

Neurodiversity and Specialist Workplace Assessments

Offering a seamless end-to-end managed service

Concept Northern provide assistive technology, training and support to people of all ages to help increase productivity and equality.



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Some of the clients we work with



What is Neurodiversity?

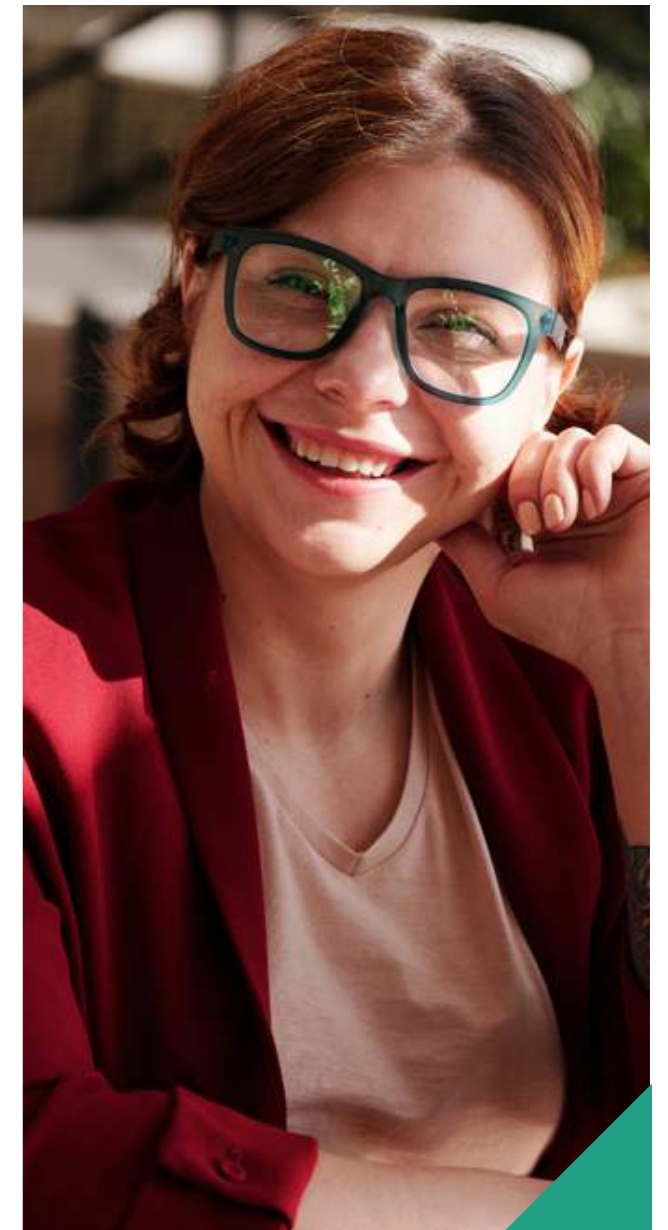
Neurodiversity is an umbrella term which captures a number of Specific Learning Difficulties and developmental or acquired difficulties which have an impact on day to day life and performance at work.

These conditions can be found across the spectrum of intellectual ability and include:

- Dyslexia
- DCD/Dyspraxia
- Dyscalculia
- Dysgraphia
- ADHD
- Autistic Spectrum Conditions

These conditions can affect people in different ways and more than one condition can co-occur.

Through the services offered by Concept Northern's team we can enable a better understanding of these conditions, the impact on workplace performance and offer a range of tailored solutions and methods to support your employee and organisation by providing a seamless end-to-end managed service.



Neurodiversity and Specialist Workplace Assessments

Concept Northern are passionate about ensuring your employees can work to the best of their abilities. We provide a range of services to remove the barriers your employees are facing at work and provide strategies, solutions and support to aid their productivity.

Under the PAM Group division we have expanded our services into Specialist Workplace Assessments covering Neurodiversity, Workplace Needs Assessments, Assistive Technology and Specialist Assessments for hearing and vision impairments.

We provide awareness training to inform employers and their workforce about some of the difficulties neurodiverse employees face with traditional methods of working, and also the advantages their different way of thinking and methods can bring to your workplace.

"At least one in ten people are dyslexic. But it's estimated less than half of dyslexics are being identified."

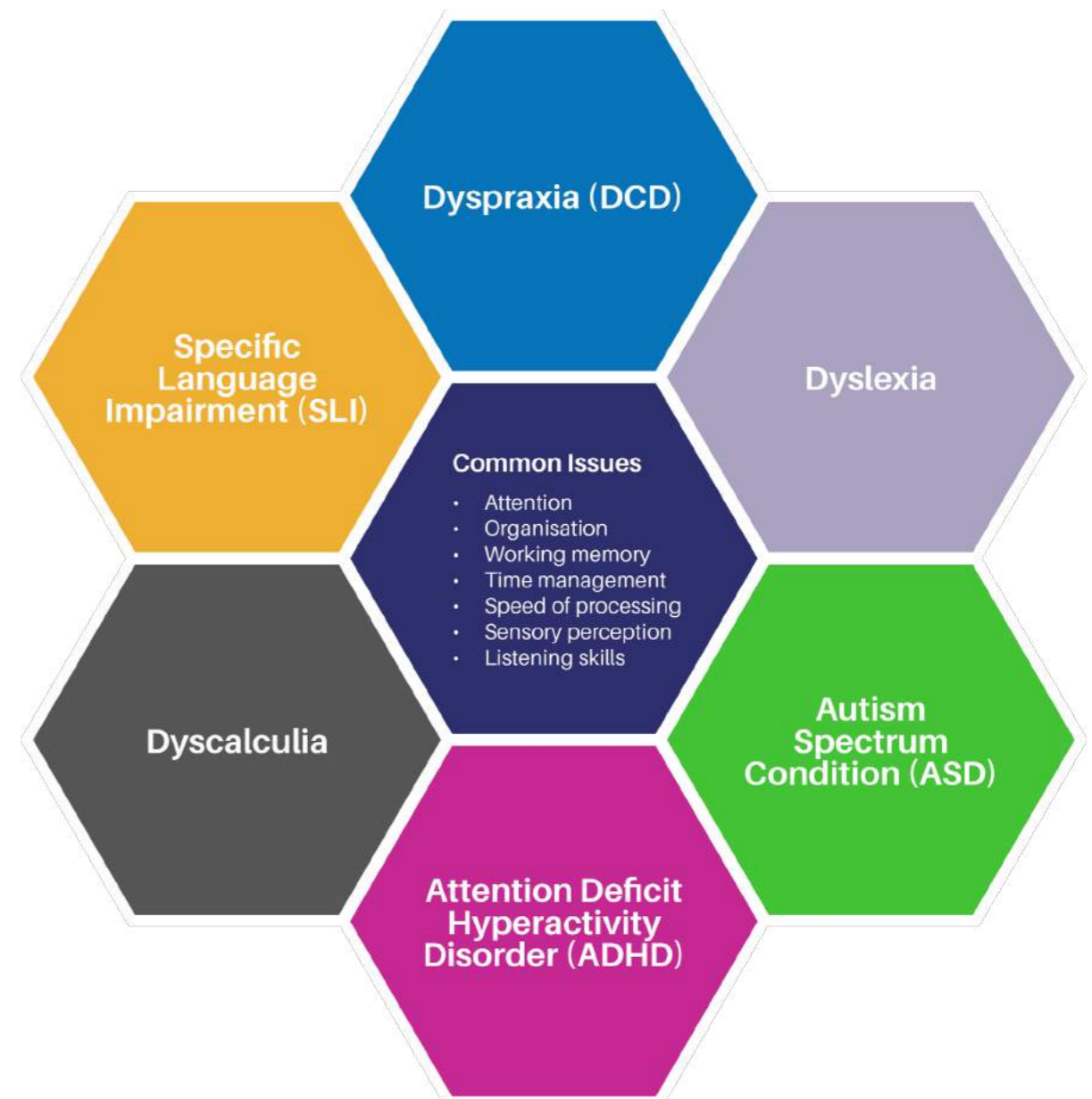
Source: Made by Dyslexia

We are able to support you and your employees across a diverse range of work and training environments including: corporate, retail, commercial, care sector, construction, leisure and entertainment.

We offer support for your employees who are studying for qualifications whether they be professional, vocational, apprenticeships and in-work training.

Why CN Specialist Workplace Needs Assessment Services are so important

- Support employees with learning difficulties
- Support mental health difficulties
- Increase and empower employee confidence
- Support employees with complex health issues
- Increasing awareness of invisible conditions
- Cognitive Diagnostic Assessment
- Coaching & Training
- Awareness



Conditions We Assess

Dyslexia:

Dyslexia is a condition which impacts an individual's literacy abilities and learning. It is often known as a difficulty with words as it affects the fluency of reading and writing abilities. People with dyslexia often have weaknesses in their working memory, visual and phonological processing.

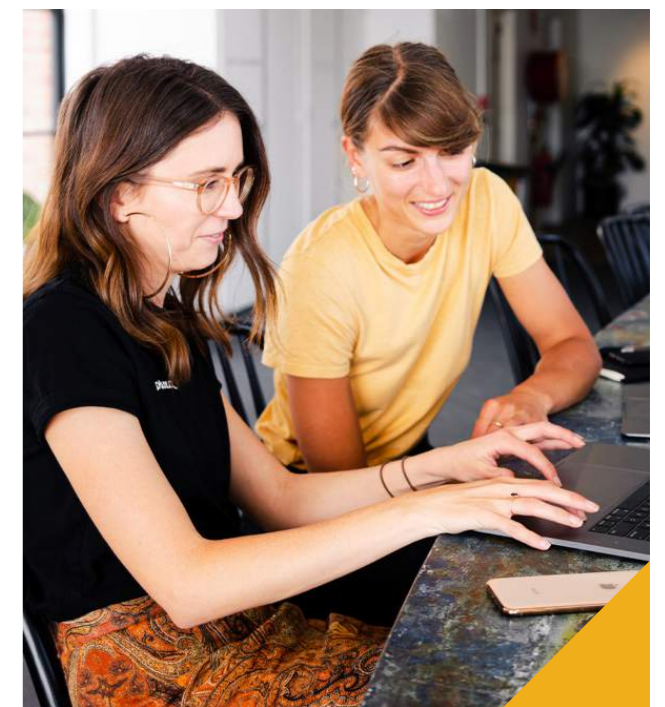
People with dyslexia often have strengths in verbal communication and strong visual capabilities with good spatial awareness. They can be logical and creative thinkers, making them good problem solvers.

Dyspraxia (DCD):

Developmental Coordination Disorder (DCD) is also termed dyspraxia. This condition affects fine and gross motor co-ordination such as balance, handwriting and manual dexterity such as when working with tools. DCD can also affect a person's ability to effectively organise, plan and structure their thinking and people with DCD can struggle to multi-task.

DCD can also affect the organisation of speech and language and people with DCD can be overly sensitive to noise, light, taste and touch.

People with DCD have strengths in their ability to think creatively and have good problem-solving skills and auditory abilities. They tend to be determined and persistent in their approach to work and are good at empathy, and can think differently and creatively.



Dyscalculia:

Dyscalculia is a condition that affects number sense. People with dyscalculia lack an intuitive understanding of numbers, they have difficulties with mathematical concepts, symbols, estimation of quantity, subitising, sequencing, remembering maths facts, carrying out calculations and have difficulties remembering dates, times and accurately recalling a sequence of numbers.

People with Dyscalculia can be creative thinkers, good communicators both verbally and in written form.



Dysgraphia:

Dysgraphia is a condition which affects the legibility of writing as well as the structure and coherence of writing. This can take the form of impaired spelling abilities and difficulties expressing ideas in writing. Someone with dysgraphia may know how and what they would like to say, but may have difficulty expressing this in writing, and may mistakenly be perceived to be a careless and an untidy handwriter. People with dysgraphia often have difficulties with fine motor co-ordination but unlike DCD/Dyspraxia other motor functions are not affected.

People with Dysgraphia are usually very good verbal communicators and very capable in many other aspects of their job roles where they are not required to write.

Attention Deficit Hyperactivity Disorder (ADHD):

ADHD is a developmental condition which impairs a person's ability to concentrate and pay attention. A person with ADHD often has difficulty sitting still for periods of time, may fidget continuously, and will be easily distracted. They may have a tendency to procrastinate and struggle to get motivated.

Other traits include hyperactivity, impulsive and risky behaviour with little regard to the consequences. They may also lack attention to detail, have poor organisational skills and can be careless in the quality of the work they produce.

They can have difficulty with time management and memory and can suffer with mood swings, impatience and difficulties with interpersonal relationships and issues with authority. There is often a link with mental health disorders. The condition is very variable and affects people in different ways.

People with ADHD have strengths in their ability to 'hyper focus' particularly on subjects that interest them. They can be flexible and adapt to changes, they can work well in crisis situations and are able to work in short sprints and be extremely productive over a short space of time. They are often strong visual and creative thinkers.

"The overall prevalence of current adult ADHD is 4.4%"

Source: *National Institute of Mental Health*

Autistic Spectrum Condition (ASC):

Autistic Spectrum Condition is a developmental condition which varies in severity and centres around difficulties with social interaction, communication, repetitive or restricted behaviour and difficulty accepting changes in routine. People with this condition can lack empathy and can have difficulties interpreting feelings and regulating emotions.

They can be hypersensitive to sensory overload. People with autism experience and interpret what they see, hear and feel differently to other people. Some people with autism have learning difficulties, mental health conditions or other conditions requiring different levels of support.

People with autism usually have excellent visual and auditory ability and memory skills. They will work well in structured environments and with structured tasks, their strong visual abilities enable them to analyse complex information in detail, they can spot continuity errors and spot small details that other people miss. They tend to be honest and direct in their style of communication.

Due to their ability to see and think differently, people with autism can come up with original ideas and ways of approaching a problem.

"Autism is a lifelong developmental disability which affects how people communicate and interact with the world. One in 100 people are on the autism spectrum and there are around 700,000 autistic adults and children in the UK."

Source: Mencap

Assessments



Cognitive Diagnostic Assessment

(takes up to 180 minutes)

There are many occasions when an employee is struggling at work; for example with organisation, structure, producing written work, time management, attention and memory but may be unsure of why these difficulties occur.

Concept Northern's chartered psychologists who are registered with HCPC (The Health & Care Professional Council) and specially trained assessors, are able to carry out holistic diagnostic assessments to identify a person's difficulties and strengths to provide strategies and solutions.

The types of assessments carried out during the diagnostic process include:

- A detailed history
- Verbal and non-verbal abilities
- Processing speed
- Working memory
- Literacy and numeracy
- Assessments for Dyslexia, Dyspraxia, Dyscalculia and Dysgraphia
- Screening for ADHD and Autistic Spectrum Conditions to identify traits and how they impact on performance at work

Depending on the complexity of the individual's difficulties, the diagnostic assessment highlights specific areas of difficulties and the specific traits associated with certain disabilities that are manifesting. We also consider the impact these difficulties will have on certain tasks your employee undertakes in their approach to work and performance levels.

Following the diagnostic assessment, the employee and manager will receive a diagnostic report highlighting the findings from the assessment, recommendations to implement in the workplace and recommendations of further support.

Concept Northern can provide a seamless end-to-end managed service, this includes from time of referral:

- Diagnostic Assessment to identify difficulties
- Workplace Needs Assessment
- Implementation of strategies and solutions
- Assistance with application and implementation of Access to Work funding
- Employee and/or Manager Coaching sessions
- Neurodiversity Awareness Training

"Only 17% of disabled people were born with their impairment."

Source: Papworth Trust

Workplace Needs Assessment

(takes up to 180 minutes)

Purpose:

The purpose of a workplace needs assessment is to record the employee's history and any previous support they have been given. By taking time to explore the requirements of their job role as detailed in their job description, barriers to fulfilling their role can be identified and recommendations for reasonable adjustments made to help alleviate these. The report is required by DWP (Department for Work and Pensions) to allow them to approve the recommendations and provides details of the support needed by the employee along with value for money before approval for access to work funding is provided.

Format of the Assessment:

The assessment will be booked to allow a private conversation over the telephone, remotely via video-conferencing between the assessor and the employee. We use a standard template that addresses all information that would be required by DWP.

Who Will See the Report?

With the employee's permission we will share the report with the referring manager. We will also provide the trainer/coach with a copy prior to the first session, to allow them to complete their discovery sessions and be aware of the employee's individual needs.

Content:

The report will be informative, concise and clear in what it is reporting. Personal details such as name, address and date of birth along with employer's details will be recorded. Some background information will be taken i.e. formal diagnosis, family history, current and past support in place.

The strengths and barriers should be clearly noted for the particular individual, along with strategies currently in place. A full breakdown and details of particular areas such as reading/writing skills along with organisation, time management, concentration and memory. This allows the assessor to determine the best support mechanism to recommend such as Assistive Technology, training and coaching to meet the individual's barriers in their workplace.

Reasonable Adjustments Decisions:

The assessor will be familiar with the software available to an employee and while building the report they will be identifying certain software or hardware that would be appropriate to recommend that works within the current platforms and any IT / security restrictions your organisation has in place.



Occupational Therapy Workplace Needs Assessment

(takes up to 180 minutes)

Assessment Overview

Concept Northern delivers bespoke face to face and telephone-based occupational therapy (OT) services for individuals facing challenges with daily living due to ill-health or injury, which impact on work. The main long-term aim of our intervention is to maximise work readiness and to facilitate a return to paid work.

Physical disabilities experienced by individuals have been wide ranging and are frequently complex, with associated psychological symptoms. We also work with individuals with cognitive and sensory difficulties. Our expertise lies in addressing how injury or illness may impact key areas of life and in relation to employment.

The service is for employees with difficulties such as:

- Neurological illness
- Traumatic brain injury
- Chronic pain
- Orthopaedic injuries
- Spinal cord injuries
- Burns and plastics

Assessment Deliverables

Our Occupational Therapists are skilled and experienced and are well-versed in the use of a biopsychosocial approach to assessment and intervention. Goal setting is integral to this process and is essential when working towards achievable vocational or occupational outcomes for clients.

Organisational Benefits

Occupational Therapists are dual trained in physical and psychological / mental health. They are specialists in human functional performance through participation in everyday life, particularly in the area of employment and meaningful occupation. Our interventions are designed to be bespoke to each person's employment circumstances and needs, which we believe is our strength; goal orientated, evidence based, holistic, timely and effective.

Service Requirements

We offer a range of assessment packages to suit your organisational requirements which can be facilitated face to face or remotely. Prior to exploring the work environment and observing the individual in their role, a confidential space to discuss personal history will be required.

Services

Assistive Technology

We offer a vast and unrestricted amount of assistive technology products, from specialist software developed to enable specific needs to hardware that is designed to remove difficulties or restrictions the user may have.

A few typical examples are:

Text-to-Speech software with literacy support can assist a dyslexic user with reading and writing, functions such as read aloud speaks the text while the user is reading the text and thus increases retention with visual and audio reading, screen masking allows the user to colour the screen assisting with reading visually.

Mind Mapping software can help organise a user's workload into manageable organised visual formats, many people will struggle with day-to-day work and gaining a visual layout and order of the workload can enable them to cope and achieve their work.

Handwriting and audio capture digital pens are used by people who attend meetings but may struggle taking in the information and often have illegible notes. The pen will record a meeting's audio and capture the note taker's handwriting. The user can then convert the handwriting into text, they can also listen back to the audio at each part of the writing, so they can improve their notes and complete their required actions from the meetings.

Speech to Text software writes the words people say via a headset. Also, you are able to record their voice notes on a digital recorder and then transfer the audio which is then transcribed to text. The pro version of the software also allows scripting to assist with compatible back office software and reduce writing with auto fill pre scripted text. This software reduces the jumbled-up writing of a dyslexic person.

Assistive Technology Training and Coaching

It's important that the correct amount of training and coaching is recommended. Normally 3 hours training on an individual software and coaching needs will be individual to the employee's needs.

A detailed report will be completed by the assessor, and sent to the employee on all of the areas discussed with you, this will include their recommendations for software, hardware, training and coaching, and next steps if applicable.

Concept Learning

This is our eLearning site. Here you will find courses on the Technology we sell. These can be used as a backup to face-to-face training. Many people who are neurodiverse have memory retention difficulties and this is especially helpful.

As well as a backup, all of our training is guided by Individual Learning Plans, which are created and stored on our e-learning platform. Our Learning Plans enable each sessions and programme to be individualised.

Process: At the start of the first training session the trainer will spend about 30 minutes identifying barriers and their impact. In collaboration with the employee the trainer puts together a learning plan, stating and agreeing with the employee how to address these. Along the way, the employee can add to this Learning Plan. For example, if your employee finds they are having difficulty with something they forgot to mention in a previous training session, they can add this to the plan and the trainer can cover this next time they meet.

Outcome: On completion the system generates a report, based on what was identified and covered in the Learning Plan, allowing Line Managers and other involved parties see how we supported the employee.

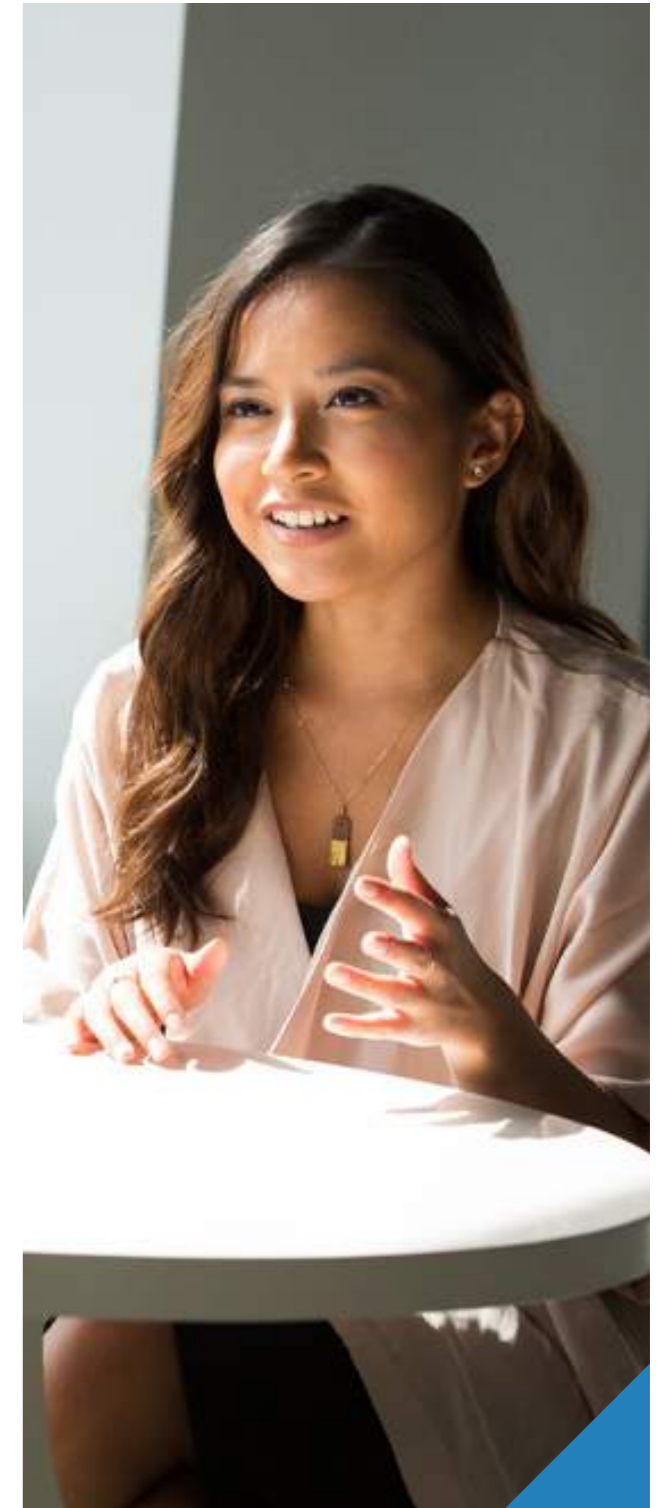
Workplace Coaching

We offer a range of coaching to assist your employee in ways to cope with their disability within the working environment, from how to organise and prioritise their workload through to coping with the pressures of a deadline. Coaching sessions can take place in person, over the telephone or via video-teleconferencing.

Examples of the coaching we provide include:

- Coping strategy coaching
- Co-coaching for Employee and Manager
- Incorporating assistive technology into day-to-day work requirements
- Techniques and strategies to help with day to day tasks specific to the job role

Coaching sessions can run for 60, 120 or 180 minutes or can be taken at different times with you and your employee to find out what will work best based on requirements.



Awareness Training

Our awareness training enables the employee, their manager and your organisation as a whole to understand how neurodiverse conditions affect ways of working and some of the strategies and solutions that have been found to help.

Our neurodiversity awareness training enables employers and your wider workforce to understand these conditions and some of the key traits. Highlighting the strengths someone with a neurodiverse condition can bring to the workplace as well as an understanding of how small changes in practices can lead to more efficient ways of working.

Group awareness training, can either be delivered face-to-face or via video-conferencing on the following:

- **Half day sessions**
- **Disability awareness training up to 15 people on the following subjects:**
 - SpLD (specific learning difficulty)
 - Autism
 - Dyslexia
 - Dyspraxia
 - ADHD
 - Disability awareness training covering all disabilities in a more generalised awareness session.

We also provide bespoke awareness training specific to your organisation's needs by covering several subjects in the session as required.

Disabled Students Allowance & Training

DSA Support

If you are on a further education course and studying while at work you may be eligible for funding from the Disabled Students Allowance, this is dependant on the course, please contact us for further information.

Assistive Technology Training

We offer one to one training either face-to-face or via video-conferencing on the following:

- **Specialist assistive technology software training.**
Assistive technology software can be quite varied from mind mapping to help with organisation, planning and structure of workload through to literacy support software to help reading and writing, our training will ensure the customer gains full working knowledge on how the software can be used to achieve their working needs.
- **Specialist assistive technology hardware training.**
When supplied with assistive hardware such as a scanning pen to assist with reading or a note capture pen to assist with notetaking in meetings, training on these products ensures the individual gets full benefit of use with the devices enabling them to work more efficiently.

Access To Work Funding

Getting the right support at work can transform the lives of employees with a disability. With the correct training and equipment everyone can develop and achieve. Under the Equality Act (2010), employers and training providers have a duty to make reasonable adjustments for their employees, including apprentices.

Access to Work is a publicly funded employment support programme, provided by Department for Works & Pensions (DWP), which aims to assist more people with disabilities to start or stay in work. DWP manage the applications which can provide practical and financial support if the individuals have a disability or long term physical or mental health condition. The grant can pay for assistive equipment, coaching, adaptations to the office environment and even disability training for colleagues.

Access to Work may also be available to students studying degree apprenticeships who combine part-time study with employment in England, Wales and Scotland. These courses can be foundation degrees, honours degree or master's degrees.

Eligibility Criteria:

- Health condition or disability
- UK Resident
- 16+ years of age
- 52 Week Contract in place

Levels of Funding:

Here is a cost breakdown to show you the levels of funding available through DWP, which is dependent on overall numbers of employees:

When cost sharing applies, Access to Work will refund up to 80% of the approved costs between a threshold and £10,000. As the employer, you will contribute 100% of costs up to the threshold level and 20% of the costs between the threshold and £10,000. The threshold amount is determined by the number of employees you have.

Number of employees	Employer Contribution
0 to 49 employees	Nil
50 to 249 employees	£500
Over 250 employees	£1,000

All employees within 6 weeks of employment at the time of application are fully funded irrespective of the business size. All Coaching and Awareness Training is 100% funded at all times. Any balance above £10,000 will normally be met by Access to Work.

If the support also provides a general business benefit, a contribution will be sought in addition to any compulsory cost share. At Concept Northern we can help your employees succeed in the workplace with coaching and assistive technology. We supply equipment, software and training to employees all over the country.

Whether you are a small company or a large organisation funding is available to support your employee. The Concept Northern team are on hand to manage the application process from start to finish.

Hearing / Visual Impairment Needs Assessment

(takes up to 180 minutes)

Assessment Overview

The predominant issue for employees with disorders, conditions or concerns related to hearing or visual impairments is the use of technology. Assistive Technology is the most economical and exceptional method of permitting your employee to work independently in their role.

Concept Northern Assessors are educated, experienced and skilled in recognising specific requirements, able to recommend specific enablement technology and the complimentary accessories which enable an individual to meet operational demands and realise their full potential at work, within the regulations of the Health and Safety Executive (HSE) and in compliance with the legislative requirements of the Equality Act (2010).

This Service is suitable for employees with problems associated with:

- Following verbal instructions
- Oral expression
- Painful eyes
- Blurred / double vision
- Persistent floaters
- Sensitivity to light
- Tinnitus
- Hearing loss
- Hearing aids

Assessment Deliverables

A clear report indicating the support that would benefit the employee and the organisation going forwards containing advice regarding any Assistive Technology solutions, training, coaching, mentoring or one to one support.

Organisational Benefits

Concept Northern Assessors have an expert level of knowledge in the range of strategies, enablement and assistive technologies that will enable anyone, despite their level of disability, to use their workstation independently. This can include individuals with progressive conditions who may require forward thinking, proactive solutions as well as those who have experienced a recent trauma or incident which has caused their deficit.

Service Requirements

Hearing and Visual Impairment Needs Assessments take place in the employee's working environment or remotely. Providing a confidential space for discussion prior to exploring the work surroundings, the tasks that are performed and the equipment that is in place. Tools can be discussed to assist with each area of task performance and the individual can develop an understanding of their facilitation to independence.

Vocational Rehabilitation

(takes up to 240 minutes)

Assessment Overview

Vocational Rehabilitation is a process which supports employees to overcome barriers to returning to or maintaining work.

Concept Northern Vocational Rehabilitators assist employees in reaching their maximum level of function with the aim of meeting the physical and psychological demands of their job. A fully holistic approach to a working role, whether this be a physical job role, a desk-based role or a person facing role, assists to facilitate identification of strengths and weaknesses and learning opportunities, permitting the individual facing difficulties to overcome those barriers.

The service is for employees with difficulties associated with:

- Health Conditions
- Functional Impairments
- Psychological Conditions
- Emotional Impairments
- Developmental Impairments
- Cognitive Impairments

Assessment Deliverables

A strategy is designed, implemented and reviewed, ensuring the individual is at the centre of rehabilitation. Concept Northern Vocational Rehabilitators collaborate with the employee setting out clear guidance and support to enable a gradual integration to an independent working strategy, maximising productivity.

Organisational Benefits

Vocational rehabilitation maximises participation in job roles and assists in employee retention despite ill health, whilst reducing sickness absence.

Concept Northern aim to increase your employee's independence and function in their roles through a holistic and client centred approach whilst considering the individual's physical, psychological and social needs.

Service Requirements

Vocational rehabilitation is a one-to-one service which can occur both in clinics, onsite in the working role or as a combination over a series of sessions.



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