

Needs Assessment Report

Personal Details

Customer Name - [REDACTED]

Customer URN - [REDACTED]

Employment Details

Job Title -

[REDACTED]

This section names and summarises the job. The person is full time (35+ hours) in an executive/leadership office-based role. They have been in the role for more than one year.

Place of Assessment

Remote Assessment

Assessment of needs

Employer Section - [REDACTED] *This section lists the main components of this role* [REDACTED]

[REDACTED]

[REDACTED] spends most of their day office based sat at their desk.

Duties include:

- Computer work
- Attending meetings
- Content creation
- Project work
- Note writing
- External liaison

Background Information

Disability description

██████████ was diagnosed with ADHD last year. Their difficulties surround concentration and distractibility. ██████████ can find it difficult to focus for long periods, and can experience restlessness and fidgeting. ██████████ can become easily distracted by their environment, which can be disruptive to their work flow.

██████████ also has short-term and working memory difficulties and can be forgetful. Multi-tasking can be difficult, therefore tasks such as note-taking present a barrier. ██████████ explained that another large concern is organisation.

██████████ feels they are generally disorganised and can struggle with time management. ██████████ employs many of their own strategies to try and manage these barriers, but feels they are not always effective.

All of these difficulties can, at times, affect ██████████'s self-esteem and cause anxiety. They worry about their performance, despite their employers assuring them that they are happy. ██████████ appears to put too much pressure on themselves, which can lead to feelings of burn-out and fatigue.

Work Environment

██████████ works from home, and is only going into the office approximately once per month at present. ██████████ has been provided with a Surface Pro laptop, but finds it is too small for them to work from, so therefore is currently using their own personal computer. ██████████ uses Microsoft Office and bespoke systems on a daily basis. ██████████ works from their dining table, seated on a dining chair.

Additional information

Please be aware the below recommendations are simply a guide to achieve an optimal level of support for ██████████.

Barriers & Recommendations

Barrier: Awareness

██████████ explained that their colleagues and co-workers have been eager to learn more about ADHD and would like to assist where possible. Those who do not identify with the difficulties seen may not understand struggles in the workplace, or the routines and coping mechanisms utilised to manage them. If ██████████'s colleagues/managers have a greater awareness and confidence in relation to the condition, as well as an awareness of strategies and reasonable adjustment solutions possible within the workplace, this session has the potential to minimise the stress and pressure they may experience at times as a result of feeling misunderstood or when a lot of pressure has been placed upon on ██████████. A session to discuss these topics in full, highlighting the signs and symptoms, the causes or risk factors, the potential workplace barriers as well as the strengths of those with the diagnosis and potential solutions to negate difficulties is recommended.

Recommendation:

Neurodiversity Disability Awareness Training (Virtual)

A session of **Neurodiversity Disability Awareness Training (Virtual)** is recommended for ██████████ and their colleagues/managers. This session is aimed at raising department wide awareness and confidence surrounding ██████████'s conditions, and correcting any pre-conceived notions and fixing any misunderstandings in ██████████'s peers. It will also enlighten attendees around the topic of solutions to workplace barriers that may be able to be put in place. This training will help to boost awareness in the workplace, and increase the attendee's confidence in the support of people with disabilities. This training will help to minimise stressors on ██████████ and promote the creation of a supportive and positive working atmosphere.

Barrier: Information Processing

██████████ is required to complete documents and various reports on the PC, as well as make hand-written notes during meetings and interactions; they state that they find this particularly challenging and takes a disproportionate amount of time. ██████████ reports they have difficulties transcribing a mentally composed sentence and therefore does not always have a clear structure to their sentences and paragraphs. ██████████ also experiences difficulties with spelling, grammar and punctuation when concentration is poor. ██████████ is required to work on projects and think creatively for their role. The workload is very varied and can be

complex, which can lead to a build up of plans and tasks. [REDACTED] can struggle to process information when they are feeling overwhelmed, which can affect their ability to structure work and projects.

Recommendations:

Dragon Professional Individual v15

2 x 2 hours of Technical Training for Dragon (Virtual)

Otter Pro

Neo Smart M1+ Recording Bundle

Ideamapper Pro

1 x 2 Hours of Training for Ideamapper Pro and Neo Smart M1+ Recording Bundle (Combined) (Virtual)

I suggest **Dragon Professional Individual v15** is provided. This speech recognition software will provide the freedom to write and control the computer with voice commands. With perfect spelling and audio feedback it will enable quick access to written work and easily enables professional, correctly spelled documents. In order to gain good results however, it is vital that training and independent practise is completed to improve the accuracy of recognition. This software may be installed on up to 3 computers should this be required.

I suggest that **2 x 2 hours of Technical Training for Dragon (Virtual)** are provided. This should cover using the software with work related material, developing a highquality voice profile and learning to correct mistakes.

I recommend that [REDACTED] is provided with **Otter Pro**. This software and mobile app will provide instant captioning for both in-person and online meetings, including Zoom and Microsoft Teams, which can then be stored for later access. This will be beneficial as it will provide [REDACTED] with the reassurance that they have not missed anything while trying to take detailed notes or minutes. [REDACTED] will then be able to go over the stored version of the transcript later on to review any information [REDACTED] may have missed, making them more efficient and organised in their work.

To further assist with note taking in meetings, I suggest [REDACTED] is provided with a **Neo Smart M1 + Recording Bundle** to use when attending meetings and making notes. This handy ergonomic smart pen allows the user to transfer written notes to the computer for editing. [REDACTED] will be able to use the pen during meetings and making physical notes, and whilst this is occurring the device will be observing their work and storing it. The RECO device included in the bundle will allow [REDACTED] to record audio alongside notetaking, which can be played back later on to help recall what was said when writing. When attached to a computer, the

pen will then transpose and transcribe their writing into word editable text. Without the replication of tasks and with their notes on the computer for editing and production, this will make them considerably more efficient in their written work.

I recommend [REDACTED] is provided with **Ideamapper Pro**. Ideamapper Pro is a software which will enable [REDACTED] to brainstorm ideas, structure thoughts and formulate written work in a more creative way for visual learners, as is often preferred by those with neurodivergent conditions. This product will also assist [REDACTED] with memory, prioritisation, and time management thus increasing efficiency in the workplace.

I suggest **1 x 2 Hours of Training for Ideamapper Pro and Neo Smart M1+ Recording Bundle (Combined) (Virtual)** is provided to ensure that [REDACTED] uses the software and equipment to their potential and practices, under observation, with work related material.

Barrier: Concentration, Memory and Organisation

[REDACTED] experiences difficulties with concentration. [REDACTED] reports they become easily distracted by their environment. [REDACTED] their concentration is reduced further when required to complete complex writing tasks as they find this more demanding. Due to the nature of their role, [REDACTED] is required to manage several tasks at one given time. [REDACTED] feels they are comfortable doing this until [REDACTED] is required to read or write something. [REDACTED] also experiences feelings of restlessness and fidgeting, and often finds themselves getting up from their desk to move or walk around, which can cause work delays and affect productivity.

[REDACTED] reports difficulties with short term memory and the retention of information. [REDACTED] is required to attend or chair various meetings regularly. [REDACTED] reports they have time to make notes in their meetings in order to be able to recall information at a later time, however, they experience difficulties processing information and making notes at the same time and can often miss important points. [REDACTED] also struggles with organisation; [REDACTED] can misplace things, forget about certain responsibilities and struggle to manage time effectively.

Recommendations:

Electric Height Adjustable Desk (1200mm x 600mm)

Wireless Noise Cancelling Headphones

6 x 2 hours of Coping Strategy Training Sessions (Virtual)

Monitor

It is recommended that [REDACTED] is provided with an **Electric Height Adjustable Desk (1200mm x 600mm)**. [REDACTED] will be able to raise and lower the computer desk to alternate between a sitting and standing position when [REDACTED] is feeling restless or fidgety. This will enable [REDACTED] to work for longer as they will no longer need to leave their work space as often to exert excess energy, making them more productive.

I suggest that [REDACTED] is provided with some **Wireless Noise Cancelling Headphones** to reduce distraction from noise at home and in the office. The noise cancelling headphones will reduce distraction for [REDACTED] and increase productivity. Wireless headphones will enable [REDACTED] to carry out movement when [REDACTED] is feeling restless while maintaining attention to any calls or meetings.

I suggest that [REDACTED] completes **6 x 2 hours of Coping Strategy Training Sessions (Virtual)** sessions. Strategy training is provided by a SpLD specialist tutor, experienced in working with adults in the workplace.

3 Sessions could focus on improving memory, concentration and organisation.

3 Sessions could focus on managing stress and anxiety, and building self-esteem.

I suggest [REDACTED]'s employers provide them with a **Monitor**. At present, [REDACTED] is not using the Surface Pro laptop [REDACTED] has been provided as it is too small for them to work from. [REDACTED] finds they can get confused and distracted when constantly switching between tabs and pages, disrupting work flow and causing frustration. As a result, [REDACTED] has been using their own personal computer as it is larger; however, this is not appropriate for work tasks. A simple solution would be for [REDACTED]'s employers to provide an additional monitor to be used alongside their Surface Pro, providing with a larger screen surface area to work from and improving work efficiency.

Barrier: Mental Health

Due to [REDACTED]'s diagnosis of ADHD, [REDACTED] can struggle to maintain their mental health, wellbeing and resilience. Having a condition such as this can cause difficulties in relation to stress and anxiety. A range of issues can be experienced regularly, and [REDACTED] can find that workplace stress can in fact exacerbate and contribute to these.

Recommendations:

Microbreak: Mind

It is therefore recommended that [REDACTED] is provided with **MicroBreak: Mind**. This is a workplace tool to help manage your mental health through activities, techniques and strategies designed to promote wellbeing, mindfulness and confidence. MicroBreak: Mind utilises psychotherapy-based solution building through regular timed exercises to refocus the user, and re-orientate their mental health. These short exercises are up to 2-minutes in length, and appear in a user-tailored plan, as the user has control over both the relevance of the topics and the time delay between prompts.

The prompts include a range of topics, and are based on the cognitive behavioural approach, and solution-focused resources, tackling areas at work such as stress and anxiety, guided meditation, grounding the self and expectations, confidence and efficiency, building resilience and managing goal planning.

Making use of a prompted work-based preventative tool, would allow [REDACTED] to manage their own difficulties, with anonymity, and autonomy at work. Being able to adjust the scripts displayed, to the tools and guides which will be most beneficial, will greatly support [REDACTED]. These micro-meditations and scripts will help to manage and evaluate work stressors and impacts, ensuring minimal effect on [REDACTED] and their condition. [REDACTED]'s mental health needs would benefit from the promotion of positive health behaviours, which in turn would aid in the formation of a positive holistic working environment and working method boosting productivity, efficiency and confidence at work.

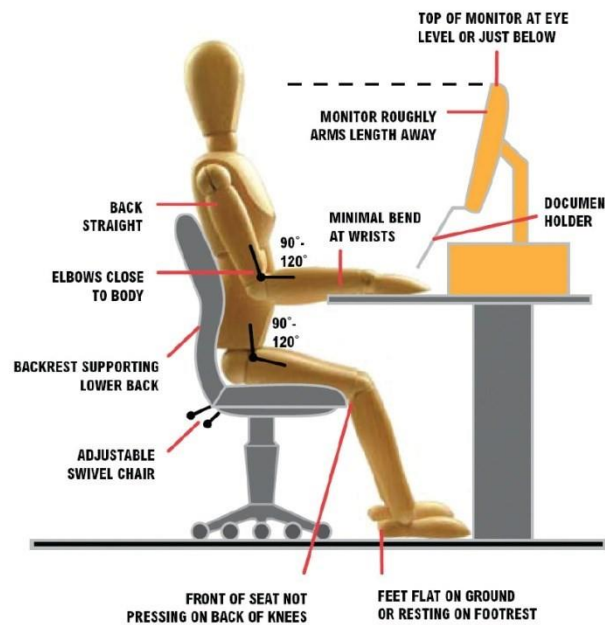
Additional information

[REDACTED] was advised that if their situation or condition changes or deteriorates that they should make a further application to Access to Work to explore their options.

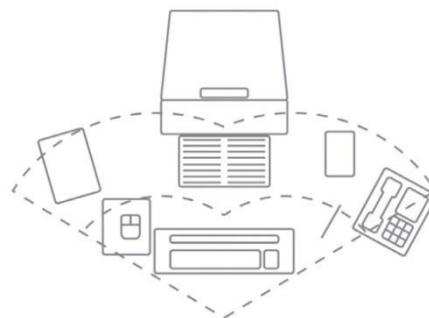
General Advice and Guidance

This advice demonstrates 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 work station should have their eyes in line with the top of their 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:



Access to Work Advisor Details

Advisor name - [REDACTED]

Access to Work Holistic Assessment Assessor Details

Assessment Date – [REDACTED] / [REDACTED] / 2022

Assessor Name – [REDACTED]

Quotes & Suppliers

Product/Service Name	Product/Service Code/ID	
Neurodiversity Disability Awareness Training (Virtual)		
Supplier details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (excluding VAT)	£ 600.00
	Delivery	£ 0.00 (no delivery charge)
Quotation number:	TOTAL COST (inc VAT & Delivery)	£ 720.00
Supplier details: Personal Best Life Coaching Tel: 0203 637 4259 Web: www.pblc.co.uk	Cost (excluding VAT)	£ 650.00
	Delivery	£ 0.00 (no delivery charge)
Quotation number:	TOTAL COST (inc VAT & Delivery)	£ 780.00
Supplier details: Genius Within Tel: 01273 890502 Web: www.geniuswithin.org	Cost (excluding VAT)	£ 695.00
	Delivery	£ 0.00 (no delivery charge)
Quotation number:	TOTAL COST (inc VAT & Delivery)	£ 834.00

Product/Service Name	Product/Service Code/ID	
Dragon Professional v15		
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (exc VAT)	£ 345.00
	Delivery	£ 10.00
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 426.00

Product/Service Name	Product/Service Code/ID	
2 x 2 hours of Technical Training for Dragon (Virtual)		
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (excluding VAT)	£ 490.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 588.00
Supplier Details: Personal Best Life Coaching Tel: 0203 637 4259 Web: www.pblc.co.uk	Cost (excluding VAT)	£ 500.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 600.00
Supplier Details: Lexxic Tel: 0845 643 2754 Web: www.lexxic.com	Cost (excluding VAT)	£ 678.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 813.60

Product/Service Name	Product/Service Code/ID	
Otter Pro		
Supplier Details: Otter Web: www.otter.ai/purchase/individual	Cost (excluding VAT)	£ 121.67
	Delivery	£ 0.00 (no delivery charge)
Quote ref number: <i>*Price quoted is for 2 years' worth of subscription</i>	TOTAL COST (inc VAT & Delivery)	£ 146.00

Product/Service Name	Product/Service Code/ID	
Neo Smart M1+ Recording Bundle	M1RecordBund	
Supplier Details: Dyslexic.com Tel: 01223 420101 Web: https://www.dyslexic.com/	Cost (exc VAT)	£ 192.00
	Delivery	£ Included
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 230.40

Product/Service Name	Product/Service Code/ID	
Ideamapper Pro	*3 year license	
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (excluding VAT)	£ 290.83
	Delivery	0.00 (no £ delivery charge)
Quote ref number:	TOTAL COST (Inc VAT and Delivery)	£ 349.00

Product/Service Name	Product/Service Code/ID	
1 x 2 hours of Technical Training for IdeaMapper Pro and Neo Smart M1+ Recording Bundle (Combined)(Virtual)		
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (excluding VAT)	£ 245.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 294.00

Product/Service Name	Product/Service Code/ID	
Electric Height Adjustable Desk (1200mm x 600mm)		
Supplier Details: Back Care Solutions Tel: 0845 074 0600 Email: office@backcs.co.uk	Cost (exc VAT)	£ 401.00
	Delivery	£ 15.00
Quote ref number: 1062120	TOTAL COST (inc VAT & Delivery)	£ 499.20

Product/Service Name	Product/Service Code/ID	
PHILIPS TAH6506BK Wireless NoiseCancelling Headphones	342836	
Supplier Details: Currys Web: www.currys.co.uk	Cost (excluding VAT)	£ 74.99
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 89.99

Product/Service Name	Product/Service Code/ID	
6 x 2 hours of Coping Strategy Training Sessions (Virtual)		
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (excluding VAT)	£ 1470.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 1764.00
Supplier Details: PBLC Ltd www.pblic.co.uk Tel. 0203 637 4259	Cost (excluding VAT)	£ 1500.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 1800.00
Supplier Details: Lexxic Tel: 0845 643 2754 Web: www.lexxic.com	Cost (excluding VAT)	£ 1650.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT & Delivery)	£ 1980.00

Product/Service Name	Product/Service Code/ID	
Microbreak: Mind		
Supplier Details: Ability Smart www.abilitysmart.com 0126 892 3019	Cost (exc VAT)	£ 120.00
	Delivery	£ 0.00 (no delivery charge)
Quote ref number:	TOTAL COST (inc VAT)	£ 144.00

All Access to Work Assessors have a sound understanding of the breadth of health disability issues which may be experienced by Access to Work customers, and undertake all aspects of specialist Ergonomic, Technical and Sensory assessments.

Providers ensure that their Assessors are suitably qualified and experienced, enabling them to conduct a comprehensive holistic assessment of an individual's health issue/disability exploring a range of work related barriers, recommending support to address these barriers.

It should be noted by employers and customers that recommendations contained in this report are made on an advisory basis to Jobcentre plus. There is no guarantee that all or any of the suggested equipment/services will be accepted or eligible for Access to Work funding

All quotations within this report were correct at the time of writing. Please quote Access to work when ordering as discounted rates may have been applied. It is important that 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.

Our aim is to recommend the most suitable product to meet the customers' needs. In some instances, it is difficult to assess if a product is going to be suitable and it is therefore suggested that you check the supplier's returns policy before ordering. It is essential that any unsuitable products are returned within any trial periods to avoid any additional costs.

If you have any queries on the content of this report, please refer back to your Access to Work adviser.