

KEY FINDINGS

CUSTOMERS WITH DISABILITY



of our participants believe their customer base includes people with disability. This shows no change from 2016.



More than half of these see customers with disability as being important to their business: **"All customers are important..... everyone should be treated the same."**



of our participants have not done anything in the past 12 months to make it easier for people with disability to do business with them. For almost half of these, there is a perception of not being asked to: **"We have received no specific requests."**



Less than one quarter of our participants plan to do something in the next 12 months for their customer with disability. Physical access to premises, support and technology are the key areas of focus.

EMPLOYEES WITH DISABILITY



of our participants see the inclusion of job applicants with disability as important to their business. This is 16% less than when it comes to their customers. Worryingly, many businesses see job applicants with disability as **"not appropriate for our work."**



of our respondents work in businesses that currently employ people with disability, while 48% don't and a further 22% are unsure.



of those that do employ people with disability have experienced clear benefits including strengthening workplace morale, improved skills set, greater customer satisfaction and improved productivity.



more than half of our participants see their attitude to employing skilled people with disability as positive.