



**Business  
Disability  
Forum**

**Building  
disability-smart  
organisations**

# The Great Big Workplace Adjustments Survey 2023

## Key statistics

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Our Members often ask us for 'quick reference' statistics. We have therefore collected the key statistics from The Great Big Workplace Adjustments Survey 2023 in this document. The figures are based on responses from 1,480 employees with disabilities and conditions, and 396 managers. For more details on the methodology we used to collect this data, please see full research report.

## Types of disabilities, being disabled and the adjustments people live and work with

### Self-describing as 'disabled'

- **43 per cent** said they would describe themselves as disabled.
- **27 per cent** said they would not describe themselves as disabled.
- **27 per cent** said describing themselves as disabled depends on the situation.

### The types of workplace adjustments employees have

- **47 per cent** work flexibly or with adjusted hours.
- **42 per cent** have time off to attend appointments related to their disability or condition.
- **42 per cent** use ergonomic equipment, such as supportive chairs or different computer and desk equipment.
- **24 per cent** use assistive IT technology, such as speech to text software or screen-readers.
- **18 per cent** have alterations to the immediate working environment, such as altered lighting, controlled temperatures, or being exempt from hot desking.
- **18 per cent** have adjusted duties and/or targets.
- **18 per cent** have additional or longer breaks.
- **13 per cent** have flexibility to make travelling to and in work easier, such as travelling at different times or getting taxis.
- **11 per cent** use accessible parking.
- **4 per cent** have alterations to the built environment, such as ramps, needing to use the lift, wide and clear access around buildings.
- **3 per cent** work from home some or all of the time as an adjustment.

### The 'everywhere adjustments' employees have

- **70 per cent** take medication every day.
- **52 per cent** are supported by a specialist medical team other than their GP and have to attend medical appointments routinely.
- **20 per cent** have a Blue Badge for accessible car parking.
- **12 per cent** use a wheelchair, scooter, or other mobility aid during their working day.
- **8 per cent** have a carer or personal support worker to help them at home.
- **3 per cent** have a guide, assistance or emotional support animal.

- **79 per cent** said their disability or condition fluctuates and they cannot predict how they will feel most days.

### Do employees have all the adjustments they need?

- **45 per cent** have adjustments and currently have everything they need.
- **35 per cent** have some adjustments and are still waiting to get everything they need.
- **9 per cent** do not have adjustments but they have requested them and are waiting for them to be put in place.
- **6 per cent** do not need workplace adjustments.
- **58 per cent** said getting what they needed was due to how assertive and confident they are at work to ask for what they need.
- **33 per cent** said whether they had raised a disability related issues, complaint, or grievance in their organisation influenced how fairly they are treated or how well supported they are.

### The difference adjustments make to disabled employees

Statement we asked survey respondents to rate their agreement with	Managers who agreed a lot with this statement	Employees who agreed a lot with this statement	Gap between manager and employees' views
Adjustments have helped employees progress their careers in their organisations	47 per cent	18 per cent	29 per cent
Employees enjoy their job more when they have the adjustments they need	66 per cent	38 per cent	28 per cent
Adjustments have helped employees be more productive in their job	75 per cent	48 per cent	27 per cent
If employees move to a different job in the organisation, they would be able to keep their adjustments	61 per cent	43 per cent	18 per cent
Employees need to tell their manager they have a disability or conditions before adjustments are made for them	26 per cent	37 per cent	11 per cent

## Confidence and knowledge of managers

### Having conversations about disabilities and adjustments

- **64 per cent** of managers are very confident to have a conversation with an employee who tells them they have a disability or condition.
- **45 per cent** of manager do not feel any nervousness about having disability and adjustments related conversations.
- **43 per cent** of managers are very confident in how and when to review employees' adjustments.
- **43 per cent** of managers are very confident about what their organisation's policy and procedure for making adjustments is.
- **42 per cent** of managers are very confident in managing the wider team's attitudes about employees who have a disability or work with adjustments.
- **37 per cent** of managers are very confident about how and when to talk to an employee about making adjustments when the employee does not mention it to them first.
- **27 per cent** of managers are very confident to recognise when someone may have a disability or condition.
- **25 per cent** of managers are very confident in knowing what disability-related language to use in different situations.

### Making adjustments

- **81 per cent** of managers said it is a lot easier to make adjustments when an employee tells them they have a disability or condition.
- **73 per cent** of managers said it is a lot easier to make adjustments when the employee knows what adjustments they need – but nearly 20 per cent said this only makes it a little easier.
- **74 per cent** of managers said it is a lot easier to make adjustments when they have a good working relationship with the employee.
- Just **19 per cent** of managers said it was very easy to make adjustments for employees in the organisation.

### How supported managers feel

- **49 per cent** of managers agree a lot that they know exactly what their employer means by the phrase "inclusion".
- **33 per cent** of managers agree a lot that the organisation gives them enough information and training about when they need make adjustments and how to do that.
- **25 per cent** of managers are clear about their employer's vocabulary around disability, adjustments, and inclusion and they know what they should be doing about it.

- **22 per cent** of managers agree a lot that policies, processes and what their employer wants them to do is communicated well and clearly to managers in their organisation.
- **20 per cent** agree a lot that they have enough time to manage their team and do their job.

## The impact of disability passports on workplace adjustments and removing barriers at work

- **36 per cent** of disabled employees said their organisations use passports.
- Experience of them is very mixed. Despite the purpose of the passport being to structure effective conversations between employees and their managers, only **11 per cent** of disabled employees who have a passport in place said they speak to their manager 'a lot more' or 'a bit more' about their disability or adjustments since having it in place.
- **62 per cent** of disabled employees do not have a passport in place at all.
- **22 per cent** of disabled employees have never had their adjustments reviewed.
- **20 per cent** are unsure if their adjustments have been reviewed.
- **17 per cent** of disabled employees have their adjustments reviewed less than once per year.

## Barriers that remain for employees after adjustments have been made

- **56 per cent** of disabled employees said there are still disability related barriers in the workplace after adjustments have been made.
- Only **37 per cent** of disabled employees feel their employer is genuine about removing all disability related barriers and making the workplace inclusive for disabled employees.
- Only **18 per cent** of disabled employees said their adjustments have removed all barriers in the workplace – **1 per cent less** than in 2019.

## Occupational health

### Employee's experiences

- **44 per cent** said the occupational health report was accessible and easy to understand.
- **37 per cent** said the occupational health process felt supportive.
- **33 per cent** said the format and location (including online platform) of the appointment or assessment was accessible for them.
- **32 per cent** felt they had enough information about what would happen at the occupational health appointment or assessment.

- **31 per cent** said the occupational health process help their employer put adjustments in place for them.
- **27 per cent** said occupational health helped their manager know how to support them.
- **22 per cent** said the occupational health process helped them understand or manage the impact of the disability or condition at work.

### Managers' experiences

- **36 per cent** of managers agree a lot that the occupational health process helped them make adjustments for employees.
- **36 per cent** of managers agree a lot that they understand the role of occupational health, including what occupational health does and does not do.
- **36 per cent** of managers agree a lot that they are confident to tell employees what will happen during their occupational health assessment and next steps.
- **33 per cent** of managers agree a lot that they knew how occupational health fits in with their organisations' workplace adjustments process.
- **27 per cent** of managers they agree a lot that they knew what to do after they had received their employee's occupational health report.
- **26 per cent** of managers agree a lot that the occupational health process was helpful.
- **25 per cent** of managers agree a lot that the occupational process helped them understand how to manage and support their employees.
- **14 per cent** of managers agree a lot that they were involved in their employee's occupational health assessment and was able to speak to the occupational health adviser as the employee's manager.

## The COVID-19 pandemic

### Employees' experiences

- **72 per cent** of disabled employees said it is easier to manage their conditions when working at home.
- **65 per cent** of disabled employees said they felt they performed better in their job when working from home.
- **56 per cent** of disabled employees have enjoyed their job and working life more since working from home.
- **52 per cent** of disabled employees said the pandemic was the first time they worked in the way they wanted to and that best suited them.
- **49 per cent** of disabled employees need additional or different adjustments during the pandemic, but only 18 per cent said their employer provided everything they need.
- **43 per cent** of disabled employees did not need anything different during the pandemic.

- **41 per cent** of disabled employees had to shield, isolate, or restrict contact with others during the pandemic because of their disability or condition.
- **28 per cent** of disabled employees have felt pressurised to return to the office or onsite working but don't want to.
- **14 per cent** of disabled employees are still shielding, isolating restricting contact with others.

### Managers' experiences

- **52 per cent** of managers said their employees needed different adjustment during the pandemic.
- **46 per cent** of managers agree a lot that employees generally still met their deadlines and target and were generally as productive as before the pandemic while working at home.
- **42 per cent** of manager agree a lot that employees could manage their disability or condition better while working at home.
- **35 per cent** of managers agree a lot that employees seemed to enjoy their job and working life more since working from home.

### Work-related stress and managing a disability at work

- **69 per cent** of disabled employees generally feel valued and supported by their line manager.
- **30 per cent** of disabled employees feel stressed at work most of the time, and **56 per cent** of disabled employees feel stressed at work some of the time.
- **29 per cent** of disabled employees are a carer or look after someone they know regularly for more than two hours a week.
- Only **19 per cent** of disabled employees said they have enough time to manage their conditions and do everything they need to do in their job.

### The inclusion and accessibility of employers' health and wellbeing initiatives

- **45 per cent** of disabled employees have used their employer's EAP.
- **44 per cent** of disabled employees who used their EAP felt it was accessible and inclusive to them.
- **32 per cent** of disabled employees said, in an average week, their mental wellbeing is generally good or very good.
- **15 per cent** of disabled employees said their employer had promoted health and wellbeing initiatives that were inaccessible to them because of their disability or conditions.

## Looking ahead: What disabled employees want in their current job and future career

### Job satisfaction of disabled employees

- **18 per cent** are very satisfied with their current work situation.
- **40 per cent** are satisfied with their current work situation.
- **24 per cent** are dissatisfied or very dissatisfied with their current work situation.

### What disabled employees want in their current job or future career

- **55 per cent** of disabled employees would like to or would consider decreasing their hours in their current job to help them get a good work-life balance while managing their disability or condition.
- **31 per cent** of disabled employees would like to or would consider decreasing the amount of responsibility (including management, deadlines, and targets) in their current job to help them get a good work-life balance while managing their condition.
- **62 per cent** would like to be promoted to a more senior role with higher pay in their current organisation within the next two years.
- **45 per cent** would like to get a more senior job with higher pay in a different organisation.
- **28 per cent** of disabled employees said they want to or are considering leaving their current employer because they don't feel they have been treated well.
- **23 per cent** of disabled employees want to or are considering leaving their current employer purely because it is time for a career change.



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