

GOOD Morning



NOW



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Training Development Manager



NOW



NOW



NOW Group is a multi award-winning social enterprise based in Belfast supporting people with learning difficulties and autism into jobs with a future

Before we get started



Health
& safety



House
keeping



Support
& equal
opportunities



Feedback

Purpose of the Training

Increase Awareness of Disability & Inclusion

Remove Barriers in Society & at Work

Implement Strategic Steps to an Inclusive Culture

NOW Group

Training & Employment

Family Service

NOW Connects

Social Groups & Clubs



Gauge Impact[®]
Social Impact Measurement
Research Evaluation



1437

205

1040





**YOU SHOW IT
THEY KNOW IT!**



NOW





What is Inclusion?

Diversity

Differences & similarities in perspectives, identities & points for view

Inclusion

Belonging

A sense of connection to others that is always in the process of being actively achieved

*“Diversity alone isn’t enough.
If diversity is being invited to the
party, inclusion is being asked to
dance when you are at the party.”*

Anon

What is meant by?

Mental Ill Health

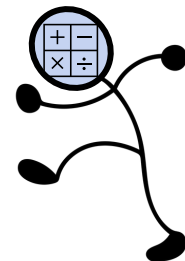
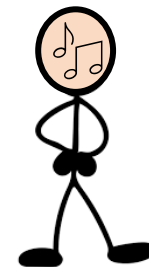
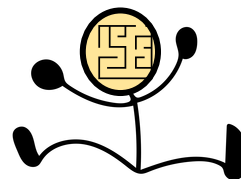
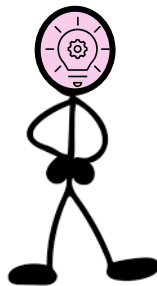
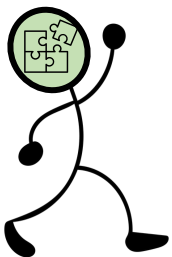
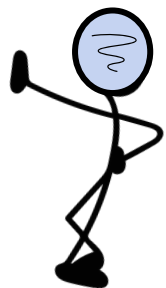
Learning Disability

Physical Disability

Hidden/Non-visible disability

Neurodiversity

What is neurodiversity?



Neurodiversity

Refers to the different ways the brain can work and interpret information

Neurodivergence

Dyslexia, Dyscalculia, Autism, ADHD, Dyspraxia, Tourette's syndrome

Neurotypical

The brain functions and processes information in the way society expects

Neurodivergent

1 in 7 people
(more than 15% of people in the UK)

Neurodiversity

Neurodiverse - group

Neurodivergent - Person

Neurodivergence – ADHD/Autism etc



Autism

ADHD

Dyslexia

Dyscalculia

Tourette's

Dyspraxia

Dsleyxa

A friend who has dslexia dseebrid to me how she enrpxeeels rendiag. She can read, but it tekas a lot of cooniettrann, and the leettrs semes to "jmup anorud".

I rmmeeeeebd rendiag about [tmypyoeolica](#). Wdloun't it be pilsbose to do it irtvlcneeatiy on a wisetbe wth Jrapshivact? Sure it wloud.

Feel like making a brkeackmot of this or stmehniog? [Frok it](#) on gtihub.

Dsleyxa is ctaharezirced by dicifutlly with lmnæig to read fituelny and wth aturcace cpooeismrenhn detispe namorl ingetiellnce. This iudeclns difituficy wth pnaogchoiol asrnaeews, pioaglnchool ddinoecg, poiscsrneg seepd, ohtogirhrpac cidnog, atiorduy srhot-trem momrey, lgnuaage silks/vebarl csehpreminoon, and/or raipd nmniag.

Dmeanoetpvell nriaedg diedorsr (DRD) is the msot cmomon lanrenig dbsiatlly. Dyxislea is the msot reencogzid of redinag didosrres, hevewor not all ridaneg dioredsrs are llnekd to dlyeiksa.

Some see dxislyea as dnsiitct form rdieang dilfeifcuts retuilnsg from ohetr cuesas, scuh as a non-nlgaoceriuol dincficeey with voisin or hneraig, or poor or iadaqntuee rdaneig iscnitturon. Three are there pporeosd ctvniigoe sbutpeys of dlyxesia (atudoriy, vauiel and anenttiatol), alhoguth ivuaidnidl caess of dxilysea are beettr eaelpinxd by sipifecc uniryndeg neulighoopaccyrsol dfectis and co-ocnircurg lnaneig diabiiletlss (e.g. ainettotn-difeict/hateyprctviy doseridr, math dabilistiy, etc.). Aughloth it is cndeesrid to be a reivetpce laguagne-bsaed lianrneg ditalbsiyy in the reraesch lrunitetae, dsxleyia also afeftcs one's erpxvssele lnuagge silkis. Rcrrsheeoes at MIT fonud that plepoe wth dsleyxa eihbtxed iipmerad vice-riotogincen abiielits.

Pibisheud

03 Macrh 2016

Tgas

[dlyxsela](#)¹

[tocimygplyea](#)¹

[Jvipracast](#)¹

VIDEO

Dyslexia

https://www.youtube.com/watch?v=i_kMy-Vpu0

Everyone is NOT on the spectrum

Characteristics of autism

Difficulties with
social interaction
& communication

Restricted &
repetitive patterns
of behaviours,
activities or interests

Since early
childhood, to
the extent that
these "limit &
impair everyday
functioning"

VIDEO

Amazing Things
Happens

Neurodivergence & Eating

Only eating very few foods

Not being able to eat at school

Long periods without food

Pica

Understanding hunger & fullness signals

Neurodivergence & Eating

Hyper-fixation

Sensory aversion

Fixed food patterns

Eating disorders & disordered eating

Food preparation

Strategies

Know sensory profile needs

Why executive functioning matters

Meal planning

Physical/environmental support

Awareness of energy costs

Disability

Legal Definition:

A disability is: A physical or mental impairment which has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities

Social Model:

Disability is caused by the way society is organised, rather than by a person's disability or condition. It looks at ways of removing barriers that restrict a person's life

Disability – The Facts

One person in three

11 million people in UK

51% of working age disabled people employed

76% of working age non-disabled people employed

Disabled people in the UK have £80 billion spending power

The purple pound

1 in 5

More than 1 in 5 potential UK consumers have a disability

£2b

Businesses lose approx. £2 billion per month by ignoring the needs of a disabled person

75%

75% of people & their families have walked away from a business because of poor accessibility or customer service

73%

73% of potential disabled customers experienced barriers on more than a quarter of websites they visited

Removing Barriers



What barriers may neurodivergent people face?

Physical

Attitudinal

Organisational

Reasonable Adjustment?

The duty to make reasonable adjustments in goods and services is anticipatory.

This means a trader or service provider must not wait for a customer who has a disability to ask them to do something.

The service provider should consider in advance what they need to do to make their services accessible to all their disabled customers.

Disability Discrimination Act 2005

Terms & Conditions

Inappropriate

"The disabled"

"Wheelchair bound"

**"High/low
functioning"**

Appropriate

**"People with a
disability"**

"Wheelchair user"

"Autism"



Inappropriate

**"Mentally
handicapped"**

"Able-bodied"

**"An epileptic or a
Downs Syndrome
person"**

Appropriate

"Learning disability"

"Non-disabled"

"A person with....."



Support Strategies

What are they?

Impact

Support Strategies

Training/Events/Forums

Highlight Awareness weeks

Share stories and experiences

Empathy, time, patience

Clear communication

Culture

Impact

Reduction in causing offence

Creates a safe environment

Improved health & wellbeing

Sense of belonging

Positive and inclusive culture

Increased engagement and productivity

Strategic steps
to an inclusive
organisational culture

Strategic steps to an inclusive organisation culture

- Promote inclusivity
- Unconscious bias
- Recruitment

- Processes & procedures
- Empathetic leadership
- Stats don't equal inclusion
- Create a sense of belonging

What next?

- **Become JAM Card friendly**
- Lead the way
- Brand
- Minimise fear
- Inclusive language

Awareness isn't enough,

Celebration & promotion are key!

Are you doing
enough?

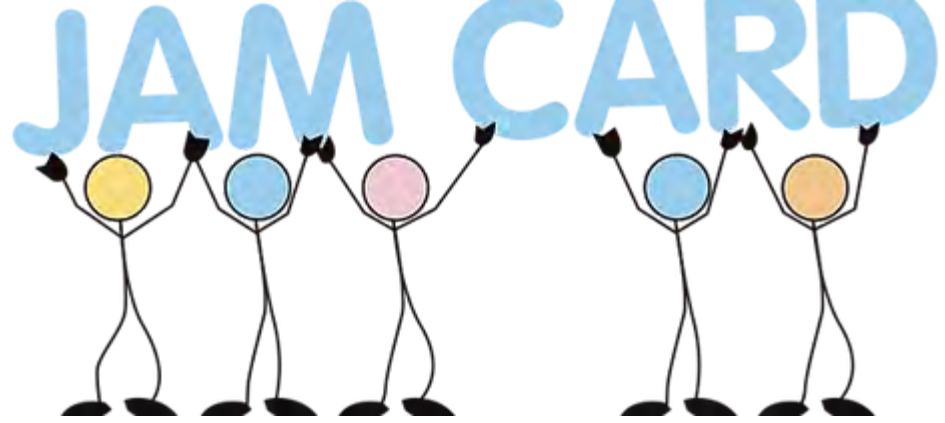


Purpose of the Training

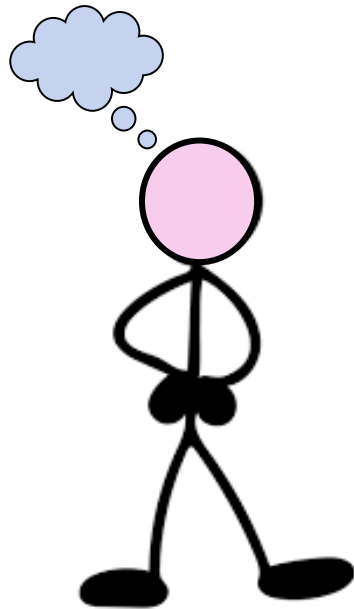
Increase Awareness of Disability & Inclusion

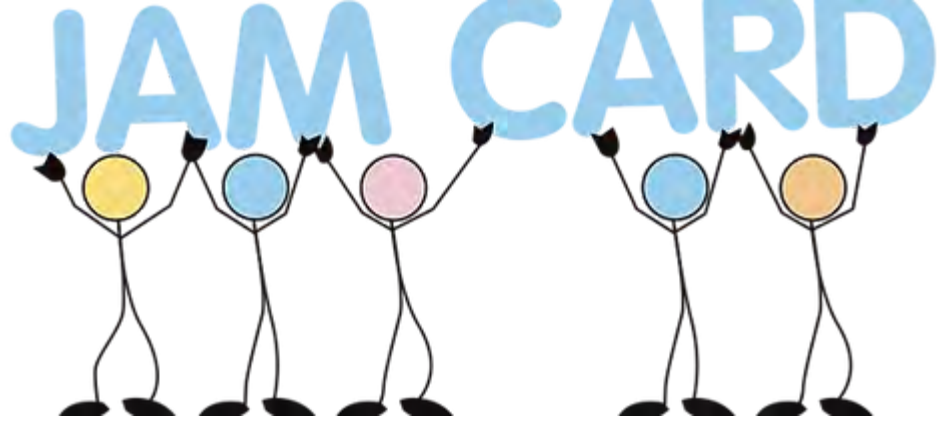
Remove Barriers in Society & at Work

Implement Strategic Steps to an Inclusive Culture



Thank you
Any Questions?





JAM Card E-Learning

Disability inclusion

JAM Card Customer Service

JAM Card within the Telecoms Industry

Neurodiversity within the Workplace

Recruiting & Managing Neurodiverse Talent

Bespoke

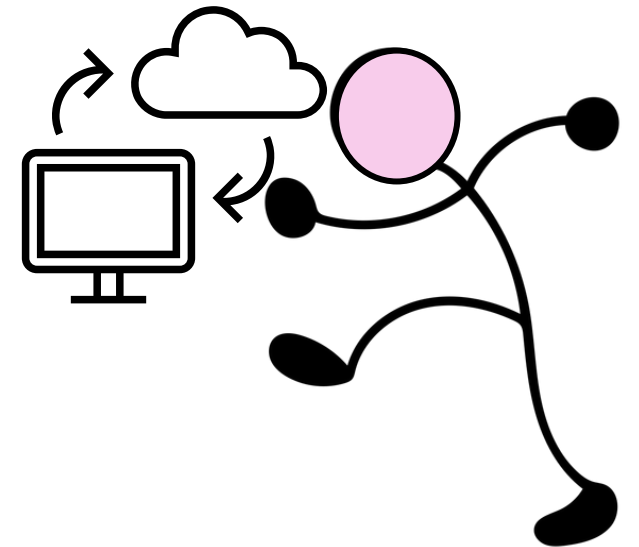
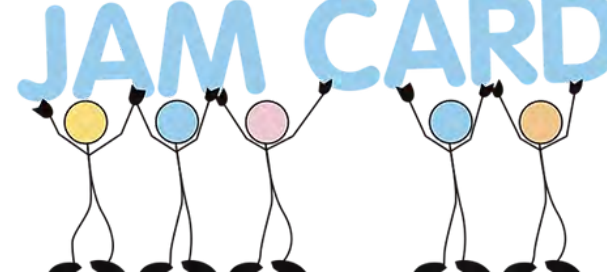
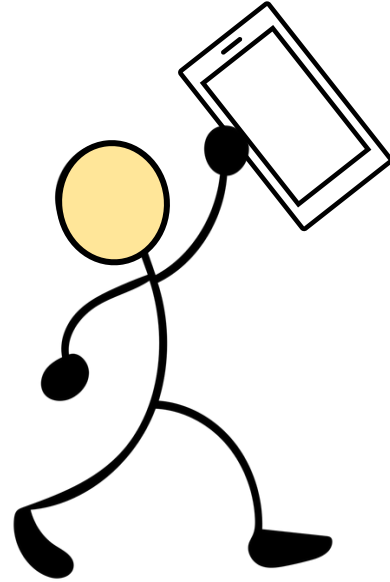
What Next?

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We value your feedback

Please scan the QR code to complete your training evaluation

