

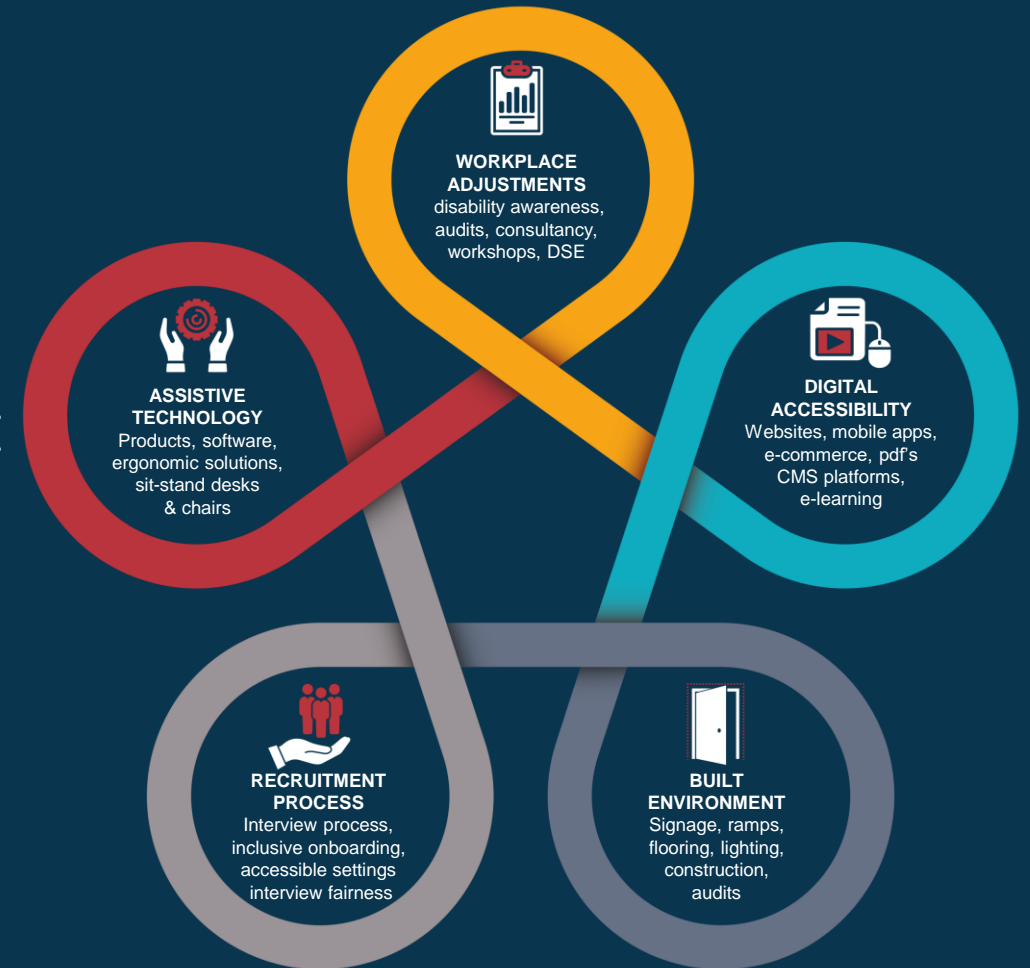
Innovative Approaches to Workforce Resilience in the NHS: **Why Workplace Adjustments are the Solution**

February 22nd February 2023

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ELFT Ability Conference 2024



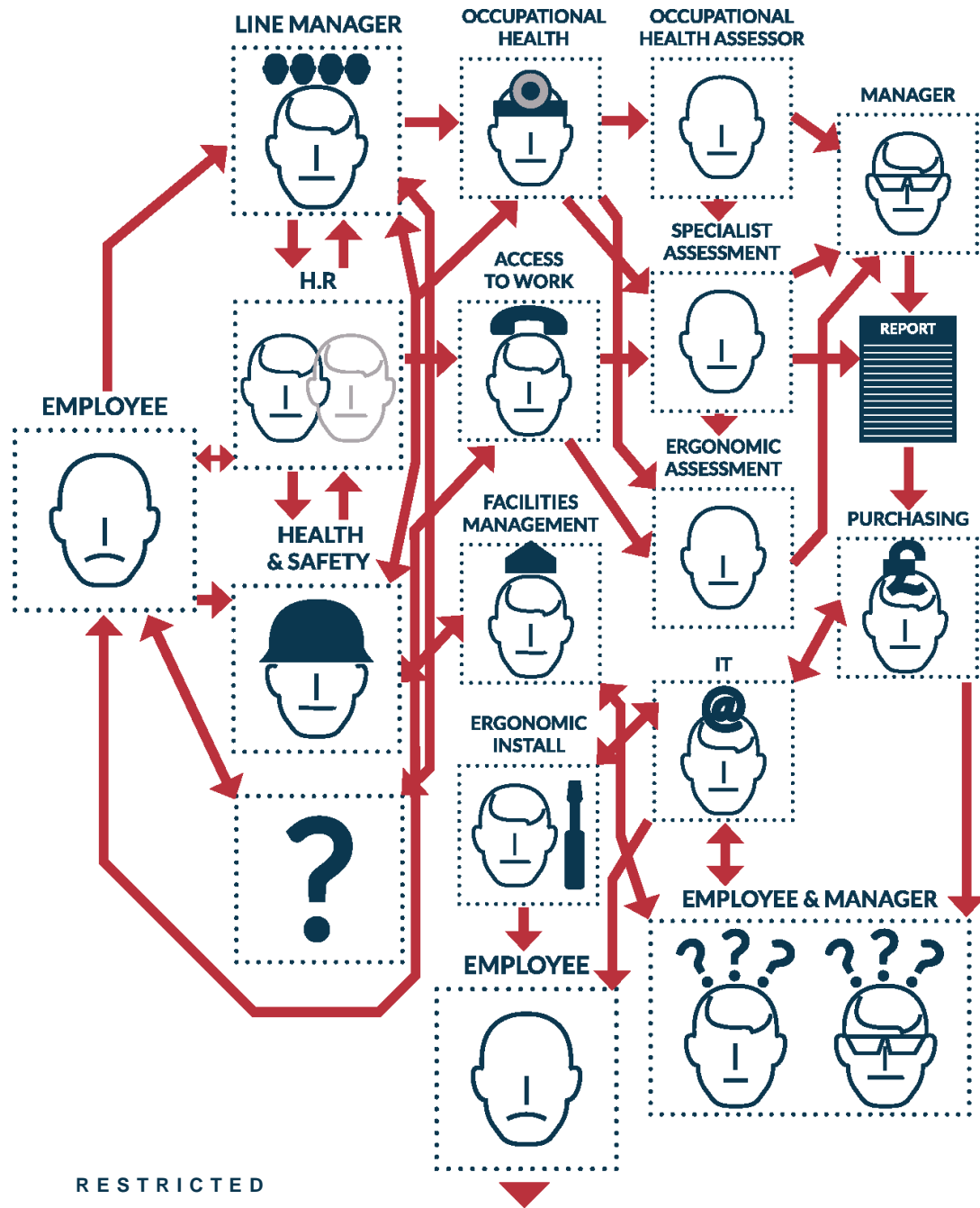
INTRODUCTION

Since 1992, Microlink has been **delivering solutions for individuals with disabilities** in both education and the workplace. Our **award-winning workplace adjustment service** is utilised by a diverse clientele in the public and private sectors. A distinctive aspect of our service involves **comprehensive data collection** at each stage, enabling in-depth performance analysis of adjustment needs and solution efficacy.

Having provided interventions for **over 500,000 employees**, we collect **600 data fields per case**, making **Microlink the UK's largest repository of workforce disability data**. Serving organisations across various sectors, with staff ranging from 2,000 to 400,000, our data analysis has informed government initiatives, supported academia, guided industry experts, and contributed to the development of best practices, improved policies, and effective Workplace Adjustment programs, yielding substantial business benefits.

WHY DOES THE NHS NEED A WPA?

- Urgent Need for **Addressing Stress** and **Pressure** in the NHS Workforce
- Leading Causes: **Employee Disengagement, Absenteeism,** and **Understaffing**
- **Holistic Approach:** Preventative Solutions and Targeted Adjustments
- Emphasis on an **Accessible, Efficient,** and **Systematic** Process
- **Senior Executive Leadership** and Data-Driven Insights



CHAOS SEEN IN MOST ORGANISATIONS

HOW WE DELIVER A SEAMLESS SOLUTION



CRITICAL SUCCESS FACTORS

▪ 10 Principles of Good WPA Design

1. Senior Disability Champion / Process owner
2. Case management experts at front of process
3. Centralised budget control
4. Pan disability assessment
5. End to end one-stop-service
6. Single point of contact
7. Detailed management information
8. One clear referral process
9. Pre-agreed Catalogue
10. Governance and control

WHAT ARE THE BENEFITS?

- **Data-Backed Results:**
 - ✓ Reduction in Absenteeism
 - ✓ Increased Productivity
 - ✓ Savings in Recruitment
 - ✓ Improved Management Relationships
 - ✓ Increased Happiness in the Workplace

reduction
in condition
related
absence

76%

89%
report significant
improvement to
relationship with
their line manager

100%
of Line Managers recommend
every company has this service

93%
report significant
improvement to
their happiness in
the workplace

93%
report significant
improvement to
productivity and
efficiency.

94%
report significant
improvement to focus
and concentration

WHAT ARE THE SOLUTIONS?

- Addressing **Neurodiverse Conditions** and **Dismantling Barriers**
- **Intersectionality Awareness**, Particularly Regarding Women
- Analysis of **Women Seeking Support**
- Need for a **Multifaceted Approach**:
 - Targeted Adjustments
 - Intersectionality Awareness
 - Barrier Dismantling

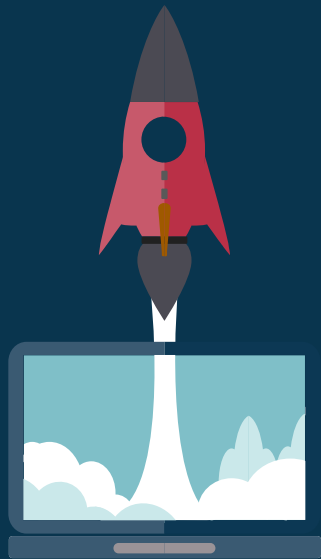


THE POSITIVE OUTCOMES

- **Fostering A Robust Workplace Culture:**
 - Open Dialogue and Disclosure
 - Necessary Support Provision
 - Inclusivity
 - Pathways to Enhanced Employee Retention
 - Diverse Talent Pool
 - A Resilient NHS Workforce



BUSINESS INCENTIVES & ROI



- Significant Cost / Time savings
- It's an investment not spend
- For every £1 = £2 return
- Protected Reputation
- Legal Compliance



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THANK YOU