebrates difference and will, we hope, appeal to many different kinds of readers. Throughout it, we use the short-hand IID (ill-health, injury or disability) to refer to any difference that may affect the way you want or need to work – an injury, illness, disability, impairment, health condition, disease or whatever you tend to call it.

But celebrating difference is not about your particular IID, it's about attitude. This book will help anyone to think about or do work differently, IID or not.

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1 Want to work?

Is this booklet for me?

This booklet is for anyone who wants to work. Perhaps you're on benefits and want to get into employment. Perhaps you've got a job but are thinking that a change in your physical or mental health may make it difficult for you to carry on doing it. Either way, keep reading.

Whether it's an accident, long-term illness, a recent medical diagnosis, an inherited condition, whatever the challenge you're facing, this booklet will help. **Doing Work Differently** is for you whether or not you've had a precise medical diagnosis or whether you've even seen the doctor (though it can help). This booklet is about work not medicine so there's no medical jargon.

Living with ill-health, injury or disability (IID) is frequently challenging and sometimes upsetting. It is because they understand this so well that the men and women involved in **Doing Work Differently** have stressed to us the importance of keeping focused on your goal of finding or keeping work rather than on the barriers that seem to be in the way. Barriers, after all, can be removed. This booklet will show you how to think and act in such a way that you'll be able to begin to remove some barriers and to work round others.

There are already many people with ill-health, injury or disability (IID) in the UK workforce and the number is growing quickly, mainly because the population is getting older. Over 11 million people in the UK have IID and it is estimated that this figure will rise to 20 million by 2025. On average, that works out at about half a million newly-disabled people every year. A lot of these people want to work.

These figures also mean the number of customers with IID is growing fast too. Any business that is thinking ahead will have figured out that customers and workers with IID will be an increasingly important part of the future.

We know there's more to life than work. The whole issue of what is sometimes called 'work-life balance' raises additional challenges for many of us. Just as a lot of people who want work don't have it, so a lot of people who do have it, have too much. It's worth thinking about this balance as you read the booklet.

As well as doing work differently, you may want to think about doing learning differently, doing transport differently, doing your home differently, doing your leisure time differently and even doing sex and relationships differently.

How should I use the booklet?

All the advice and information in this book is based on what we – people with ill-health, injury or disability (IID) – know works so it's worth reading straight through. However, depending on how long you've had your IID, how seriously it affects you and whether or not you have a job, some sections will be more relevant to you than others.

Whatever your situation make sure you read the case studies based on real examples. They're all about people doing exactly what you want to do: finding work and/or keeping it. The individuals featured have different experiences but they all share the same goal; to get and keep a job.

But the biggest barrier IS my IID

It often seems like that but try a different way of looking at things. Sometimes situations are not what they first appear to be on the surface.

Take the example of Susan. She has a panic disorder. She gets a great new job in London but it means rush-hour commuting and often when she gets to the underground station, she is overwhelmed by the crush of people and has to go home. What's the problem: Susan's mental health or her new job with its 9am starting time? It's the start time. If she works from 11am until 7pm

instead she can travel into work when the underground is quieter. No problem. This is the sort of change that is often required under the law. It is called a 'reasonable adjustment' [see page 21].

Tony is a computer operator who begins to lose his sight. He can't read the screen anymore. What's stopping him? What's the barrier? His visual impairment or the computer? It's the computer since by making the letters on his computer screen larger Tony can carry on with his job much as before. All modern computers can be adjusted in this way and in many other ways too.

Rohan is a driver who loses an arm in an accident at work. He can't hold the steering wheel and change gear at the same time. What's the problem: Rohan's injury or the vehicle? Again, it's not the injury. Rohan can use a joystick, for example, similar to that on an aeroplane. In fact, motoring technology is so sophisticated these days that people with far more severe challenges than Rohan's can drive. This is another example of a 'reasonable adjustment'.

If you think about it, none of these people are particularly unusual. Looking at a computer screen all day can damage anybody's eyes. As for Susan and Rohan, one in six of us has significant mental health problems and there are around 330,000 accidents at work every year. These are everyday examples of how the way a job is set up or the tools used to do it can prevent people from doing that job as well as they could or even from doing it at all.

1

Working it out **Marie Claire, 34**

'I have Raynauld's Disease and vasculitis. It is severe and the tissue of my fingertips is dying. I've already lost the tips of a number of fingers of my right hand.

My work is computer based and, as you can imagine, every press of a key is painful. I couldn't complain about my medical care. It had been thorough and sensitive but there had not been a lot of advice as regards working. Voice recognition software was mentioned but the person suggesting it didn't know much about it and I then discovered it wasn't compatible with the software I had to use at work, anyway.

I hadn't worked for nearly a year and saw no prospect of returning to work, especially after that experience. I didn't hold out a lot of hope when I went for an IT assessment and was amazed that they found a solution that cost just £60.

It's simple, really. I hold a pencil with a rubber on the end in my hand - some tubing helps hold it in place - and use the pencil to press the keys of a very small keyboard.

I can use the shift key and other two key combinations by using the "sticky keys" function that is part of every Windows system. I'm also learning to type standard phrases using a two-character abbreviation, a facility which again I am told is built into most standard software.

£60 and I'm ready to work again.'

This is not say that your IID is not important. It's very important. The more you know about your IID the better you can deal with it. Many voluntary organisations run self-management courses designed to give people with particular IIDs the confidence, skills and knowledge to manage their condition better. The Department of Health funds something similar called the Expert Patient Programme (see page 32). Courses like these are highly recommended. They will put you more in control of your life and can definitely help you in your work.

When people with IIDs tell us the IIDs are not the real problem, they do not mean it is unimportant they simply mean that it is not the IIDs that are preventing them from getting a job or from continuing in a job. The real barriers are nearly always:

- » **the way the job is done**
- » **employer policies, practices and procedures**
- » **the work-place and the built-environment and**
- » **people's attitudes – both yours and others.**

All of these things can be changed.

Try thinking about your job or the job you would like using the same approach as for the examples above of Susan, Tony and Rohan. What changes could be made to enable you to do it? More and more employers are starting to think about how to overcome barriers and enable people with IIDs to work for them because they realise that this increases their choice of potential recruits and stops them losing good workers.

You sound optimistic but that's not how I feel

That's understandable, especially if you're in pain and you and others around you are feeling down about your IID. Feeling different can be frightening and that can make change appear even more difficult.

It may not seem like it right now but change and difference are among the most normal things in the world. Everyone is different and has different experiences. Change and difference are often what make life interesting.

The fact that you may be different from some of your work colleagues adds to the diversity of skills, insights and experiences in your company's workforce. Don't take our word for it. Many employers think so too and the numbers are growing. (There'll be more about employers' attitudes later.)

So where do you get those extra skills, insights and experiences from? Through dealing with and learning from the changes in your life – including the changes that result from having an IID.

As individuals, we're part of the change process too. Change is not just something that happens to us. However bleak things may seem, we always have choices and it is through the choices that we make that we can help to change things for the better. This is quite an optimistic thought. Change, and the certainty of it, is what can give us power in a tricky situation. This booklet's approach is therefore not to be scared of change but to embrace it and see what it can teach you.

Difference is really something to be celebrated. This may not be how you feel right now but stick with the booklet and see how you feel at the end.

I don't think I'm ready for work

That's fine. Sometimes managing an IID is a full-time job in itself – especially at first or in new circumstances – and if that's your situation, that needs to take priority. But it's also good to start thinking about what you would like to do, find out more and begin to plan. This can actually make you feel much more hopeful about the future.

An IID brings all sorts of challenges. At first it is often the practical ones – how to do things in your new circumstances – that are most obvious. But an IID can also affect confidence and the way we feel about ourselves. Often these feelings can be more frightening than the practical difficulties and it can be tempting to ignore them. The trouble is they tend to keep coming back – often when you least expect them – and can affect all aspects of your life including work. Talking with others who have been through it can help you to find your own way of facing these challenges.

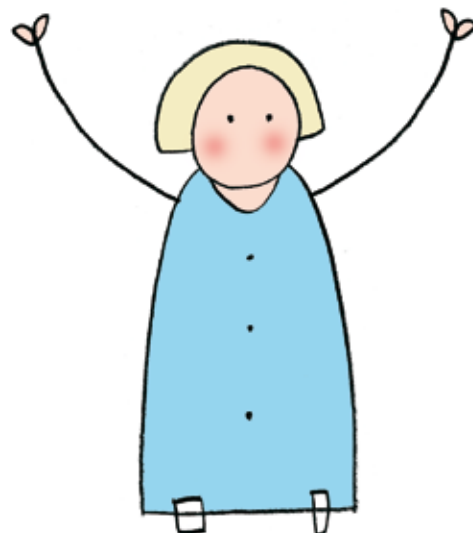
Once you have an IID, some people may tend to focus on this rather than on you as a person. As a result, they may have a lower expectation of what you can do and this includes at work. Even the people who love you most can react this way. They don't want to see you disappointed. They are often sad for you and maybe themselves too. All this is perfectly understandable but it also reflects their own lack of experience of living with an IID.

It's usually helpful to find out as much as you can about your IID. The best information comes from talking to those who already have the experience of living with it. You can find such people simply by contacting a local or national organisation for people with your IID.

You can also ask these organisations for more information on your IID and whether they have specific information related to employment. Many have helplines. Perhaps there is also a website with a forum for people with your IID.

It may also be useful to talk to health professionals with expertise with people with your IID although they may be focused mainly on the medical issues.

Think about how your IID is likely to develop and what impact this and your treatment options may have on all aspects of your life including how they might affect your job if you have one, or were to take one. This sort of thinking will set you in good stead when you decide you are ready to work.



What do I need to know about the law?

At this stage not a lot. This booklet is about work rather than the law. However, it is worth knowing whether or not you're likely to be covered by the disability discrimination legislation.

The important point to remember is that you do not have to consider yourself to be disabled to be protected by the law. You don't need to be on any benefits or have any particular passes, cards or badges. The law protects anyone who 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'.

'Day-to-day' means things like moving around, concentrating, standing, sitting, breathing, carrying out tasks, moving and lifting things, speaking, hearing, seeing and remembering. 'Long-term' usually means the condition should have lasted or be reasonably expected to last at least a year. It can also mean a condition that comes and goes over time. 'Substantial' simply means not trivial.

The key thing is not the condition but its effect on you. Many conditions that people might not normally think of as disabilities such as migraines, asthma and back pain can be covered if the effect on the individual is substantial and long-term. There is a Commission that oversees the relevant anti-discrimination legislation and they can advise you if you are covered. (See Resources, page 32)

It is a good idea to check it out because if you are covered by the disability discrimination legislation, you cannot be discriminated against in job recruitment, in the terms offered for a job, in promotion opportunities, in dismissal from a job or be subject to any other negative treatment just because of your disability or health condition. You have rights to 'reasonable adjustments' – basically your employer needs to do what is reasonable to enable you to do the job. You have the right to ask for an adjustment (see page 21). To be certain of getting protection under the law, you need to make sure your employer knows what you need.

The disability discrimination legislation is not the only legislation relevant to employment. There are laws on starting and ending a job, contracts, conditions, pay, safety, trade unions and resolving disputes. Full details are on the government's DirectGov website. (See Resources, page 32)

Directgov

2

Working it out

Sam, 47

'I'd done a variety of jobs in my life – all manual work – until in my late 30s I got a bad back. Couldn't work. Couldn't move at first!

I didn't want to just fade away so I did a lot of voluntary work. I helped out in the local Citizens' Advice Bureau and became a school governor. But I still wanted to get off benefits so I approached our local job-broker. I can't remember who told me about them but it was a piece of good luck I'll always be grateful for.

I had no idea what I wanted to do but they took a very practical approach. They started with a blank sheet of paper. Didn't try to put me in any box. After my initial assessment, we set some short-term goals. I had four tasks to do in four weeks. I liked this. It was solid. Something to get your teeth into.

I had to write a CV – I'd never had one, do a short work placement, which they fixed up for me and attend two sessions at the job-brokers – one on interview techniques and another with a vocational profiler who matched my skills and interests with the various possible jobs.

As a result of the work-placement I realised I didn't want to simply work in an office and through the vocational profiling I realised how much I'd enjoyed the voluntary work I'd been doing, working with people, helping them. I'd never thought about that sort of thing for a career but when they suggested some sort of training work I realised that I was very suited to that.

I was lucky because obviously the job brokers provided training themselves so they had good contacts in the field. They provided a bit of work experience for me on their own courses and then found me an opportunity with a local training provider. I'm still there and I still bump into the lads from the job brokers from time to time as sometimes we are on projects together.

I'm really enjoying the job – it's one of the best I've ever had – and it's not something I would have dreamed of without the job brokers. It's funny. I went to them because I had a bad back but once we'd got started we barely mentioned the back at all.'

3

Working it out**Ricky, 18**

I'm just not sure about a full-time job

More and more people are like you.

One in four of Britain's workers now work part-time. Under the law, part-time workers cannot be treated less favourably than full-time ones.

The workplace is becoming more flexible with fewer and fewer of us working the traditional 9 to 5. Hours are more flexible with people starting and stopping work at different times. Computers and the internet make home working far easier. Job-sharing is another way in which working has become more flexible.

Working fewer hours may mean that you are still entitled to certain benefits. It also enables you to deal with your other responsibilities such as your family and to manage your IID in the way that suits you.

Managing an IID can take time. You may need more time to travel, more time to rest or more time to get ready to go out. You – and your employer – will want to consider all these things when thinking about what is most suitable for you as regards work.

Self-employment is another possibility for people who don't want a conventional working day.

'I have a learning disability and it was hard to find a job. I'd been unemployed for two years. I applied for jobs but didn't get interviews. Maybe it's because I haven't got any qualifications. I sent an email to a charity that works with people with learning disabilities. I said I wanted to work outdoors in the sunshine and get some exercise and they got me an interview for a job making deliveries. I didn't need any qualifications for that. It's great. I wish I'd thought of it sooner. I got the job and now I don't need benefits. I think I have a long-term future in this job.'



2 I don't have a job but I want one

This section contains practical advice on obtaining a job. It's based on the questions people commonly ask when starting out on this journey and the answers given by people with IIDs who are already on the road.

Where do I start?

If you've never had a job or your circumstances have changed a lot since you last worked, it can be very difficult to know where to begin.

The first thing to do is to put your IID aside and then approach the question afresh. What do you want to do? What qualifications do you need? Do you have them? What training do you need? And so on.

There are many books and websites that can help you with this. The key point to remember as you work through these questions is that they are much the same for everyone whether or not they have an IID. Only once you have done this should you start thinking about your IID.

Consider approaching your local Jobcentre Plus, a job broker or employment counsellor. They'll assess your hopes and skills in relation to the job market and help you draw up a development plan to get you into work.

A good development plan will include a series of short-term realisable goals. The goals will depend on your individual circumstances but could include things like drafting a CV, finding out about training, researching the local job market, doing voluntary work or a work placement, practising interview technique and so on. It's a good idea to adopt a similar approach and to set yourself your own targets and deadlines whether you use a specialist or not.

I don't know what I want to do

A lot of people don't. Knowing what you want to do helps but it's not essential. In truth, very few people are doing their dream jobs, anyway. For everyone it is about compromise and matching your skills with what's available in the job market.

If you don't know exactly what job you want to do, think about what sort of working environment you'd like – with people or alone, in an office or at home, the amount of travelling, the level of responsibility, the energy involved and so on – and match that up with your skills. It's often only through working that we find out exactly what we want to do. Again there are lots of books and websites on careers that can help you.

4

Working it out

Jenni, 28

I'm terrified

That's not unusual either. Many of the people with IID involved in putting this booklet together have talked about what we could call 'a missing link' between themselves and work - like being on one side of a river with no way of getting to the other. One of the aims for this booklet is to help you find your own way across.

The prospect of a new job is scary for everyone. Moreover, being unemployed can make you depressed and begin to doubt yourself. Put the two together and it's no wonder that you're worried.

Working is not just about money, it's about how you and others see you, it's about relationships and self-esteem, it's about being part of society. Without work all these things can begin to slip away - you may lose self-confidence and feel disconnected from society.

It's important to remember therefore that a lack of self-confidence is a normal reaction to the situation in which you find yourself. It is a feeling, it is not a fact.

Of course, it's easier to say that than it is to believe it. But it's true...

'I had a lot of pain in the tendons of my arms and wrists. Eventually the doctors concluded that it was the result of a syndrome that I'd never heard of before - de Quervain's syndrome.

My job required continuous mouse use and this was impossible. I couldn't carry on so after I'd been signed off work for eight months, plans were being made for my medical retirement.

I'd seen my GP plus two specialists and a physiotherapist before I went for a work-related assessment. The consultant found that most of my mouse work could be replaced by keyboard shortcuts. It was just a matter of learning them. Voice recognition further reduced the load on my hands. I'm now back at work in my original job! And what's more, now I've taught my voice recognition software the word, I don't even have to worry about spelling "de Quervain's".

The ridiculous thing is that all the solutions were available on the first day I reported my symptoms: nobody knew about them so nobody mentioned them to me.'

Talking helps

For something that can be very difficult or very personal such as living with an IID, family and friends are not necessarily the easiest or most appropriate people to talk to.

Talking to a therapist or counsellor, provided they have experience of working with people with IIDs, is worth considering. There are many types of therapy and counselling and you need one that you feel comfortable with.

However, more important even than the type of therapy is the therapist. You need to feel comfortable talking to them. If you don't get on with them, look elsewhere. They shouldn't mind.

Your GP may be able to refer you for some free counselling or therapy.

If you're particularly worried about your IID, try to find some other people in a similar position. There may be a national or local organisation for people with your IID. They can help you in many ways. Personal development courses and self-management courses can be an excellent way of boosting your self-confidence, learning about your rights and how to assert them and of understanding yourself and what you want better. Ask them also if they can put you in touch with people like you who are already doing what you want to do, so you learn from them.

Learning new skills is always good for developing self-confidence. If you choose a class or course that will also help your job prospects, so much the better. Learning about and getting better at something that you enjoy will help your confidence. You may not even have to go anywhere to do it as there are many courses and training packages available online.

Whatever you do, if you want to work, don't give up because however much we all complain about work, most of us wouldn't want to be without it.

Why would an employer want to employ someone like me?

All employers want the best person for the job whether or not they have an IID.

Many employers now appreciate that the best person is not necessarily the person who is the easiest to recruit. This gives you as much chance as anyone else.

More and more employers also appreciate the additional skills that people develop as a result of living with an IID – planning and problem-solving skills, negotiating and dealing with people skills, patience and determination, imagination and resourcefulness.

This sort of diversity in a workforce is not just about good intentions but about good business sense. Firms that always employ the same sort of people tend to come up with the same sorts of solutions. In the faster moving modern business world that approach is not good enough and businesses know it. Greater diversity in the workforce also generally has the support of government and of the public – so it's good public relations too.

Smart businesses understand that it's more efficient to act now rather than to have to react later. For example, it's cheaper and quicker to build ramps in your new office today than to have to add them tomorrow.

That's not to say that some employers might not have some daft ideas about your IID. It may seem unfair but the truth is that it will be down to you to put them right. If you have an obvious IID, be positive – even if you don't feel it – and be up-front. Make sure you've done your research before any interview and tell them what you need to do the job. Don't expect them to know. Say something like: 'Yes, I have a repetitive strain injury but with a voice-activated computer there's no problem.'

You may also have to put them at ease. Most people don't know much about disabilities until they have personal experience. This includes employers. Ignorance leads to fear and misconceptions. So don't close down discussion on your IID. Be prepared to talk about it using everyday language rather than medical terms and with, if you can, a sense of humour. This can get rather boring after a while but in the long term it's good for you, other people with your IID and your colleagues. Think of it as doing your bit to reduce prejudice.

If your IID is not obvious, you have more choice. Weigh up the pros and cons of being open. If you need to ask for an adjustment at work – or if you just feel more comfortable being fully yourself – tell them straightforwardly and positively about your position and what you will need (if anything). If you don't need any adjustment, you may prefer to wait until you know the people better, if you get the job, and then decide what to say and who to talk to first (your manager, or a colleague, or someone in HR). Remember – it's your decision.

You may find it useful to talk through the options with someone else with a similar IID.

In the long run, the more people are open and up-front the more attitudes will change. But each decision is individual.

5

Working it out
Mark, 41

'I got my arthritis when I was 15. As a teenage boy to have a disease that the world associates – albeit wrongly – with older women is very threatening.

Perhaps that was what made me into the sort of person I was - very competitive, someone who had to do everything and be the best at it. When I started jogging I had to enter marathons. When I started teaching I had to get involved in all the extra-curricular activities and still prepare unique, wonderful lessons before partying all night. I was working myself into the ground and in denial about my condition which was becoming more and more serious. Eventually, I had to stop work.

So while I must admit that living with my condition has been difficult at times, I also believe that it has been the making of me. I've discovered resources that I didn't know I had – resources that I believe are inside us all but often it takes the kick up the backside from something like this to make you find them. Otherwise we coast.

When you have a condition, you have to recognise that things have changed. You're different. It can be painful to do that – like mourning for the old you – but you've got to go through it and you develop enormously as a person as a result of it.

I'm self-employed now as a training consultant. I'm working in my own way to help other people overcome their challenges in their own way. It's enormously satisfying. It took time to get

here but in hindsight it really boiled down to two conversations – one with Access to Work and one with Business Link. The toughest thing was plucking up the nerve to approach them in the first place.

Now my work is more interesting and challenging than it ever was before and I'm happier and more truthful and accepting of myself. Because of the work I've done on myself, I think I understand other people better than I did before too which has been good for my relationships.

My condition is not separate from me or something that's been put onto me. It is part of me and, as the old saying goes, what doesn't kill you makes you stronger. But you need to let it make you stronger. Don't deny your condition. Mine has enhanced my life and made me better at my job.'



Will the government help?

Definitely – with information, advice, equipment and even money. The government is keen to encourage people into work and off benefits and as a result there is more help available than you might imagine.

The best place to start is your local Jobcentre Plus. They can offer you work-focused interviews geared to finding you a job, employment advice and information on benefits.

There are schemes available for people on benefits who want to work. They may be able to arrange job introductions – where you can try out a job to see if it's suitable – or provide a work-preparation programme to help with your skills and job-finding techniques. They can also tell you about the help available to people who have been unemployed a long time.

Your local Jobcentre Plus can also provide specialist support through a Disability Employment Adviser (DEA). The DEA can work with you to plan the best way for you to return to work and help you find a suitable job. It is worth exploring this as you do not need to consider yourself disabled to get help under the legislation and there is a lot that a good advisor can do to help you. The DEA can tell you about the Access to Work scheme for example (more details of this on page 27).

Jobcentre Plus may also be able to refer you to one of over 200 job-brokers around the country. These are organisations paid by the government to help get you off benefits and into work. One job broker, for example, has helped over 7,500 people into work since 2001 – two out of three of them are still there.

You can find more information at the government's DirectGov website. (See Resources, page 32).

Directgov

Will working affect my benefits?

Not as much as you may think. You may be entitled to continue receiving benefits.

You may be able to keep some benefits under a scheme called Permitted Work. This is work that you are allowed to do while still receiving certain benefits. There are strict rules on what is permitted work and you should ask your local Jobcentre Plus about it.

If you receive Disability Living Allowance, Severe Disablement Allowance, Carers Allowance, Attendance Allowance or Child Benefit, there will be no change to the amount you receive.

Depending on how many hours you

work, you are unlikely to still be eligible for Incapacity Benefit (or Employment and Support Allowance) or income support. However, the whole system is geared towards you being better off in work than you were out of work.

Another scheme, the job introduction scheme, might be able to help if you find a job you would like but you or the employer are not sure whether it would be suitable. The scheme applies to any full or part time job lasting at least 26 weeks and offers the employer help towards the costs of employing you for the first few weeks until you are both sure the job is right for you.

Once working, you may still be entitled to some benefits if you are not working many hours or are on a low income. You may also be able to claim tax credits which will reduce the amount of tax you pay on your earnings.

There have been some benefit horror stories in the past. Nobody would deny that. However, the government is more aware now of the problems of going into work and then back onto benefits so they have made it easier to switch between one and the other. The key is to check out in advance how working will affect your benefits. This is sometimes called a 'better-off calculation' as it will help you to see whether you will really be better off in work.

When calculating whether you'll be

better-off, you'll need to take into account all the extra costs of your IID – using taxis or the car more often, assistance in the home, heating bills, laundry bills, the costs of equipment, non-NHS treatments, supplements or special diets. Some costs may be one-offs; others will last over a longer period of time. The list may be longer and the extra costs of your IID higher than you think.

Taking a part-time or poorly paid job may see you fall into the 'benefits trap' where you will find yourself worse off working than when you were on benefits. The best place for advice is Jobcentre Plus or Citizens' Advice Bureau (See Resources, page 32).



3 I'm working and I want to keep working

This section contains practical advice on retaining your job and maintaining your career. It's based on the questions people commonly ask when starting out on this journey and the answers given by people with IID who are already on the road.

As we said at the start of the booklet, a new IID can have a major impact and in these new circumstances, it's easy to jump to conclusions. One might be that you should leave your job. This is not advisable even if you can't – at first – see how you might carry on doing it. In fact – and this is the good news – there are several things you and your employer may be able to do, but they can't be done if you're no longer in the job.

It is also far easier to access work-related advice and services whether public, private or voluntary while you're still in work. Once you leave work and your IID becomes a 'medical problem', you may find it more difficult to get referrals to the services you need to stay in employment.

Do I need to tell my employer about my ill-health, injury or disability?

There's no obligation but it can help you, your employer and your fellow workers if you do. Your employer can only help you if they know about the challenges you're facing.

What's more, if you are covered by the disability discrimination legislation, you can only be certain of protection if your employer knows about your IID. Employers cannot use ignorance of the law to justify not doing anything to help you but they may be able to use ignorance of your IID.

Be positive – even if you don't feel it. If your IID is visible or they are bound to know about it, it may be worth being up-front. Make sure you've done your research before any interview and tell them what you need to do the job. Don't expect them to know.

Remember also that under health and safety rules, you do have a legal obligation to tell your employer about any health condition that might cause an accident or other health and safety problem.

If you have an IID that is not obvious you have more choice. You'll want to weigh up the pros and cons based on knowledge of yourself, your IID and your employer.

If you need to ask for an adjustment at work – or if you just feel more comfortable being fully yourself – tell them straightforwardly and positively about your position and what you will need (if anything). If you don't need any adjustment, you may prefer to wait and then decide what to say and who to talk to first (your manager, or a colleague, or someone in HR). Remember – it's your decision.

Before you tell your employer, however, think about how they will react and the questions they're likely to ask. Line-managers are human too, remember, and may have a similar reaction to finding out about your IID as you first had. Work with them to find the best outcome.

Employers are often worried because they don't really understand the IID and think it might get in the way of you doing the job which is their main concern. Find out as much as you can beforehand so that when you tell them about your condition you can also tell them what can be done about it.

Even if you finally decide that you are unable to continue in your current job for some reason, you still have rights and your employer still has responsibilities. You could do a different job with the same employer. Most employers want to do the right thing because it is also, so far as their business is concerned, the best thing. Most of them will therefore welcome an adult to adult discussion with you based on the needs of their business and of what 'feels fair'.

Imagine, for example, that the person who delivers the internal mail in a large company has an accident and needs to use a wheelchair. Now, while in an ideal world, it should be possible to go to every department, of every floor, of every site of the company using a wheelchair, in reality it might be tough. It might involve far more alterations to buildings than the firm could reasonably be expected to pay for. (There's more about what's 'reasonable' on page 22). However, there's nothing to stop the employee doing a different job either within the postal operation or elsewhere in the company – and because he already knows the company inside out, far less training and supervision is required than if a new recruit were taken on.

You are best-placed to know the best person to talk to but you might consider your line-manager, the human resources department or, if your firm has one, the disability management coordinator, or colleagues in the company's disability staff network. If your firm has an occupational health advisor or other health professional on staff, you also may be able to speak to them in confidence before talking to any other colleagues. You could also talk to your trade union. If you're not in one, consider joining.

6

Working it out

Mora, 20

Why would my employer want to keep me? Anyone can do my job.

Most employers want to treat their employees fairly. It's also in their interests to do so.

It will probably be more cost-effective to keep you than to retrain and/or recruit someone else to do your job. Any reasonable adjustments will not only benefit you but other staff and customers too. Moreover, making the adjustments that you need will boost staff morale by proving the employer's commitment to its employees and customers. Smart employers know that most 'reasonable adjustments' are a small investment for a lot of goodwill.

And then there's the law which protects employees against unfair dismissal. Few employers want the hassle or expense of a tribunal. The most relevant laws here – but not the only ones – are the disability discrimination ones. Remember you don't need to consider yourself to be disabled to get protection under these laws. Under the law the employer is obliged to make 'reasonable adjustments' to accommodate your IID.

'I'd always wanted to work in a hairdressers but by the time I left school, college was not an option – I had enough trouble just getting through the day. I thought I was depressed but when I got the diagnosis of schizophrenia, well, I was shocked.

They say that once you put a name on a problem, it becomes easier. Not when the name's schizophrenia it isn't. Everyone's read rubbish in the papers about schizophrenia and they're scared of people who have it. I was scared at first too. Looking back it made sense. I'd noticed at school. Sometimes I was near the top of the class. Other times I had no idea what was going on.

My GP referred me to the community mental health team at the local hospital. I knew I needed help so I was very open to all their suggestions. My care-coordinator Sue asked me about work and I mentioned the hairdressing. She told me she could help.

She introduced me to the team's employment specialist, and he helped me to put together a 'vocational plan'. Next thing I knew, I was working in a salon and on day release to train as a stylist.

I struggled at first. The hours and the routine were difficult for me to adjust to after never really working. But I continued to meet Sue and that helped a lot. She showed me how to deal with any problems by thinking about them – and myself – in a different, more positive way. Last month, I finished college so I'm a qualified stylist. My first certificate.'

Reasonable adjustments

There are hundreds of possible 'reasonable adjustments' including:

» **more flexible working hours:**

- starting later or finishing early
- rest-breaks
- flexible lunch hours
- medication breaks
- flexi-time
- job-shares
- greater control over time-management
- rotation of duties

» **obtaining new equipment or adapting existing equipment**

- desks, chairs, shelving and other office furniture is available in all shapes and sizes
- vehicles can be adapted or replaced or taxis or public transport used instead
- computers can be spoken to, operated with track-balls or pointers or even using the eyes alone
- phones can be hands-free, amplified or textphone
- alarms can be both audio and visual
- written materials can be made available in large print, audio, Braille, Easy Read and other formats.

» **time off for:**

- treatment
- assessment
- rehabilitation or physiotherapy
- retraining
- impairment-related absence
- other impairment-related leave such as learning how to use a guide dog

» **training**

- work-related for you or colleagues
- impairment-related or disability awareness training for colleagues

» **Improving access to and design of your workplace:**

- ramps
- lift
- changing a colour scheme
- moving your office or desk to a more private location, a more accessible one or even nearer some other facility such as the toilet
- storage space or a fridge for medication or other requirements
- use of office facilities such as computers for personal impairment-related activities
- rest space
- altering the speed or arrangements of automated processes
- reducing the amount of walking or other physical activity
- seating
- shelving

» **providing an assistant offering, for example, practical help, reading or help with communication such as sign language.**

» **employing a temp**

» **allocating you to alternative duties within your existing post**

» **allocating you to an alternative post (this should usually be the last resort)**

What do you mean by 'reasonable adjustments'?

A 'reasonable adjustment' could be any change that the employer makes to the way your job is done to enable you to do it with your IID. It could involve changing the workplace policies, practices and procedures, its built-environment or even the attitudes of the people who work there.

Since most adjustments are cheap or free, most employers will simply make them. However, if there is a discussion about what is 'reasonable', the law takes into account factors like how effective it is, how practical it is, the cost and the disruption it might cause. There are many, many examples of 'reasonable adjustments' – the only real limit to what can be considered is you and your employer's imaginations (and their budget). There are some examples on page 22.

Reasonable adjustments can vary over time. They should also be made for work-related activities such as interviews or performance reviews.

The Equality and Human Rights Commission which oversees the relevant anti-discrimination legislation can advise you and your employer what is likely to be considered 'reasonable' under the law. (See Resources, page 32).

My employer can't afford the changes

There are relatively few cases that require expensive solutions and often financial help is available with these from the government. Make sure your employer knows that in practice the majority of solutions are either free or cheap.

However, an adjustment must be 'reasonable' so if it is genuinely beyond the financial resources of an employer, it may be considered unreasonable under the law. If not – and the adjustment is considered 'reasonable' – the employer has no choice but to implement it. Once again, the Equality and Human Rights Commission which oversees the relevant anti-discrimination legislation can provide further information. (See Resources, page 32).

What is a workplace assessment?

In order to decide which 'reasonable adjustments' to make, your employer might want an ergonomics, health and safety, occupational health or other expert to make an assessment of your workplace and make some recommendations for changes. You could also suggest an assessment like this yourself if you think it will be useful.

7

Working it out
Roger, 22

'I'm deaf and British Sign Language is my preferred means of communication. But with my hearing aid and lip-reading, I can communicate pretty well one-on-one provided I can see the person's face and lips clearly.

As a computer technician with a company that provides on-site computer repair, service and set-up, I'm out in the field a fair bit of my day and in frequent contact with the office regarding customer needs. The fact that I can't use a basic telephone or mobile may look like a problem to a technophobic employer but as technology advances what were once alternatives are now mainstream.

My hand-held device allows me to receive e-mail, voice-to-text messages and faxes from my office and elsewhere. Most of the hearing members of the team use these devices these days too. From my Vodaphone mobile phone, I can obviously text-message but also use I can use the RNID's Typetalk facility to communicate in real-time with a client if necessary.

I've yet to be in a situation in which one or the other device wasn't suitable. In fact, I'd go as far as to suggest that my technology is far less likely to let me down than most. Why? Because my work depends on it, I make sure my battery is never depleted and I always have the plugs and adaptors I need.

For our timetabled fortnightly meetings at the office, I have a sign-language interpreter but obviously there are lots of ad-hoc meetings and discussions too. For these my line-manager or, if she's not there, another colleague will follow-up with me afterwards one to one and send me an email too. It's not a problem and even when a system's down and we're in fire-fighting mode, I think it helps everyone to take a deep breath and recap rather than just leaping in. It makes for fewer mistakes and both the boss and our clients are grateful for that.'



If you drive for a living, for example, your workplace is effectively your vehicle. An assessment by a Mobility Centre will be able to suggest 'reasonable adjustments' that you and your employer may never have thought of. (See Resources, page 32).

The same applies in the office, factory, warehouse or even your own home if that is where you work.

If you use a computer as part of your work whether at a desk, call-centre, till or any other location, it may well be possible to adapt the equipment. There are organisations that can assess your IID in relation to your job and your equipment and make suggestions for adjustments that will help. (See Resources, page 32).

Access to Work, the government scheme which can help with 'reasonable adjustments', may also want to carry out a workplace assessment.

You may be able to get similar assessments through your Jobcentre Plus, GP, local authority, local disabled person's organisations, local independent living centre, job-brokers or other organisations. (See Resources, page 32).

My employer wants me to be assessed by a doctor

It's nothing to be worried about.

A Jobcentre Plus Disability Employment Adviser may request the same thing.

But don't expect the doctor to know about the ideas in this booklet. They are also unlikely to know much about your job so may not be able to suggest any adjustments or changes. You need a workplace assessment (see above) for this.

The medical assessment will probably be computer-based with the doctor ticking boxes or finding appropriate phrases from a list. As well as asking you questions, they'll conduct some simple examinations. They will also be watching you to see if your behaviour matches the answers you give.

But, whoever the doctor is working for, it is important that you give a frank assessment of your IID rather than trying to look on the bright side or cover it up. They'll probably be interested in a 'typical day' – make sure this is a typical day in which work and your IID figures largely. Neither your employer nor the government's employment services can help you if they don't know what help you need.

8

Working it out

Piers, 38

'I'd been a freelance journalist for a while and thought I was pretty good at it. I certainly seemed to be churning the stuff out but in hindsight I can now see I had all the signs. It's very easy to become grumpy and withdrawn when you're working alone from home. Half the time I wouldn't get dressed and I'd leave the phone on answer-phone all the time.

What sent me over the edge was the discovery that I was being paid less than two other freelancers who did exactly the same as me. And I'd been with the magazine the longest. I suddenly saw myself in this completely different light – as a loser, someone that people laugh at behind their back. My confidence fell apart and if you don't have that as a freelance you're dead. I started thinking being dead would be the best bet.

I had a couple of free counselling sessions through the GP and realised that this stuff went all the way back to my childhood. This was like a door opening. But I couldn't pay for more therapy as I was barely bringing in any money. Door closing.

It's very difficult to talk about depression but you've got to. I opened up to my GP and he helped me get on incapacity benefit. The idea of benefits felt like failure to me at first but I can see now that I had this superior attitude. I thought only skivers claimed and only weak people got depressed. In fact, both these things can happen to anyone.

The benefits took the pressure off and stopped me falling. Otherwise I was just going down, down, down. I realised that what I needed was a job that wasn't too stressful but would provide me with a bit of income to get my head together with some therapy and which, at the same time, would bring me into contact with other people.

I did some net research and found a therapist who offered reduced rates for unemployed people and I started that. But I still couldn't get a job. My guess is I was either overqualified or, if I lied about my qualifications, they wondered why I had so many holes in my CV. So I took a higher education course instead and joined the gym – both free for a job-seeker like me. That got me the people contact I needed. This stability helped me to feel able to contact some of the people I used to work with. So slowly I'm working my way back and I've learned a lot about myself on the way.

Nobody should feel ashamed to use the safety net if they need it. One in four of us will experience mental health problems at some time. It's pretty common. I wish I'd known that fact 18 months ago. I might have asked for help sooner.'

This will not count against you and giving an inaccurate picture of your IID may mean you do not get all the benefits to which you are entitled or do not get all the 'reasonable adjustments' that you need.

Having said all that, if you do not want to see a medical advisor, your employer cannot force you unless there is a specific term in your contract giving them this right. Your employer might also want to see your medical records. If you're unsure of your employment rights, talk to your trade union, Citizen's Advice Bureau or other legal adviser.



My employer doesn't know about anti-discrimination legislation

Finding out about it will give them the chance to become a better employer and that's what most employers want.

Your employer could also be breaking the law and they are unlikely to want to do that.

Jobcentre Plus, the Equality and Human Rights Commission or the Employers' Forum on Disability (EFD) can provide the information needed (See Resources, page 32). Make sure your employer knows about EFD's member services. They can help your employer to do the right thing and reassure them that it is not as complicated as they might think. EFD can also inform your employer members about the law.

Is there any government help?

Yes, Jobcentre Plus is the starting point.

If it is not offered, you can ask to be referred to a specialist disability adviser (often called a Disability Employment Advisor or DEA) or a job broker. You may be able to get help under initiatives such as Access to Work (AtW).

AtW can help if you are already in work or just starting a new job. AtW can provide practical support to overcome any barriers relating to your IID that are preventing you from working.

An AtW Adviser will normally speak to you and your employer to assess your needs and arrive at the solution. This can usually be done over the phone but a visit can be arranged if necessary. If specialist advice is needed, the AtW Adviser can arrange this.

The scheme can provide grants – up to 100% – towards special equipment, adaptations, the extra costs of your travel to work and support workers.

Again, don't assume your employer will know anything about the various sources of help. Research suggests three out of four employers have never heard of Access to Work. You will need to ask about it and it is up to you – not the employer – to apply and fill in the application form. Ask for help if you need it.

More information at the government's DirectGov website. (See Resources, page 32).

Directgov

I'm self employed, does this apply to me?

Much of it, yes. You're still entitled to help under Access To Work. Contact your local Jobcentre Plus.



9

Working it out**Diran, 52**

'I was a lorry driver. I noticed that sometimes after a long drive my arm would be shaking and I couldn't stop it. I didn't want to go to the doctor but I figured that if something like that happened while I was actually driving, well...

The GP referred me to a neurologist and within a couple of months they'd diagnosed Parkinson's Disease. I drove one more time but I couldn't carry on knowing something could happen at any time. I confided in my brother and his wife told me about the Parkinson's Disease Society. I gave them a call and it all came out really. To cut a long story short, I had a really helpful chat on the phone with the assistant and she sent me a couple of booklets – one on employment and one on driving.

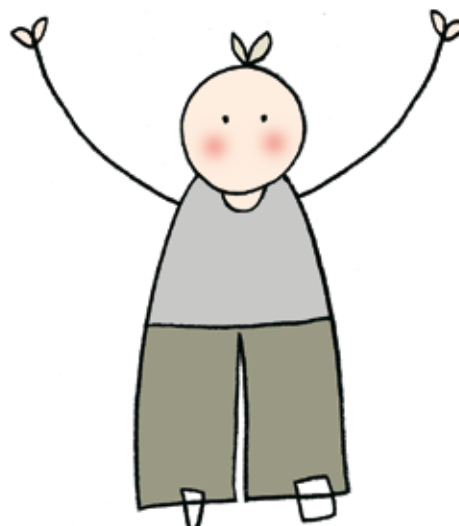
I had to tell the Driver and Vehicle Licensing Agency in Swansea and even though I'd read about what would happen it was still hard to actually do it. You feel like you're shooting yourself in the foot. The DVLA stressed again that they would not tell my employers. That was down to me. So I filled in all the medical forms and sent them off.

All this meant it was time for the big one: telling the boss. I got my trade union rep to come along but in fact it wasn't necessary. I thought they'd give me the boot but the boss suggested that maybe I could do a desk job instead. He said you couldn't buy the wealth of my experience which, of course, was true. Trouble was the computers in the office

were stone-age and he was worried that I wouldn't be able to use them. I told them about the government's Access to Work scheme (see Resources, page 32) which the Parkinson's Disease Society had mentioned to me. Access to Work came in and assessed me and even gave me a grant to get me the right kit. The Parkinson's Disease Society also told me I was entitled to some benefits and helped me fill in the form.

True sitting at a screen is not as exciting as being on the road. But it does have its advantages. My niece is on the internet all the time and now I know what she's talking about.

I don't know how the disease will develop and I'm taking one day at a time but at least I'm working, making ends meet and even putting a bit by.'



10 Working it out

Melanie, 22

'I don't particularly want to go into the ins and outs of my diabetes because I feel like I've been doing that all my life. Suffice to say, that when I realised that I was losing my sight I naturally assumed that I'd lose my job too. I'd done an internet search and found a case of a woman who'd lost her sight after a stroke and been fired. She was exactly the same age as me. She got compensation under the law but I wasn't interested in that. I'd only been working for a while and I wasn't ready to give up.

I knew from a disability awareness training course that I'd been on that blindness is one of the scariest disabilities as far as non-disabled people are concerned. Sometimes I think they're right. But like the vast majority of people with visual impairments, I'm not totally blind. I'd got into the habit of blowing the type up bigger and bigger on my computer but I was still struggling to read it. I discovered a speech command on the computer so that it could read back what I had typed. I plugged my MP3 player headset into the side of the computer to spare my colleagues. Stupid little thing but it was a major breakthrough.

Once I started thinking in this way I came up with other alternatives. There's case-work in my job which involves a lot of reading. I've discovered how to convert documents to audio files and listen to them on my MP3 player. I can catch up on the way to and from work and when I go for treatments. My supervisor is pretty flexible about this as she already knew about my diabetes.

At larger meetings I just ask colleagues to read out their slides – everyone uses them these days – and they're quite happy to. At case-conferences, we often read some papers aloud together which actually helps my colleagues too as they haven't always had time to read everything themselves anyway. Conferences may take a little longer but I reckon we make better decisions and I'm not the only one.

I've got the Information Technology department onside too and we're all trying to find new ways of doing things. It's amazing what's hidden in your PC if you look. It's just a shame that I already had my MP3 player as I use it so much now I reckon I could have got it VAT-free as a disability aid!



4 Looking ahead

Work is only one aspect of life. We need to get the balance right between all aspects of life – work, home, staying in, going out, learning, travelling, leisure, hobbies, family, friends, relationships and so on. **Doing Work Differently** is just the first of a series of similar publications and products that RADAR will be developing under the banner of **Doing Life Differently**. The basic theme will be the same – written by disabled people for disabled people.

As a rule of thumb, you can use much the same approach in the other aspects of your life as we've been using here for work, that is, to focus not on your IID but on the things around you that can be changed. Once you start thinking about it, it's surprising how many things can be changed; bricks and mortar, rules and regulations and even people's attitudes.

Look at the examples in this book. Sam discovered talents he never knew he had as a result of his IID. Piers finally got the help he believes he should have sought much sooner in his life. For Marie-Claire a pencil with a rubber on the end was the difference between working and not working.

Even the most firmly-held beliefs can change as the result of people changing the way they think and behave. One day, the idea that people with disabilities cannot work will be in the dustbin. To be honest, it's pretty much there already.

As we said in the introduction, the world is changing rapidly, especially the world of work. There are many reasons for this, of course, but one of them is that people with ill health, injury or disability are helping to make it happen. Although there are some differences between the different laws, in principle they are much the same: nobody can stop you working on the grounds of your disability any more than they can on the grounds of the colour of your skin or whether you're a man or woman.

So if you want to work, it's your right. We hope this booklet will help you to do it. Occasionally it may be frustrating. RADAR too sometimes finds it frustrating to be working in a world in which some people and organisations are still struggling to catch up. But we reckon it's worth it. Not just for you. But also because everything that you do makes it a little bit easier for other people with IIDs to achieve their goals too. Thousands of small, individual 'reasonable adjustments' all add up to a more reasonable working environment for everyone.

5 Resources

For more information on RADAR, our campaigns, membership, publications and other activities go to www.radar.org.uk

DirectGov

Portal to public service information from the UK Government, including directories, online services, news and information of relevance to specific groups.

Web: www.direct.gov.uk
www.direct.gov.uk/en/DisabledPeople/Employmentsupport/index.htm (or <http://tinyurl.com/2k2hvp>)
www.direct.gov.uk/en/Employment/Employees/index.htm (or <http://tinyurl.com/2yeqqj>)

Directgov

Disability Law Service

Provides confidential and free legal advice for disabled adults, families and carers.

Telephone: 020 7791 9800
Textphone: 020 7791 9801
Fax: 020 7791 9802
Address: 39-45 Cavell Street
London, E1 2BP
Web: www.dls.org.uk

Employers' Forum on Disability

Employers' organisation producing information and support dedicated to making it easier to recruit and retain disabled employees.

Address: Nutmeg House
60 Gainsford Street
London SE1 2NY
Telephone: 020 7403 3020
Textphone: 020 7403 0040
Fax: 020 7403 0404
Web: www.employers-forum.co.uk

EFD produce a booklet called Line Managers' Guide as well as other information for employers. It is an excellent introduction to disability discrimination legislation and will give you an idea how an employer might approach their responsibilities. It takes a similar approach to the subject to this booklet.

Equality and Human Rights Commission

Took over the work of the Disability Rights Commission (DRC) on 1 October 2007 bringing it into a new merged commission with the Commission for Racial Equality (CRE) and the Equal Opportunities Commission (EOC). EHRC offers information on your rights and advice if you think you have faced discrimination.

Address: Helpline (England)
FREEPOST MID02164
Stratford upon Avon
CV37 9BR
Telephone: 08457 622 633
Textphone: 08457 622 644
Fax: 08457 778 878

Wales:
Telephone: 0845 604 8810
Textphone: 0845 604 8820
Fax: 0845 604 8830

Scotland:

Telephone: 0845 604 5510

Textphone: 0845 604 5520

Fax: 0845 604 5530

Expert Patient Programme

The Expert Patients Programme is a self-management course giving people the confidence, skills and knowledge to manage their condition better and be more in control of their lives.

Enquiries about the EPP, its services and products, should be addressed by email to admin.centralsupport@eppcic.co.uk or telephone 020 7922 7860.

Jobcentre Plus information

This service provides details of the Jobcentre Plus support available to disabled people looking for work.

Web: [www.jobcentreplus.gov.uk
JCP/Customers/
HelpForDisabledPeople](http://www.jobcentreplus.gov.uk/JCP/Customers/HelpForDisabledPeople)

Find your local Jobcentre Plus office at:

Web: [www.jobcentreplus.gov.
uk/JCP/Aboutus/Ouroffices/
index.html](http://www.jobcentreplus.gov.uk/JCP/Aboutus/Ouroffices/index.html)

Trades Union Congress (TUC)

Address: Trades Union Congress
Congress House
Great Russell Street
London WC1B 3LS

Telephone: 020 7636 4030

Fax: 020 7636 0632

Web: www.tuc.org.uk

In addition, there are many job brokers around the country and many impairment specific organisations that can help.

Action for Employment (A4E)

Address: Bessemer Road
Sheffield S9 3XN
Telephone: 0114 220 3040
Web: www.a4e.co.uk

Employment Opportunities

Address: Crystal Gate,
28 - 30 Worship Street,
London EC2A 2AH
Telephone: 020 7448 5420
Fax: 020 7374 4913
Email: info@eopps.org
Web: www.opportunities.org.uk

Remploy (Recruitment)

Address: Recruitment Services Centre
Blenheim Court
19 George Street
Banbury
Oxfordshire OX16 5RA
Telephone: 0845 601 5878 (jobseekers)
0845 900 0031 (employers)
Email: employmentservices.osc@remploy.co.uk

Remploy (Return to Work)

Address: Remploy Gateway,
PO Box 8621,
Leicester,
LE41 9DF
Telephone: 0845 1460 501
Email: returntowork@remploy.co.uk

SEETEC

Address: Main Road
Hockley
Essex SS5 4RG
Telephone: 01702 201070
Web: www.seetec.co.uk

Shaw Trust

Enquiries about help to find and stay in employment: 0800 085 1001

TNG

Address: Head Office
196 Great Cambridge Road
Enfield
Middlesex EN1 1UQ
Telephone: 020 8367 0647
Web: www.tng.uk.com

Triage Central

Address: Unit 22h Thistle Ind Est
Kerse Rd
Stirling FK7 7QQ
Telephone: 01786 451513
Web: www.triage.co.uk

WorkDirections

Address: WorkDirections UK and Ingeus
Europe Ltd
The Registry
3 Royal Mint Court
London EC3N 4QN
Telephone: 020 7265 3000
Web: www.workdirections.co.uk



RADAR's vision is of a world where human difference is routinely anticipated, expertly accommodated and positively celebrated.

Our mission is to promote change by empowering disabled people to achieve our rights and expectations and by influencing the way that we, as disabled people, are viewed as members of society.

Doing work differently

Getting and keeping a job while managing ill-health, injury or disability (IID)

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**"I found Doing Work Differently
a great source of help. I am working
part-time and I am now more confident
than I was three months ago."**

Rachel, 34, Salford

**"Reading Doing Work Differently has
given me so much more confidence.
I feel that I am not the only person with
problems...there's hope for me."**

Matthew, 20, West Midlands

**"The best thing about Doing Work
Differently was being able to discuss my
disability, instead of having to keep it to
myself. I wasn't embarrassed to tell my
employer about my depression."**

Gary, 40, Motherwell

**"Doing Work Differently is straight
talking, informative and written as if it
were your mate, someone that cares."**

Darren, 43, Dudley

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