

Holistic Workplace Needs Assessment

Customer Details

The workplace assessment is for: (Customer Details)	Name: Ben Mak (pronoun: omnipresent)
	Job: Director
	Unique Taxpayer Reference: 2189672575

Referral details – This report has been commissioned by:

Company: Ben Mak London 10 New England House Floor 5 Unit 10 New England Street BN14GH	Name: Ben Mak
	Telephone: 07397902612 consult@benmaklondon.com
Date of referral:	13/09/2022
Date of assessment:	22/09/2022
Assessment completed by:	Ruth Danquah

The assessment was attended by the customer and the following individuals

Customer's line manager:		Customer's H&S or HR representative:	x
Customer's representative or advocate:	x	Technical Support (IT):	

Place of assessment

Employer's Address:		Multi-Location Assessment:	x
Home Assessment:	x	Other (please specify):	

Employment Analysis

Start date in current post:	19/05/2009
Pattern of working days: (Please mark X when appropriate)	Mon X Tue X Wed X Thu X Fri X
Hours of work: e.g. 09:00-17:00 (please also give details of variables/shifts)	Hours 7am - 11pm (112 hour weeks)
Work breaks (indicate if lunch/comfort Breaks and any allocated time):	1-hour average - No breaks

Customer's Key Work Tasks

Answering calls (the last count was 245)	Managing 300/400 emails
Managing international team (interns)	Multi-tasking 16 hours a day
Working across different regions Pakistan, Italy and, Sri Lanka, Nigeria	Self-advocacy work
Safeguarding duties	

Customer's workplace environment

Working in the office

Related Strengths

- Compassion
- Empathy
- Researcher
- Persistent
- Good at business, seeing patterns (saving companies money)
- Having insights that others don't
- Advocating for people with no voice
- Problem solving, solution addict

Example of Coping Strategies

- Limitless mindset
- Having lots of outcomes from challenges that come up

Condition: Symptoms present and effect on ability to complete duties

Diagnosis - ADHD & awaiting Autism diagnosis

- Ben described candidate neurodivergence in the following way... 'Can't stop, can't communicate, feel like speaking Japanese, emotional breakdowns, delusional, alienated, can't get organised, blackout when too much'.
- There was one poignant moment..." *It was like a journey. It was like, I didn't know who I was. It was like who? Who, who, who am I now - and how are people going to cheat me? I didn't want people to feel sorry for it. It was like a journey. It was like, I didn't know who I was. It was like who, who, who am I now - and how are people going to cheat me? I didn't want people to feel sorry for me because I felt it clicked. You like that because and it's like, no, I am. Because I am like this. That's an additional thing for someone else. I didn't want to give back the credit for my endurance*".
- Ben feels connected to candidate neurodivergent now.
- Ben feels lucky as candidate have a supportive mum.

TRAITS AND BARRIERS

Literacy

- Ben advised that candidate is very articulate and has been told this by others, despite this candidate don't feel heard when communicating with others
- The challenge of not being heard is that no one sees candidate or hears candidate, candidate has pinpointed a possible solution of having an advocate to speak on candidate behalf so candidate can be heard.
- When candidate watches themselves back, candidate notices how cool, calm and collected candidate are, this comes up in face-to-face and online environments.
- Ben has a photographic memory of the law which brings back images of 'the afflictions of abuse and lawfulness around it'. Which has made candidate 'obsessed' as Ben likes to investigate.

- Ben advised that candidate can be literal so often needs others to expand when communicating so that context can be easily understood.
- Ben makes up candidate's own words resulting in the spelling of words being inconsistent.
- Ben uses three screens to keep focused on candidate tasks (although not all of candidate are working). Candidate also watches videos at 1.5x speed as candidate can lose focus easily and so speeding up the audio helps to maintain candidate's attention. Ben advised that when candidate is able to watch things on speed, candidate is able to retain information easily due to candidate's photographic memory.

Focus and Attention

- Ben advised that candidate can feel like candidate's brain goes in many directions, which is common for those that have traits of ADHD
- If candidate is serving others or candidate best interest for candidate, then candidate is able to focus and commit to candidate word (always says what candidate is going to do).
- Fidgets massively because candidate has many thoughts and ideas

Processing

- One of Ben's strengths is being able to see far ahead as candidate can foresee so much

Organisation Skills

- When there are too many plates spinning, the organisation would be described by Ben as awful.
- As long as there are no complaints/government, then candidate can focus on business.
- Ben advised that candidate is very reactive and used to practice habit stacking, although this habit hasn't been in place recently.

Time-Management

- Candidate can time manage but cannot prioritise as everything is important, which means candidate is simultaneously working. Ben advised 'this is what it's like constantly chasing one thing for another, and then this is what I get really upset now because I know it's like I'm reminded that I can't even get me Beyond basic needs met and because of all these variables and it's a very vicious circle'.
- Ben has a passion for justice which can often result in not generating the income candidate needs, so candidate ends up taking on new projects to generate income
- As a leader, Ben advised that candidate has the skills to thrive in a crisis. Candidate has the ability to think quickly on candidate's feet, make difficult decisions, and rally candidate's team together in times of trouble. However, research has shown that constantly operating in crisis mode can lead to a number of health problems, including headaches, stomach trouble, sleep problems, anxiety, and depression which Ben has also been subjected to.

Memory

- Ben's photographic memory has been a huge asset in candidate's law studies. Candidate can remember entire lectures verbatim, which has helped candidate ace exams and develop a deep understanding of the course material.
- Additionally, candidate's eidetic memory has come in handy when preparing for oral arguments and debates. Candidate is able to recall complex legal precedents and cases with ease, which has helped candidate to win several moot court competitions. In candidate's future career as a lawyer, Ben's photographic memory will no doubt continue to be a major asset. It will help candidate to assimilate new information rapidly, remember important details, and prepare for court cases effectively.

Physical symptoms

Additional

Emotional

- Ben uses singing to help with soothing. When we sing, our bodies release endorphins, which have mood-boosting benefits. Additionally, singing can help to slow our breathing rate and heart rate, both of which can be helpful in reducing anxiety. Ben can find himself overwhelmed by anxiety, so may break into song to soothe candidate's mind and ease candidate's worries.
- Ben has advised that candidate is having to deal with lots of fires while managing family matters in combination with candidate's workload.

Other supporting Information

- **Computer type**  Mac

Recommendations

Practical Considerations – Reasonable adjustments without the need for significant resources

- Maximus (mental well-being) will provide Ben with extra support; link has been shared

Assistive Technology recommendation:

1. Grammarly
2. Global Autocorrect
3. Talktype
4. Boomerang
5. Caption ED
6. Speechify
7. Dropbox
8. Tiles
9. Jabra Noise-cancelling earphones
10. External USB Screen on stand
11. Webcam

Assistive Technology training recommendation:

1. Global Autocorrect
2. Talktype
3. Boomerang
4. Caption ED

5. Speechify

Workplace Coaching recommendation:

1. Anxiety and stress
2. Managing a ND workforce
3. Managing finance

Workplace support recommendation:

- Specialist neurodivergent support worker

1) Recommendation – Grammar and spell checker

Grammarly (3 years subscription)

- Grammar, style and spell checker
- Distraction-free writing experience
- Personal dictionary
- Quality scoring for your texts
- Texts are securely stored
- Access even more suggestions for advanced style and typography with the “Picky Mode”
- Choose between dark and light appearance

Justification – Grammar and spelling Accuracy

The software will help Ben with typing accuracy. As Ben communicates with clients via emails, the software will make sure Ben’s tone is appropriate and that there will be no grammar and spelling errors.

With Grammarly any grammatical issues will be flagged using a colour code and one click suggestions will be provided. Unlike with built-in solution’s several aspects of grammar are analysed separately, including misused words and transitions to provide holistic grammar support.

This software has both plug-in and direct functionality, so it can be used for any text.

Supplier Details: Dyslexia Box Limited Future Business Centre Kings Hedges Road Cambridge CB4 2HY 01223 608 491 www.dyslexiaobox.co.uk	Cost (excluding VAT)	£160.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£192.00

2) Recommendation - specific product, service or adjustment

Global Autocorrect

GAC is an advanced writing spelling correction software

Cross Platform

Global will operate in all text environments which includes word possesses, online/email and proprietary systems and design software.

Automation

Global corrects the spelling as the user goes, leaving less proofing at the end.

Advanced Recognition

Global can identify and correct all error types including phonetics, transposed letters, and missing or additional characters.

Typo Library

Global's built in library includes millions of words and will log all errors and display alongside the correction on the dashboard. It also includes definitions for each word.

Custom Corrections

Sector specific libraries such as Medical vocabulary can be activated. Unconventional entries such as company names can be added manually, as well as short keys for typing.

Progressive Corrections

Global will not guess, if words are too similar it will require a manual input which will only need to be made once and then it is permanently stored.

Justification – Written Accuracy and Speed of writing

Personal problem words and un-alliterated words and titles can be added manually once in order to become automatic from that point.

As Global is an open platform the correction functionality will work in most text environments including within word processors and email systems so it is suitable for documentation such as reports and hand over notes and outward communication.

Supplier Details:

LexAble Ltd.
Cardiff Business Technology Centre
Senghennydd Road
Cardiff
CF24 4AY
Tel: 0800 458 1922

Cost (excluding VAT)	£290.00
Delivery/Mileage costs	£00.00
TOTAL COST (Inc VAT and delivery)	£348.00

3) Recommendation – Speech-to-Text

TalkType

TalkType is an advanced transcription (speech-to-text) software for Mac users
The only robust, highly accurate dictation software designed and built specifically for Mac.
It will let the user control candidate mac with candidate voice with hundreds of voice commands.

Transcription

TalkType converts the user's speech into digital text directly into the chosen application.

Progressive

TalkType increases its accuracy over time as it adapts to the user's specific speech patterns and vocal mannerisms.

Accuracy

TalkType can achieve a translation accuracy of over 90%, as spelling is not a factor in speech.

Output

The word output is in near real time, so it will display as the user speaks.

Cross Platform

TalkType is multi-platform and as such will allow speech conversion in essentially any application including stand alone, online and custom programs and platforms.

Justification – Written expression and flow of writing

For many in the neurodiverse community using Speech-to-Text improves writing flow by making the process less dualistic and mental taxing.

Cross platform functionality means that any text environment has compatibility.

Fully Mac compatible.

Supplier Details: Dyslexia Box Limited Future Business Centre Kings Hedges Road Cambridge CB4 2HY 01223 608 491 www.dyslexiaobox.co.uk	Cost (excluding VAT)	£149.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£178.80

4) Recommendation - Email Extension

**Boomerang for email (1 year subscription in USD)
 Email extension with additional organisational features.**

Send messages at the perfect time, get a reminder if your email doesn't receive a response, and add a smart calendar assistant that lets you schedule meetings and share your real-time availability, all without leaving your email!

Focus on what matters without distraction

Inbox Pause gives you control over when emails appear in your Inbox. It's proven to increase productivity, lower stress, and make you a happier person.

Schedule recurring messages

The recurring messages feature puts sending out repetitive emails on autopilot! Send a timekeeping email every Friday, a reminder to update databases at the end of every quarter, and reminders to check in with prospective clients the first day of every month.

Justification – Email management

Ben expressed that candidate can often find it challenging to manage emails, this includes keeping track of emails/responding. With Boomerang Ben will have the ability to pause candidate emails with ease.

With Boomerang for outlook professionals, candidate can add an assistant that uses artificial intelligence to help candidate write better, more actionable emails in real time. Based on data from millions of messages, respondable makes every email you send more effective:

- Get more responses to your emails
- Always strike the right tone
- Get insight into how you write

Supplier Details: Baydin 100 View St, Mountain View, CA 94041,	Cost (USD conversion)	£130.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£156.00

United States https://boomerangapp.com/index.html support@baydin.com		
--	--	--

5) Recommendation - specific product, service or adjustment

Caption ED

Caption.Ed provides instant and on-demand captions for virtually all live or pre-recorded media.

Caption.Ed is powered by industry-leading speech to text technology to provide you with highly accurate captions.

Caption.Ed provides a fully editable and downloadable transcript. This will save time compared to manual typing.

Justification – Taking notes

The software will help Ben in recording meetings which then is transcribed to the device. This way Ben can stay focused and organised on the call.

Supplier Details: Dyslexia Box Limited Future Business Centre Kings Hedges Road Cambridge CB4 2HY 01223 608 491 www.dyslexiaobox.co.uk	Cost (excluding VAT)	£1475.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£1770.00

6) Recommendation – Text-to-Speech

SPEECHIFY PREMIUM
(Annual subscription in USD)

Speechify is the #1 rated text to speech app in its category with over 150,000 5 star reviews.

- Natural-sounding human voices - Reading voices sound more fluid and human-like than any other AI reader helping Jonathan understand and remember more.
- Listen on desktop or mobile devices - Anything Jonathan saves to candidate's Speechify library instantly syncs across devices so candidate can listen to anything, anywhere, anytime.

Justification – Reading Accuracy and Reading Speed

Ben wants to be as independent as possible, with the use of Speechify candidate can retain information in text form aloud and will have the option of being able to slow it down and speed it up. Another benefit is that candidate can read the content throughout the whole text and recognise any gaps in candidate's learning and use this for readability when checking information.

Supplier Details: Speechify 5 CORONET WAY KENTFIELD CA 94904 United States support@speechify.com https://speechify.com/	Cost (USD conversion)	£120.76
	Delivery/Mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£144.91

7) Recommendation – Organisation

Dropbox Professional

- Send files up to 100 GB with Dropbox Transfer
- Mobile offline folders and remote account wipe
- Document watermarking
- Recover changed or deleted Dropbox files within 180 days
- Priority email and live chat support

Justification – Organisation

Ben has challenges with not having access to up to date files due to having limited storage which means files don't get saved.

Having a reliable system for storing important information is essential. For Ben, that system is cloud storage. By keeping all candidate's important files in one central location, candidate can easily access candidate from any device, no matter where candidate is. And because cloud storage is accessible from anywhere with an internet connection, candidate can always stay on top of candidate's work, even when candidate is on the go.

Supplier Details:

Address: 1800 Owens St, San Francisco, CA 94158, USA

Phone: +1 415-986-7057

<https://www.dropbox.com/business>

Cost (excluding VAT)	£165.83
Delivery/mileage costs	£00.00
TOTAL COST (Inc VAT and delivery)	£199.00

8) Recommendation – Memory Aide

Tiles + Premium yearly subscription

An assortment of finders for keeping track of lots of different things

It's easy to set up and With Tile, you have a backup plan when you're heading out and your keys are nowhere to be found. Just tap "Find" in the Tile app and the Tile on your keys will ring. Watch the Proximity Meter's green rings fill in as you get closer to candidate.

Smart Home Finding

Use your voice to find things around the house. Just ask Amazon Alexa or Google Assistant to find your remote, keys or anything else with a Tile on it

Find Your Phone

Lose your phone? Use any Tile, like the ones on your keys or wallet, to make your phone ring. Just double press the Tile logo button (on Sticker, button is on the side). It works even if your phone is on silent.

Tile Network

You can also tap "Notify When Found" so the Tile Network – every phone running the Tile app and our Network Extenders – can help locate your lost item. Each device on our network is able to help locate Tile trackers and send location updates to your Tile app. Anonymously, of course.

Justification – Organisation

There are times when Ben can forget candidate's paperwork, keys and laptop which can cause lateness, with Tiles candidate will be able to be more organised

Sticker The small tracker (pack of two) £44.99 x 1

Mate Essential A variety of trackers (pack of 4) £69.99 x 2

With the subscription to Premium Ben will receive Smart Alert notifications which let candidate know when candidate leave an essential item behind. (£29.99) **This is a 1-year subscription which would need yearly renewals**

Supplier Details: Tile Inc 1900 S Norfolk St Suite 310 San Mateo, CA 94403 USA https://www.thetileapp.com/	Cost (excluding VAT)	£179.30
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£215.16

9) Recommendation - Noise-Cancelling Headphones

**Jabra noise-cancelling earbuds
Elite 85T**

Earbuds that will block out a higher rate of surrounding noise and will limit distraction.

- Noise Cancelling technology
- High-quality sound output
- Discreet
- Portable and wireless

Justification – high levels of distraction and a need for focus

Ben can feel nervous using noise cancelling earphones as candidate is on the phone over 16 hours a day and doesn't want to miss calls, but with Bluetooth candidate will be supported to be able to cope with any stressful situation that may occur. Also, if candidate's phone runs out of battery, candidate can use the charger provided with the earphones. If candidate needs to take a break from work, candidate can go for a walk and listen to music without having to worry about candidate's surroundings. This will help candidate relax and de-stress. In addition, the earphones will protect candidate's hearing from any loud noise that may occur during candidate's work day.

Supplier Details: Dyslexia Box Limited Future Business Centre Kings Hedges Road Cambridge CB4 2HY 01223 608 491 www.dyslexiabox.co.uk	Cost (excluding VAT)	£169.99
	Delivery/mileage costs	£0.00
	TOTAL COST (Inc VAT and delivery)	£203.99

10) Recommendation - specific product, service or adjustment

Mobile Pixels Trio Max Portable Monitor, 14" Full HD IPS Dual Triple Monitor for mac (1x Monitor Only)

Compatible: This laptop dual screen is compatible with any mac. This portable display is supported by a kickstand and can be used on a table.

Justification – Organisation of thoughts and project planning

Ben jumps from task to task, this can be amplified when colleagues give candidate additional tasks often losing candidate's train of thought between projects. A portable screen which will upgrade Ben's system so candidate has three monitors will help to stay focused and reduce task switching.

Supplier Details: Amazon	Cost (excluding VAT)	£257.50
	Delivery/mileage costs	£00.00

60 Holborn Viaduct, Holborn, London EC1A 2FD,United Kingdom amazon.com 0800 279 7234	TOTAL COST (Inc VAT and delivery)	£309.00
---	---	----------------

11) Recommendation - specific product, service or adjustment

Webcam for PC, DEPSTECH 4K Webcam with Microphone Autofocus HD

DEPSTECH 4k webcam with an 8MP Sony sensor 1/3" CMOS image sensor features up to a 3840*2160 resolution at 30 fps. Offering you smoother video streaming on social media. The autofocus feature will intelligently track and keep your face focused at all times, no need to worry about instability and fuzziness.

DEPSTECH webcam with microphone for pc has dual noise cancelling microphones, it is available to pick up your voice and filter out background noise automatically, enabling you to enjoy clearer voice for hassle-free communication. Even in noisy surroundings you can capture the sounds you want.

The privacy cover for the DEPSTECH Webcam covers the lens which can be perfect to help your privacy security. It also helps to protect the lens from dirt and debris. Mount the computer webcam on the tripod, it is more convenient to place the webcam.

Justification – Organisation of thoughts and project planning

Ben finds that every time candidate turns on candidate’s webcam it flickers on and off, causing candidate’s professional brand to be inconsistent. Candidate becomes frustrated because candidate knows that potential clients are going to see this and candidate is not going to be impressed. Candidate has tried everything candidate can think of to fix the problem, but nothing seems to work with the use of a webcam that is reliable candidate can come across as the professional candidate is.

Supplier Details: Amazon 60 Holborn Viaduct, Holborn, London EC1A 2FD,United Kingdom 12amazon.com 0800 279 7234	Cost (excluding VAT)	£49.99
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£59.99

12) Recommendation – Technical Training

5 x Half days of Technical training for Assistive Software and technology

Recommendation to receive a total of 5 half-day (3-hour) technical training sessions for training in the basic and advanced functions of the recommended software and technology solutions.

The suggested technologies are intended to be used together to create a holistic counteractive support package.

The training allocation can be broken down as follows:

1x Global Autocorrect

1x Talktype
 1x Boomerang
 1x Caption ED
 1x Speechify

Training will also include installation settings, use in/with other systems applications and in conjunction with each other.

Justification – Unfamiliarity with Assistive Technology

Training is to ensure that the user is made fully aware of correct usage and available functions of the relevant Assistive Technology. Demonstration of any advanced features will also be included, and recap sessions can be arranged if required.

It is a common opinion among those that did not originally receive significant training that the technology is often not that helpful if you don't know what you are doing.

Assistive Technology is often not as intuitive as mainstream products and has only limited out of the box functionality. This is in part due to the need for induction tutorials or set-up actions being necessary for some technologies.

1st Supplier Details: Thriiver Ltd Holmsted Farm Staplefield Rd Haywards Heath RH17 5JF Tel: 0845 899 0880	Cost (excluding VAT)	£1200.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£1440.00
2nd Supplier Details: The Speech Centre Speak IT Ltd, Computer Studio, Croft Rd, Crowborough East Sussex TN6 1DL Tel: 01892 661116	Cost (excluding VAT)	£1225.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£1470.00
3rd Supplier Details: Adapt IT Limited Churchill House, Stirling Way Borehamwood, Herefordshire WD6 2HP Tel: 0844 414 1325	Cost (excluding VAT)	£1475.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£1770.00

12) Recommendation - specific product, service or adjustment

Workplace Coaching
3 x Half days of personal strategies development

1. Anxiety and stress
2. Managing a ND workforce
3. Managing finance

Strategies training for learning differences should be provided by a tutor who specialises in working with adults in employment. Training would consist of a short review of current needs and

objectives, and would focus on developing and practising specific strategies/techniques that would help meet those needs.

Justification – Fundamental skills

Stress and Anxiety

This session will focus on identifying stress triggers and methods of limiting anxiety.

Managing an ND workplace

This session will focus on how to manage a neurodivergent team with ease.

Managing Finance

This session will recap the basics of working with numbers including fundamental maths and finance.

1st Supplier Details: Thriiver Ltd Holmsted Farm Staplefield Rd Haywards Heath RH17 5JF Tel: 0845 899 0880	Cost (excluding VAT)	£660.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£792.00
2nd Supplier Details: The Speech Centre Speak IT Ltd, Computer Studio, Croft Rd, Crowborough East Sussex TN6 1DL Tel: 01892 661116	Cost (excluding VAT)	£735.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	882.00
3rd Supplier Details: Adapt-IT Churchill House, Stirling Way Borehamwood, Herefordshire WD6 2HP Tel: 020 8386 0379	Cost (excluding VAT)	£885.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£1062.00

Recommendation

Support worker: 8 hours a week

13) Recommendation – Support Worker to work effectively

Ben would need an assistant to help remind candidate to eat, chase up people as well as help to respond to the 10 inboxes across candidate's businesses.

Below are some of the areas Ben has advised candidate needs support with in order to go from surviving to thriving in candidate's role.

Body doubling

Body doubling is a term that describes the process of having someone else assist with tasks that are typically performed by oneself. This can be beneficial for neurodivergent individuals who struggle with executive dysfunction, as it can help to offload some of the cognitive burden. Executive dysfunction refers to difficulties with planning, organisation, time management, and other higher-level executive functions. For Ben these difficulties can make everyday tasks

extremely challenging. Body doubling can help to mitigate some of these challenges by providing assistance with tasks such as reminding candidate to eat as well as making meals, and staying on track with a daily routine. This can be an enormously helpful tool for Ben who is struggling to manage candidate executive dysfunction.

Completing forms on Ben’s behalf

Many neurodivergent individuals face significant challenges when it comes to completing forms. The process of filling out the paperwork can be overwhelming, and it can be difficult to know where to start. For some neurodivergent people, the use of a support worker can be invaluable. A support worker can help to break down the form-filling process into manageable steps, and candidate can provide assistance and guidance as needed. In addition, a support worker can help neurodivergent individuals to advocate for themselves and ensure that candidate needs are being met. For neurodivergent people who struggle with forms, a support worker can make all the difference.

Managing emails

Ben has neurodivergence, which means that candidate thinks and processes information differently than neurotypical people. As a result, managing email inboxes can be overwhelming and chaotic for candidate. Candidate currently has over 10 inboxes that candidate needs to keep track of, and the constant flow of new messages is overwhelming. A support worker could help Ben by managing candidate’s email inboxes for candidate. Candidate could sort messages, respond to urgent ones, and flag important messages for follow-up. This would take a huge load off of Ben's shoulders and make it much easier for candidate to stay on top of candidate’s email. In addition, a support worker could also help Ben manage other areas of candidate’s life that are difficult for candidate, such as scheduling and organisation. Having someone in candidate’s corner would make a big difference in Ben's life.

Other tasks Ben would like support with include:

- Focusing to complete work tasks
- Help with everyday tasks that you don’t have time to do
- Need time to 20% - give Ingrid of Managing overflow - fall
- Helping with domestic abuse cases
- Inter advocacy

Justification –

With the help of the support worker, Ben can focus on being the leader candidate has always meant to be, maintain well-being, balance and satisfaction from candidate’s workload & have more energy overall which would result in better safeguarding of candidate work-life balance.

Ben works 100+ hours per week, it is suggested that 8-hours a week of support would be required. This support should be from a qualified Communication & Interactions Specialist or a Specialist Support Worker.

Note: The annual cost is for 20 hours a week for 46 weeks a year to be renewed annually. It is understood that this recommendation may require altering hours per week and overall duration.

1st Supplier Details: Wired Differently (by Sara-Louise Ackrill Limited) BS49 5BW 124 City Road London England EC1V 2NX julie.blackshaw@wiredifferently.co.uk 07720 387619	Cost (excluding VAT)	£25 per hour x 20 hours a week x 46 weeks = £23,000.00
	Delivery/mileage costs	£00.00
	TOTAL COST	£27,600.00

https://www.wireddifferently.co.uk/Virtual-Assistant-Service.php UTR number 2214737227	(Inc VAT and delivery)	
2nd Supplier Details: Clevertouch Solutions Company no: 12645284. VAT no: 386676240 Clevertouch Limited 1 Great Fernhill Barns Gobowen Oswestry Shropshire England SY11 4NQ 020 3161 4609 info@clevertouchsolutions.co.uk	Cost (excluding VAT)	£31 per hour x 20 hours a week x 46 weeks = £28,520.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£34,224.00
3rd Supplier Details: Adhd Virtual Assistants (Max Lawrence) 45 Coniger Road London SW6 3TB 11 Savill Place Clifton Bristol BS8 4EJ https://www.maxlawrence.co/adhd-add-va-virtual-assistants-for-neurodiverse-people https://www.adhdvirtualassistants.com/pricing	Cost (excluding VAT)	£35 per hour x 20 hours a week x 46 weeks = £32,200.00
	Delivery/mileage costs	£00.00
	TOTAL COST (Inc VAT and delivery)	£38,640.00

Quotation statement

All costs will include installation and setup where appropriate. The companies suggested may also have a returns policy on items deemed not fit for purpose. Please check this prior to ordering.

All quotations within this report were correct at the time of writing. It is important equipment/support that is subject to Access to Work funding is ordered as soon as possible. Any additional costs due to delays may not be considered by Access to Work.

The aim is to recommend the most suitable product to meet the customer's needs. In some instances, it is difficult to assess if a product is going to be suitable and it is essential that any unsuitable products are returned within any trial periods to avoid any additional costs.

First Help

This is the information, advice and guidance that have been provided to the customer during the assessment. This may also include physical changes made to the working environment by the assessor while on site.

Progression Planning

Demonstrations and Addenda following the assessment.

A consent form will be required to release the customer's details to the supplier.

- Work computer access (including permissions) will be required for installation and training.
- Allotted time and a private space will be required for any provided one-to-one tutoring.

Identified health and safety issues and recommended solutions

The recommendations made in this section of the report would be needed by anybody doing the job regardless of candidate health conditions or disability.

It is imperative the changes are made for the customer even though candidate may not be subject to Access to Work funding.

Quotations are not provided for any equipment recommended within this section.

N/A

Report Content

The information from any referrals along with the customer's work-related needs and the recommended support for those needs, have been discussed and agreed with the customer during the assessment process.

Date Assessment Report Completed



17/10/2022

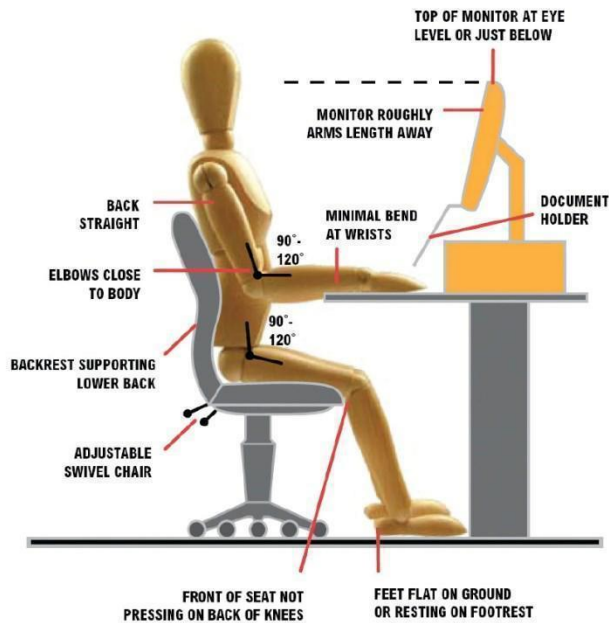
Included within this report are the Declaration of Assessment and Appendices

Appendices 1-3: Ergonomics, Learning differences, Declaration

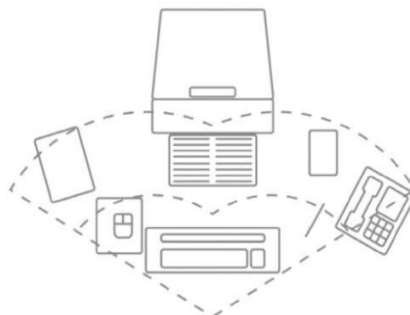
Appendix 1: INFORMATION, ADVICE AND GUIDANCE

This advice shows how everyone can, where possible, adopt the correct posture whilst seated at a workstation with elbows at 90 degrees and wrists in a neutral position when using the keyboard and mouse.

As a general guide, anyone seated at a workstation should have candidate eyes in line with the top of candidate computer screen, as this will help to reduce the pressure and static build up in the spine as outlined in the picture below:



Work stations should be organised so that all the equipment and items needed to carry out day-to-day work routines, such as the keyboard and mouse, are in an area of optimum reach either in line or in front of the person using the equipment. This is demonstrated by the picture below:



Appendix 2: SUPPORTING INFORMATION FOR CUSTOMERS WITH SPECIFIC LEARNING DIFFICULTIES (including dyspraxia and ADD).

Clients and their employers can find out more about dyslexia and co-occurring Specific Learning Difficulties by visiting the websites of organisations such as **Dyslexia Action** or the **Dyspraxia Foundation**. These offer comprehensive descriptions of the conditions and further information to help promote understanding. Advice is also available to help identify reasonable adjustments which may be made in the workplace to get the best from someone with dyslexia and co-occurring Specific Learning Difficulties.

Consultation between the client, their managers and colleagues can be very helpful to establish how the client would like to communicate and work to help reduce the impact of their disability on their role. The following advice may be also useful to assist the employee in their workplace:

Giving verbal instructions or requests – people with dyslexia and co-occurring Specific Learning Difficulties can benefit from information being given via different means. Wherever possible try to include diagrams, flow charts or pictures to explain information or tasks: visual thinkers will access the information more quickly in this format and retain it more effectively. If possible provide a summary email, or encourage the client to record the information in writing or by using a voice recorder.

Creating written communication - use bullet pointing and highlighting to assist reading and organisation. Follow a meeting with a bullet pointed summary, particularly if multiple topics have been discussed/action points agreed. Discuss the most accessible fonts, size and colour of text used in correspondence to increase accessibility for the client.

Participating in training sessions or meetings – provide reading materials or agendas in advance to enable more effective preparation. If possible, use a voice recorder for minutes or notetaking. Training providers should allow for the client's individual learning styles when delivering sessions, and use appropriate techniques and materials.

Managing concentration issues – if possible, relocate the workstation to reduce distraction, particularly any auditory distractions from behind. Try to avoid workstation placement near a walkway or door. Assess the location of any light sources which may also affect concentration or aggravate any visual stress experienced by the client.

Organising workload – Try to allocate planning time into each day. Use a wall/desk mounted white board to plan ideas and organise work. If possible use electronic calendars to remind of deadlines and appointments. Use colour coding to identify and prioritise tasks and appointments.

Declaration of Assessment

- This report has been conducted by Exceptional Individuals and all quotes have been sourced from alternative suppliers to demonstrate transparency and competitiveness.
- The assessor will provide a breakdown of all product and service costs, including VAT, including delivery and set-up, where appropriate. The assessor will also provide three quotes for every item recommended over £500, including VAT.
- All quotations within this report are correct at the time of writing.
- Quotations **will not** be supplied for items required under health and safety or for any adaptations to premises, including buildings and grounds.
- Guidance on building regulations **will not** be provided by the assessor. It is the employer's responsibility to ensure that any adaptations to premises meet any applicable building regulations, planning consent and /or any other regulations/legislation.
- Please note that, where delivery charges have been individually included, if more than one item is ordered from the same company this may reduce the carriage cost.
- Wherever possible it is highly recommended to request a two-week trial period for any piece of equipment ordered. This is particularly beneficial for items such as chairs, stools and foot rests.
- When ordering any recommended products, please mention Access to Work to the supplier.
- The employer and the customer should note that the recommendations contained in this report are made on an advisory basis to Jobcentre Plus. Recommendations are not a guarantee that all or part of the suggested equipment/services will be accepted as eligible for Access to Work funding.
- Assessors are unable to offer any advice or guidance with regard to Access to Work grant funding.
- It is difficult during an assessment to be completely certain that equipment will suit a customer's needs. Therefore it is suggested that the customer is able to try the equipment for a reasonable period and return it if unsuitable. (This will not usually be possible with software).
- In the case of recommendations no longer being available under the agreed terms, an equivalent substitute should be considered rather than leaving that area unsupported.
- Due to the fluctuating health and safety advice since the Covid-19 pandemic, alternative delivery methods such as postal and remote services may be in place.
- Exceptional Individuals assessors come from a lived experience background and approach.
- As the agreed end supplier, Exceptional Individuals will arrange and provide all finalised recommendations at the lowest listed quote (inc tax).