[](https://www.google.com/imgres?imgurl=https://s3-eu-west-1.amazonaws.com/mystudentevents.com/content/uploads/2016/02/13004649/University-of-Surrey.jpg&imgrefurl=https://mystudentevents.com/events/undergraduate-open-days-53/&docid=mVFP3bjHTQkiQM&tbnid=wvB2ZB0sINaIbM:&vet=10ahUKEwi8vr-Fl5LlAhUGQxUIHfM7Bh4QMwjQAShIMEg..i&w=603&h=322&itg=1&bih=901&biw=1655&q=UNIVERSITY%20OF%20SURREY&ved=0ahUKEwi8vr-Fl5LlAhUGQxUIHfM7Bh4QMwjQAShIMEg&iact=mrc&uact=8)**Disability and Neurodiversity Action Plan 2023**

This action plan is based on the Disability Smart framework which is a whole-organisation disability management audit developed by Business Disability Forum to help organisations measure and improve on performance for disabled customers, clients or service users, employees and stakeholders.

Our Commitment

We recognise the importance of disabled\* people to our business and the societies in which we operate. We understand that disabled staff and students are an integral part of the University community. Accessible, inclusive and appropriate provision is core to the values of the University.

* Disability confident employees and managers
* Robust reasonable adjustments process
* Positive attraction, recruitment and retention of disabled people
* Accessible and inclusive campus, with adjustments where required
* Partnership, involvement and consultation with disabled people

 \*disabled, neurodiverse and those with long-term conditions

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| **1** | **Disability confidence and know how**  **Section owner: DASG, EDI**  We will equip our employees so that they understand our commitment to best practice and are confident interacting with disabled people, knowing what to do and how to do it. We will work to the industry standards of best practice to ensure an inclusive environment for all those with a disability. | **Responsible** |
| A | To offer good quality guidance, best practice checklists, information and training for staff, students and visitors to meet legal requirements.  Launch Surrey Sunflower Initiative and continue to promote to provide campaign platform for understanding and supporting people with hidden disabilities. | *DASG and EDI Team* |
| **2** | **Adjustments**  **Section owner: HR Lead, DASG**  We anticipate the needs of disabled people and have a robust process for making any reasonable adjustments which might be needed by individuals to ensure an inclusive working and study environment. | **Responsible** |
| A | To ensure that policies/processes are in place and easily accessible to all to provide the relevant information and guidance for workplace and study adjustments including physical (e.g. IT equipment, specialist equipment, PEEP) and non-physical (e.g. flexible working) and that these are accessible to all. | *HR Lead, DNS, DASG* |
| B | To assess effectiveness of adjustments process by seeking feedback from the user: staff and students. | *DASG Leads* |
| **3** | **Recruitment** **and Retention**  **Section owner: HR Lead, DASG**  We are committed to providing equal opportunities and removing any barriers to the recruitment, retention, development and progression of disabled people which gives us access to the widest talent pool at every level. | **Responsible** |
| A | To continue our commitment to provide equal opportunities for those with a disability to enter employment and make reasonable adjustments required both at the recruitment stage and when the applicant is successful.  To provide the training for all recruiting staff to ensure that they are inclusive to all those applying for jobs regardless of the applicant’s personal circumstances.  To fulfil the criteria for Disability Confident Level 1:  • inclusive and accessible recruitment  • communicating vacancies  • offering an interview to disabled people  • providing reasonable adjustments  • supporting existing employees | *HR Lead, DASG* |
| B | To ensure that all recruiting staff know where they can access information, advice and guidance about making appropriate adjustments for disabled candidates and to do so in advance of interview/assessment and new recruits starting in the role. | *HR Lead, DASG* |
| C | To capture data on and monitor:   * how many candidates have sought, and been provided with, adjustments at each stage of recruitment process, i.e. application, assessment, interview and on-boarding. * how many staff had disability-related absences, e.g. leave to learn to use assistive technology, attend CBT, attend occupational therapy. * numbers of people with known disabilities that are promoted. * employee engagement (quantitative or qualitative) | *HR Lead, DASG* |
| D | To be confident that all our policies and practices are able to:   * distinguish between non-disability related sickness absence, disability-related sickness absence and time off for disability related medical treatment or rehabilitation; * ensure adjustments are offered to people returning to work after short-or long-term sickness absence with a disability; * support and retain employees who acquire a disability; * invest in development of disabled employees by providing an infrastructure of support, e.g. mentoring or buddying programme. | *HR Lead, DASG, EDI* |
| E | To promote and maintain a positive attitude to health and wellbeing in the workplace.  To monitor disability related harassment and bullying incidents. | *Head of Wellbeing and Welfare/Chief People Officer* |
| F | To be confident that our performance management system takes account of disability and specifically any workplace adjustments required by employees with disabilities. | *HR Lead, DASG* |
| G | To invest in engagement of employees with disabilities through disabled employee networks or resource groups. | *DASG, EDI* |
| **4** | **Products and Services**  **Section owner: Student Disability Manager, DNS and Procurement**  We value our disabled customers, clients and service users and address their needs when developing and delivering our serviceswhich meet the industry wide standards and are ethically sourced. | **Responsible** |
| **A** | To be confident that all our policies and procedures ensure that:   * customers, clients and service users with a range of impairments can request adjustments, where reasonable, to products and services. Customers, clients and service users with a range of impairments will automatically receive information in their preferred format across the business, e.g. braille; * the University offers consistency in enabling disabled people, using third parties (e.g. sign language interpreters, advocates, family members) to easily access products and services over the phone or in person; * disabled customers and service users have engaged with service/product design to review by evaluating the data provided on a monthly basis; * information required by staff (particularly frontline) to know what to do when meeting disabled customers, clients and service users is available and clearly signposted; * all staff are aware of the relevant policies and how to access them; * that suppliers and partners (when appropriate) are aware of legal obligations with regards to disability and work with the University to ensure it is compliant; * the needs and requirements (beyond legal compliance) of disabled people are built into specifications; * that the institution can evidence that supplier disability performance is considered in the scoring process before making any procurement decisions. | *DASG/Procurement* |
| **B** | To be confident that the University provides a feedback mechanism inclusive to all users to capture suggestions for improvement to the service. | *DASG* |
| **5** | **Communication and Information**  **Section owner: Director of IT Service Design, Director of Strategic Communications, EDI**  Our ICT and communication channels are accessible and usable by disabled people, and reasonable adjustments are made for individuals when necessary. ﻿ | **Responsibility** |
| **A** | To be cognisant of the University’s legal obligations that it has clear design guidelines which specify how to make content across all formats (soft and hard) as inclusive as possible. | *Head of Digital Channels and Creative Services* |
| **B** | To ensure that our virtual communications are accessible (including YouTube, videos and apps) particularly for people with hearing and visual impairments. | *Head of Digital Channels and Creative Services* |
| **C** | To ensure our e-learning is inclusive for people with a range of different impairments. | *EDI/Learning and Development Manager* |
| **D** | To evidence and evaluate feedback/engagement on communications from people with a range of disabilities and impairments. | *Digital Productivity Services Manager* |
| **E** | To be confident that our website (external and intranet) is as inclusive as possible meeting level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.0). | *Head of Digital Channels and Creative Services* |
| **F** | To be confident that our policies and procedures ensure that disabled people are routinely involved in ICT design and ICT product/service/solutions testing. | *Director of IT Service Design* |
| **G** | Our policies and procedures ensure that ICT designers and developers take account of the needs of disabled users of any ICT products and services. | *Director of IT Service Design* |
| **H** | To ensure that the University has a clear understanding of which legacy systems are not accessible for disabled people and a date is in place within the next 12 months for review/upgrade if applicable. | *Director of IT Service Design* |
| **I** | To be cognisant that, where it is not possible for technology to be accessible, we can respond to technical adjustment requests from employees and customers (unless they are unreasonable or impractical). | *Director of IT Service Design* |
| **J** | To support the ICT team to implement speedy and usable technical adjustments for employees. | *Director of IT Service Design* |
| **K** | To ensure our online recruitment processes meet all legal requirements W3C Web Content Accessibility Guidelines and are wholly accessible to all candidates including those with visual impairments and dyslexia and if not, alternative methods of applying for roles are available and publicised. | *CIO* |
| **6** | **Premises**  **Section owner: Head of Strategic Space Management, EFCS**  Our campus premises are accessible to people with disabilities, and whenever necessary we make reasonable adjustments for individuals. | **Responsibility** |
| **A** | To be confident that our policies and procedures ensure that accessibility within the premises is maintained (e.g. assistive aids, adaptations such as lifts, hearing loops, emergency toilet cords, disabled parking etc). | *Facilities Operations Manager* |
| **B** | To develop a generic evacuation and egress plan (GEEP) for the organisation. | *Director of Health and Safety* |
| **C** | To ensure that all employees and visitors know what must be done if an aspect of premises needs repair or attention in the workplace (e.g. reporting to a facilities helpdesk or online maintenance system). | *Facilities Operations Manager* |
| **D** | To ensure that, when making changes to premises or developing new builds, the University includes disabled people and accessibility experts to ensure inclusive design. | *Head of Strategic Space Management* |
| **E** | To ensure that training is provided to all relevant staff on how to assist and respond to users of induction loops and emergency WC alarms. | *Head of Security/ Director of Health and Safety* |

**Key**

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|  | Work to be commenced |
|  | Work underway |
|  | Work achieved and subject to ongoing review |