



ToHealth

Workplace Adjustments and Neurodiversity Solutions

tohealthltd.co.uk

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Confidentiality statement

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Executive Summary

ToHealth, part of PAM Group, is delighted to have this opportunity to present an overview of our services.

We offer a high quality and cost-effective proposition made up of the following service lines:

Workplace Needs and Neurodiversity Solutions:

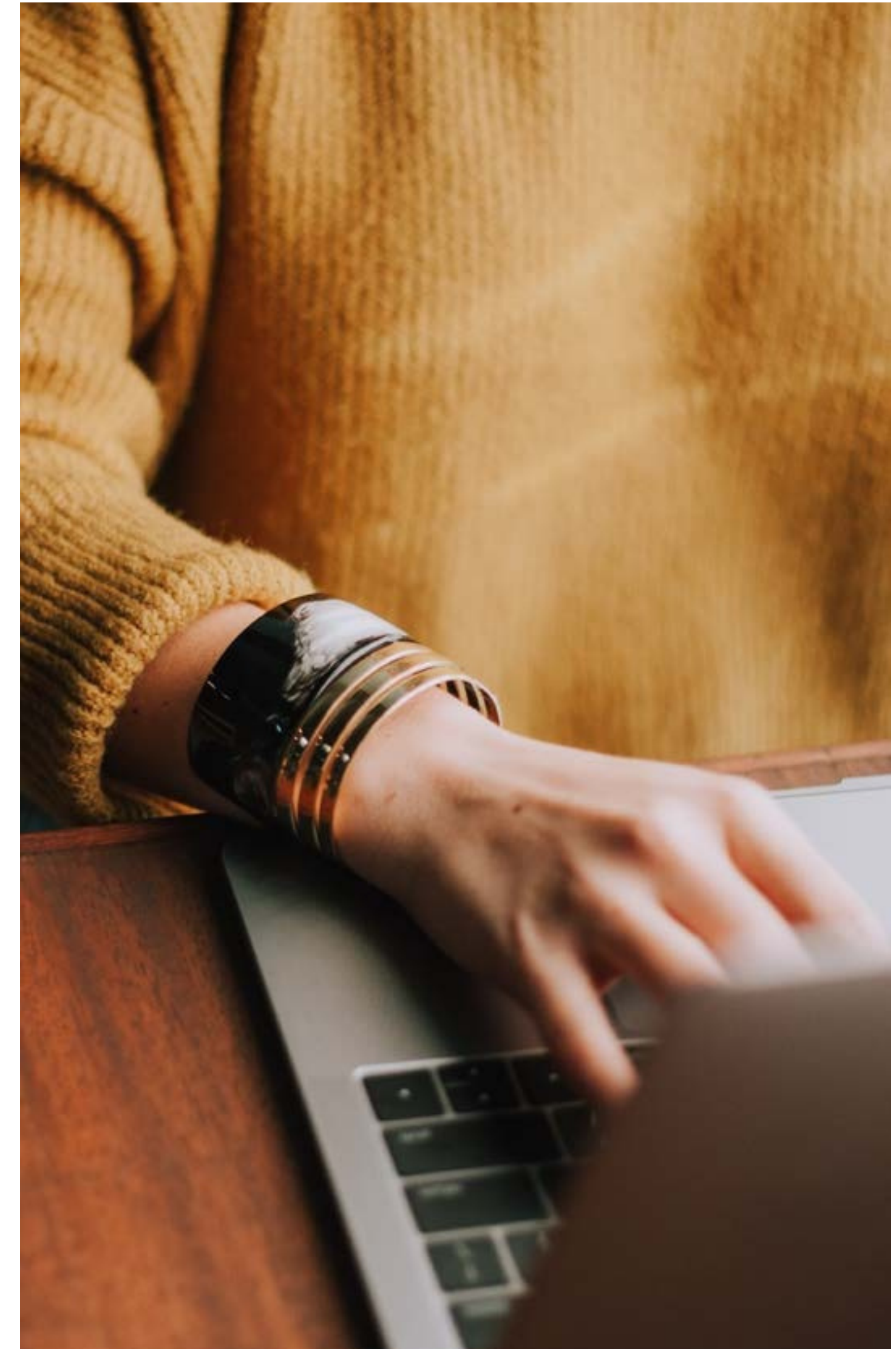
- Diagnostics and Screening
- Workplace Needs Assessments (including visual and hearing)
- Assistive Technology
- Assistive Technology Support
- E-Learning
- Ergonomic Assessments
- Ergonomic Equipment
- Coaching and Co-coaching
- Disability Awareness Training
- 1-2-1 Training
- Management Coaching
- End-to-end Funding Application
- Case Management (fully managed service)
- Business Advisory Service

Delivered by our multi-disciplinary, national team:

- Psychologists
- Qualified Needs assessors
- Qualified Trainers
- Qualified ergonomic Assessors
- Occupational Therapists
- Qualified Coaches
- Physiotherapists

Hidden and Physical Disabilities we support:

- ADHD
- Autism
- Dyspraxia
- Hearing Impairment
- Visual Impairment
- Working Memory
- Complex Physical Disability
- Dyscalculia
- Dyslexia



The story so far

PAM Group was formed in 2004 following an opportunity to supply Occupational Health services to a leading high street retailer, who we still supply to today. The business has grown organically at a consistent rate of 30% year on year. It boasts an impressive client portfolio including some of the UK's largest employers in both the private and public sectors.

In June 2021, the LDC, a leading mid-market private equity firm completed a minority investment in PAM Group, to further drive organic growth and support a series of new product launches.

The agile and dynamic nature of PAM's senior management team has given the business the freedom to continually evolve and innovate in response to the needs of our clients as well as the changing social landscape.

Our closeness to our Central Government and NHS clients in particular, who have firm and comprehensive commitments relating to health and wellbeing, has helped to accelerate our own goal of becoming the UK's leading preventative healthcare specialist, incorporating multiple fields of expertise. This has led to the development and growth of four distinct businesses:

Our Accreditations



Our Memberships



Our Awards



Enabling people to perform

ToHealth is passionate about ensuring your employees can work to the best of their abilities.

We provide a range of services to effectively meet your needs.



Introduction

Our complete end-to-end service includes diagnostics, assistive technology, ergonomics, consultancy workplace needs assessments and specialist assessments for hearing and visual impairments.

Our awareness training and coaching services educate employers and their workforce on the difficulties neurodiverse employees face with traditional methods of working. The advantages their approach and different way of thinking brings to an organisation is addressed and celebrated.

Workplace Adjustment and Neurodiversity Services:

- Diagnostics and Screening
- Workplace Needs Assessments (including visual and hearing)
- Assistive Technology
- Assistive Technology Support
- E-Learning
- Ergonomic Assessments
- Ergonomic Equipment
- Coaching and co-coaching
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Hidden Disabilities

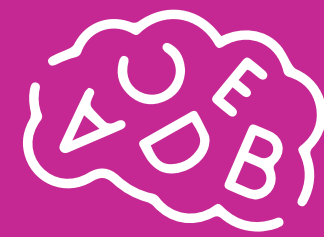
We are passionate about empowering your employees to work to the best of their abilities. Our solutions have been purposely designed to remove the barriers that neurodiverse employees face at work and provide strategies, solutions and support to aid their productivity. We promote better understanding of neurodiverse conditions and their impact on workplace performance, ensuring the strengths of those individuals are both recognised and celebrated.

Why should employers be taking steps to support neurodiversity in their workplace?

- Make the workplace more inclusive
- Comply with legal obligations
- Improve health and well-being across the organisation
- Make staff feel safe to disclose and seek support

Getting the right support at work can transform the life of an employee with a disability. With the correct training and equipment everyone can develop and achieve. Under the Equality Act (2010), employers and training providers have a duty to make reasonable adjustments for their employees, including apprentices. What this means is that positive steps need to be taken to reduce or remove the effects of an employee's disability so that they can do their job. Most people are neurotypical, meaning that the brain functions and processes information in the way society expects. It is however

Our services support the following hidden disabilities



Dyslexia

People with dyslexia can often be very good at creative thinking and problem solving, story-telling and verbal communication.

It is estimated that 10% of the UK population are dyslexic.



ADHD

People with ADHD can often be good at completing urgent, or physically demanding tasks, pushing on through set-backs and showing a passion for their work.

It is estimated that about 4% of the UK population have ADHD (Attention Deficit Hyperactivity Disorders)



Dyspraxia

People with dyspraxia often have good literacy skills and can be very good at creative, holistic, and strategic thinking.

It is estimated that up to 5% of the UK population have dyspraxia (also known as Developmental Coordination Disorder)



Autism

People on the autistic spectrum are often very thorough in their work, punctual and rule observant. Many autistic people develop special interests and can hold high levels of expertise in their given topic.

Autism (which includes Asperger Syndrome) - It is estimated that about 1-2% of the UK population are autistic

estimated that around 1 in 7 people (more than 15% of people in the UK) are neurodivergent. This means that the brain functions, learns and processes information differently.

Other forms of neurodivergence include Dyscalculia and Dysgraphia. Like other forms of neurodivergence, these bring strengths as well as difficulties.

Sensory Disabilities



For employees with hearing and visual impairments, the predominant issues and concerns are often related to the use of technology – this is of particular significance in a hybrid working environment.

We support those with hearing and visual impairments by empowering them to meet both operational demands and reach their full potential at work, within the regulations of the Health and Safety Executive (HSE) and in compliance with the legislative requirements of the Equality Act (2010).

Our services address problems associated with:

- Following verbal instructions Oral expression
- Painful eyes
- Blurred / double vision
- Persistent floaters
- Sensitivity to light
- Tinnitus
- Hearing loss
- Hearing aids

Musculoskeletal Challenges

8.4 million people of working age (16-64) reported that they were disabled in October-December 2020, which is 20% of the working age population. This is an increase of 327,000 from the year before. (4.4 million were in employment, an increase of 25,000 from a year previously)

The number of disabled people who are in employment has been increasing since 2013.

In November 2017, the government set out its 10 year plan on how it intends to get a million more disabled people into employment by 2027 in the Improving lives: the future of work, health and disability White Paper. The strategy is partly based on supporting disabled people and long-term health conditions to find work, but also to provide investment to support these people to stay in work.

Supporting individuals in the workplace for Musculoskeletal disorders which contributes to 40% of all sickness absence is a figure which cannot be ignored with the long term costing the UK economy around £100 billion.

Most work related Musculoskeletal disorders develop over time. They can be episodic or chronic in duration and can also result from injury sustained in a work-related accident. Additionally, they can progress from mild to severe disorders. These disorders are seldom life threatening but they impair the quality of life of a large proportion of the adult population. Around 63% of working age adults with an MSK condition are in work compared to 82% of people with no health condition.

20% of the working age population reported that they were disabled between October-December 2020.

Source: The Office for National Statistics.

MSK accounts for around 40% of all sickness absence in which many cases become long term costing the UK economy around £100 billion. These injuries may be caused by work related activities such as incorrect handling, or not having equipment in the workplace personally adjusted.

Most common are back, shoulder and knee.

Our clients receive a seamless managed service, scalable to meet their business goals and support the needs of their employees. This service is delivered professionally, in a timely manner and using experts in the field. Our approach is adaptable to ensure that your business requirements are met, while still complying with the requirements of law regarding “reasonable adjustments”. We partner with our clients to build employee trust and support for both management and the colleagues of those employees needing additional support. We offer a solution that will save money and instil confidence and productivity of your workforce.

We work with all other services offered by the client e.g. Wellbeing as we believe in a holistic approach to ensure the employee and management team have best outcome. Delivering an effective service means improved outcomes therefore, offering an management service which delivers solutions faster and the employee is guided and coached through the process as User Experience is paramount. We value feedback and take it seriously PAM Listen allows manager and employees to provide feedback on the delivery and quality of services delivered by us where high level data is shared to stakeholders.

Overview of services

Cognitive Diagnostic / Screening Assessments

There are many occasions when an employee may be struggling at work. Some examples include difficulty with organisation, structure, producing written work, time management, attention and memory but they may be unsure of why these difficulties occur for them.

ToHealth’s chartered psychologists who are registered with HCPC (The Health and Care Professional Council) and specially trained assessors, are able to carry out holistic diagnostic assessments to identify an individual’s difficulties and strengths to provide strategies and solutions to overcome their barriers.

Assessments carried out during the diagnostic process include:

- A detailed history
- Verbal and non-verbal abilities
- Processing speed
- Working memory
- Literacy and numeracy
- Assessments for Dyslexia, Dyspraxia, Dyscalculia and Dysgraphia
- Screening for ADHD and Autistic Spectrum

Depending on the complexity of the individual’s difficulties, the diagnostic assessment highlights specific areas and traits associated with the disabilities that are manifesting. We consider the impact that these difficulties have on certain tasks undertaken by the employee in their approach to work and performance.

Only 17% of disabled people were born with their impairment.

Source: Papworth Trust



Neurodiverse Managed Service

ToHealth provides a seamless end-to-end managed service, this includes from time of referral:

- Workplace Needs Assessment
- Implementation of strategies and solutions
- Assistance with application and implementation of Access to Work funding

Access to Work funding

Access to Work is a publicly funded employment support programme, provided by Department for Works and Pensions (DWP), which aims to assist more people with disabilities to start or stay in work. DWP manage the applications which can provide practical and financial support if the individuals have a disability or long term physical or mental health condition. The grant can pay for assistive equipment, coaching, adaptations to the office environment and even disability training for colleagues.



Workplace Needs Assessments

The purpose of a workplace needs assessment is to record the employee's history and any previous support they have been given. By taking time to explore the requirements of their job role as detailed in their job description, barriers to fulfilling their role can be identified and recommendations for reasonable adjustments made to help alleviate these.

Neurodiversity Needs Assessment

Within this assessment the strengths and barriers of an individual will be clearly noted, along with strategies currently in place. A detailed breakdown of particular areas such as reading/writing skills along with organisation, time management, concentration and memory will be provided. This allows the assessor to determine the best support mechanism to recommend such as assistive technology, training and coaching to meet the individual's barriers in their workplace.

Neurodiverse conditions covered:

- ADHD
- Autism
- Dyslexia
- Dyspraxia
- Dyscalculia
- Dysgraphia

Visual Impairment Assessment

The predominant issue for employees with disorders, conditions or concerns related to visual impairments is the use of technology. Assistive Technology is the most economical and exceptional method of permitting your employee to work independently in their role.

ToHealth Assessors are educated, experienced and skilled in recognising specific requirements, able to recommend specific enablement technology and the complimentary accessories which enable an individual to meet operational demands and realise their full potential at work, within the regulations of the Health and Safety Executive (HSE) and in compliance with the legislative requirements of the Equality Act (2010).

This Service is suitable for those registered blind and employees with problems associated with:

- Painful eyes
- Blurred / double vision
- Persistent floaters
- Sensitivity to light

Additionally, we can provide the necessary assistive technology software and offer training on how it is used. This includes Jaws and Braille devices.



Hearing Impairment Assessment

Providing assistive solutions requires a tailored approach and our Hearing Impairment solution has been designed to support individuals overcome their barriers and achieve positive change. Our comprehensive assessments are delivered by a team of hearing impairment specialists who act on behalf of needs assessment centres throughout the UK. Appropriate equipment recommendations are made and training on how to use equipment is provided.

Importantly, as part of our offering, ToHealth can include Lip-reading and BSL assessors when needed.

Assistive Technology

We offer a vast and unrestricted amount of assistive technology products, from specialist software developed to support specific needs to hardware that is designed to remove difficulties or restrictions the user may have.

A few typical examples are:

Text-to-Speech software

With literacy support can assist a dyslexic user with reading and writing, functions such as read aloud – speaks the text while the user is reading the text and thus increases retention with visual and audio reading, screen masking allows the user to colour the screen assisting with reading visually.

Mind Mapping software

This can help organise a user's workload into manageable organised visual formats, many people will struggle with day-to-day work and gaining a visual layout and order of the workload can enable them to cope and visually organise their work.

Handwriting and audio capture digital pens

These are used by people who attend meetings but may struggle taking in the information and often have illegible notes. The pen will record a meeting's audio and capture the note taker's handwriting. The user can then convert the handwriting into text, they can also listen back to the audio at each part of the writing, so they can improve their notes and complete their required actions from the meetings.

Speech to Text software

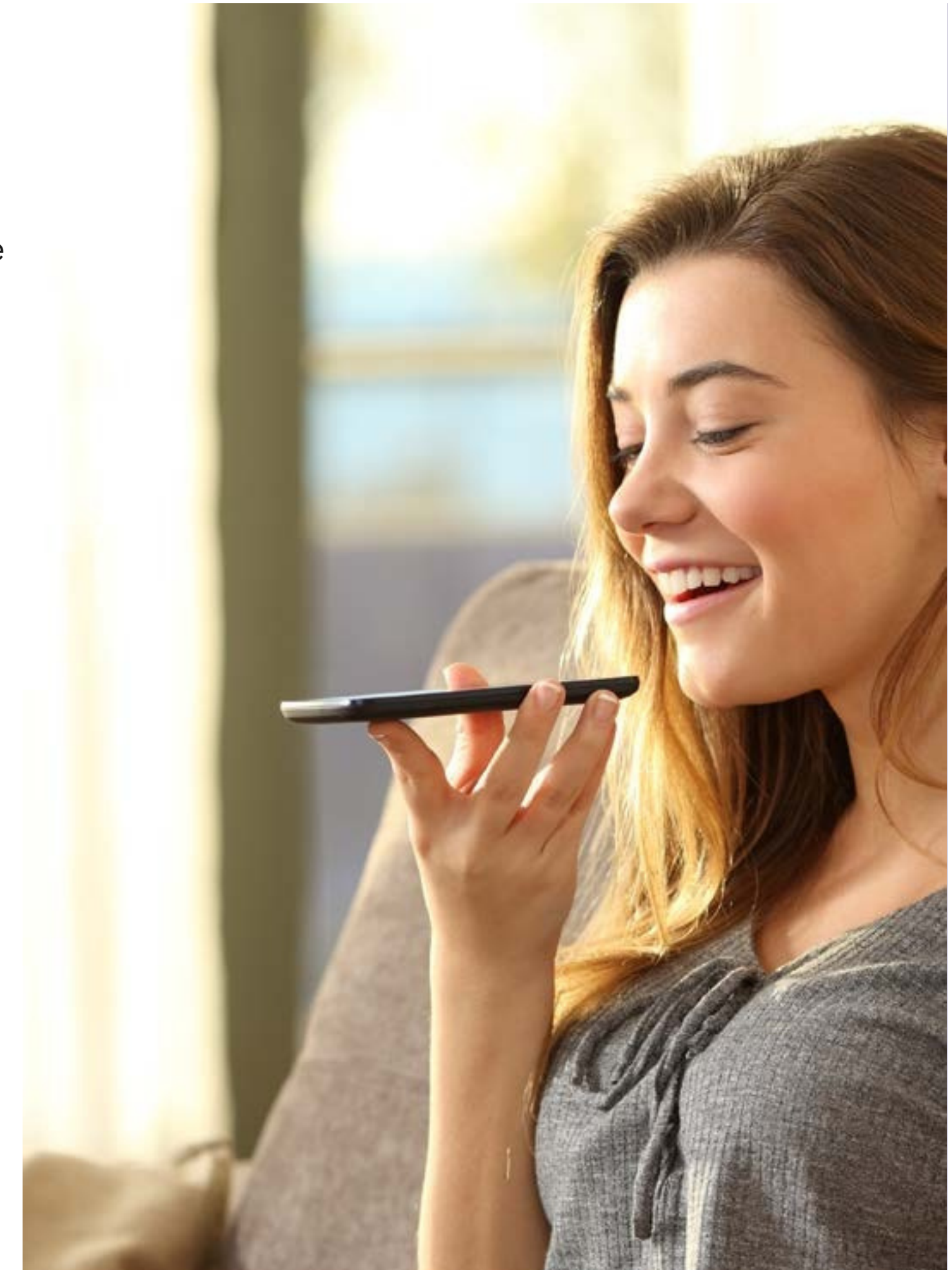
Writes the words people say via a headset. Also, you are able to record their voice notes on a digital recorder and then transfer the audio which is then transcribed to text. The pro version of the software also allows scripting to assist with compatible back office software and reduce writing with auto fill pre scripted text. This software reduces the jumbled-up writing of a dyslexic person.

Visual Impairment Software/Hardware

These devices and software can read and describe documents, emails and web pages. It can scan and read (OCR) paper documents or inaccessible PDFs and can boost magnification, announce punctuation, replace difficult colours, increase verbosity, hear webpages and turn on braille. Text and images can be magnified from 1.2 all the way up to 64 times.

Hearing impairment Software

Microphone transmitters offer an ideal solution in situations where background noise is prevalent. They can automatically adjust to suit the environment, based on acoustic scene analysis and its orientation.





Assistive Technology training

All delivered training and coaching will be tailored to the employee's individual needs. A detailed report will be completed by an assessor and sent to the employee. It will include any areas addressed during the assessment and detail all software, hardware, training and coaching recommendations. Where applicable, next steps will also be included.

We offer an online eLearning site where employees will find courses on the technology that we provide. These can be used as a backup to face-to-face training to further support those employees who have memory retention difficulties.

All of our training is guided by Individual Learning Plans. These are created and stored on our e-learning platform and enable each session and programme to be individualised.

We only use fully accredited, DBS checked trainers. They are experienced in meeting individual learning needs, physical requirements, and are able to adapt to suit specific learning styles to provide inclusive training. We encourage CPD development in all of our training staff, including product update training, refresher courses and personal development in specialised areas. Trainees will be provided with tailored learning plans and training notes to ensure they feel fully supported and comfortable with their new assistive technology and equipment. When training is complete, aftercare is provided through email support should a trainee have additional questions.

E-learning Platform - Diplomat

Our E-learning platform is compatible with major learning management systems (LMS) allowing “plug and play” compatibility for our clients.

User-friendly experience

Diplomat provides the option to define the user view according to individual or organisational requirements. For example, courses with large format text for visually-impaired users or integrated screen readers for individuals with dyslexia.

Client-driven solutions

Diplomat allows a more solutions-driven focus for both Disabled Students’ Allowance (DSA) and Access to Work (AtW) revenue streams. It allows us to create bespoke courses for organisations to feel like they own the content and combine packages of courses according to client needs.

Reporting and tracking

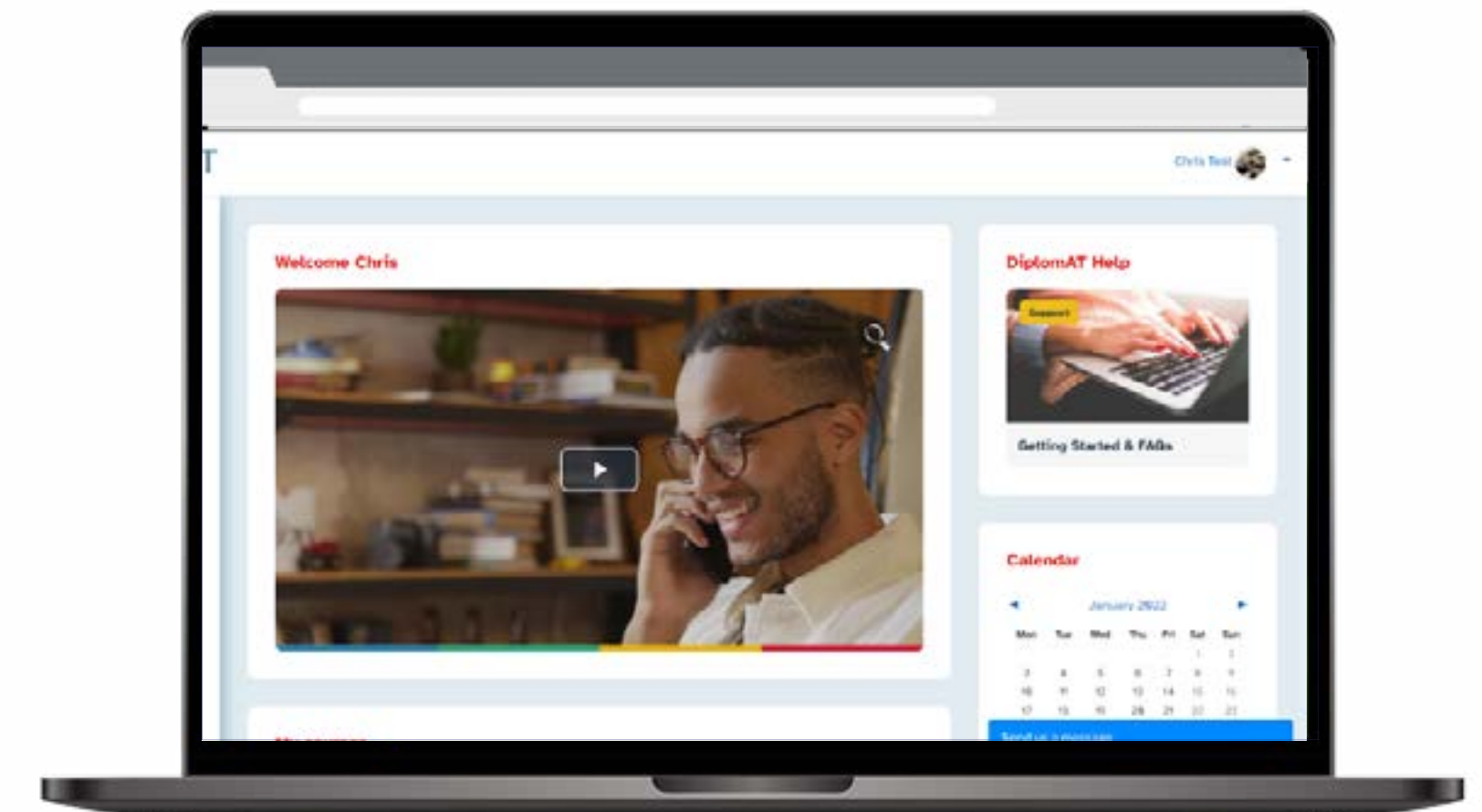
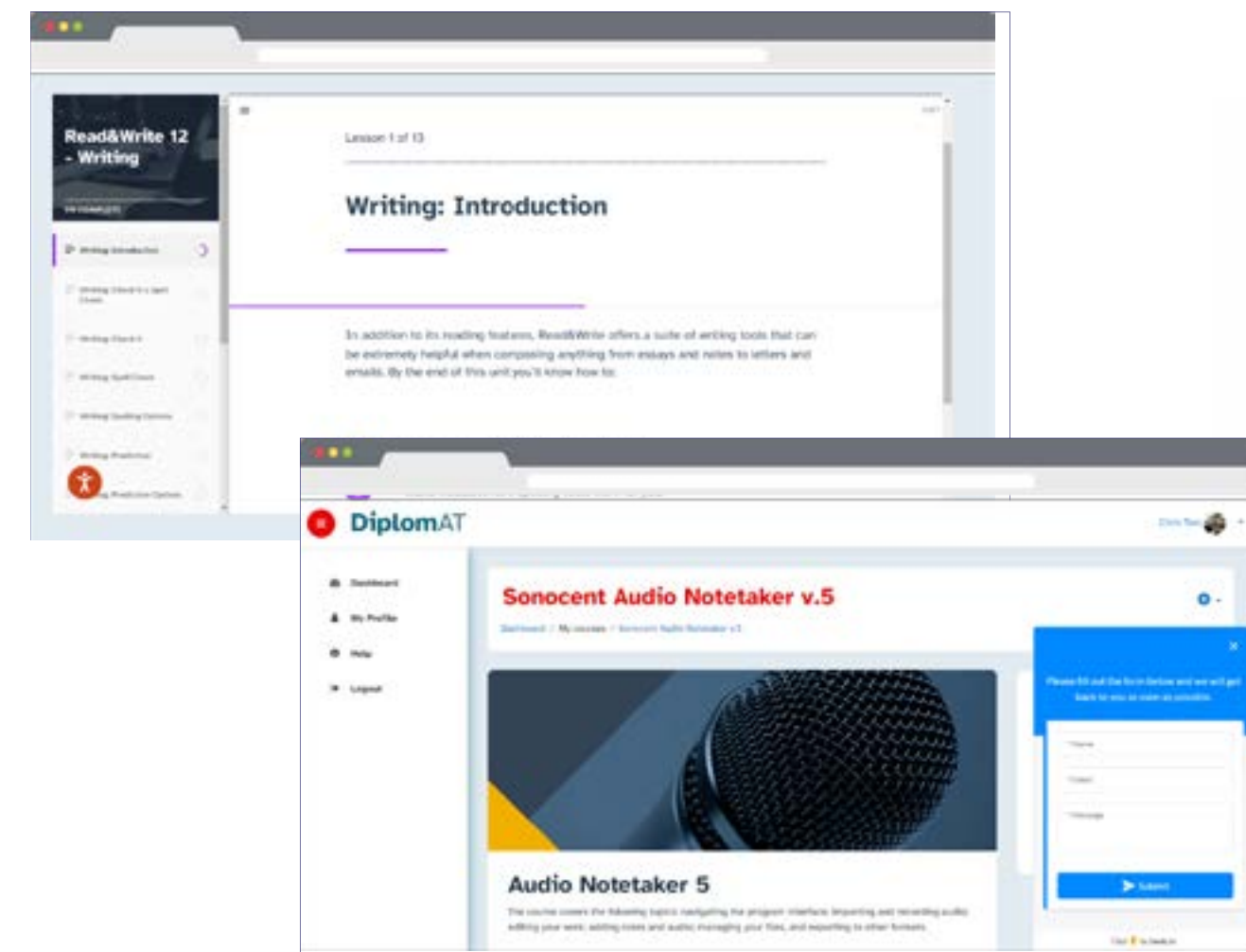
Organisations can manage and track individual user progress to monitor milestone achievement and progress.

Accredited learning

The name Diplomat combines DIPLOMA and AT (assistive technology). It is intended as a home for certificated AT learning and the majority of courses are CPD certified. We also offer SQA-certified and City and Guilds - certified courses.

Familiarity

The Moodle platform is used by the majority of higher education and further education institutions in Scotland. No learning curve.



Ergonomic Solution

The impact of pain affects an individual in a variety of ways. Adopting poor ergonomic practices as a result of this pain can play a leading role in the worsening of musculoskeletal issues.

Our Ergonomic Assessments are carried out by highly trained staff who place the individual at the centre of the process.

Step 1: Ergonomic Referral

Once we receive a request for an Ergonomic Assessment, we will contact you within 24 hours to arrange a mutual date to do a remote or face to face assessment.

Step 2: Onsite/ Remote Assessment

At the start of the assessment, we will explain the process of the assessment to the employee, so they know what to expect. The assessment is carried out in a professional, sensitive, and courteous manner with considerations around how the employee's current condition/ symptoms impact on their work both physically and cognitively. During the assessment we will take photographs of the current set-up and measure the available workspace. Other considerations will be measuring workstation height, chair measurements whilst seated, and 4 points of contact ergonomics including eyes to the source; hands to input devices; feet to the floor; and the body to the chair. We will demonstrate a variety of chairs, desks, mice, keyboards, laptop riser's that are suitable to the employees current individual requirements with hybrid working

solutions if required and adhering to the original referral request. We will also provide practical advice on good working posture to help with their current setup. At the end of the Assessment, we will explain what happens next, so that the employee is kept informed.

Step 3: Report and Quote

We provide a comprehensive ergonomic report, including background information, images, ergonomic findings, what equipment has been demonstrated, summary and recommendations relevant to the employee's individual requirements. The report and quote will be returned promptly in a secure format after the Ergonomic Assessment has been completed.

Step 4: Order

Once we have received a purchase order we will keep you informed every step of the way until delivery.

Step 5: Delivery, Setup and Familiarisation

After arranging a mutual delivery date, onsite our highly trained engineer will set-up the current equipment and test it placing the comfort and safety of the employee at the forefront. All equipment including chairs will be setup to suit individual needs and our engineer will provide instructions on how to adjust the chair including additional ergonomic advice. Our engineer will not leave until a full setup and familiarisation is complete.

Customer Aftercare

We are always available after the equipment has been delivered to answer any additional queries from our customers via phone or email.



With musculoskeletal disorders/injury accounting for between 20% and 40% of sickness absence, effective intervention is key. ToHealth's ergonomic solution encourages increased productivity, higher attendance levels and overall support of individual health thereby contributing towards a more productive and comfortable environment.

Provision of equipment

- We supply a variety of ergonomic equipment not limited to specific brands.
- We follow a client centred approach to ensure effective communication between assessor and client, resulting in a considered assessment of needs with the correct recommendations offered.
- Initial-scoring of baseline levels of discomfort are taken to enable effective monitoring of any implemented solutions.
- Post-scoring at 4 weeks post-implementation is conducted to ensure all solutions are meeting the expected needs of an individual.
- Delivery, setup and training is given on recommended equipment to ensure the client is confident in using their ergonomic solution and making adjustments according to their postural needs.
- An ethical approach is followed whereby our staff make certain the recommendations are fit for purpose and serve the ergonomic needs of the client.
- Supportive after-care is provided including a detailed handout of useful equipment information and contact details for a client to reference as needed.
- There is continuity of service through ongoing awareness of the latest CPD developments within Ergonomics and Human Factors.
- There are no 3rd party delays with access to an in-house access to a central warehouse and distribution centre.



Coaching and Co-coaching

We offer a range of coaching to assist your employee in ways to cope with their disability within the working environment, from how to organise and prioritise their workload through to coping with the pressures of a deadline. Coaching sessions can take place in person, over the telephone or via video-conferencing.

Examples of the coaching we provide include:

- **Coping strategy** coaching
- **Co-coaching** for Employee and Manager
- Incorporating **assistive technology** into day-to-day work requirements
- **Techniques** and **strategies** to help with day to day tasks specific to the job role

Coaching sessions

Coaching sessions can run for 60, 120 or 180 minutes or can be taken at different times with you and your employee to find out what will work best based on requirements.



60 Mins



120 Mins



180 Mins



Disability Awareness training

Our bespoke awareness training enables the employee, their manager and your organisation as a whole to understand how neurodiverse conditions affect ways of working and some of the strategies and solutions that have been found to help.

Our disability awareness training enables employers and your wider workforce to understand these conditions and some of the key traits. Highlighting the strengths someone with a neurodiverse condition can bring to the workplace as well as an understanding of how small changes in practices can lead to more efficient ways of working.

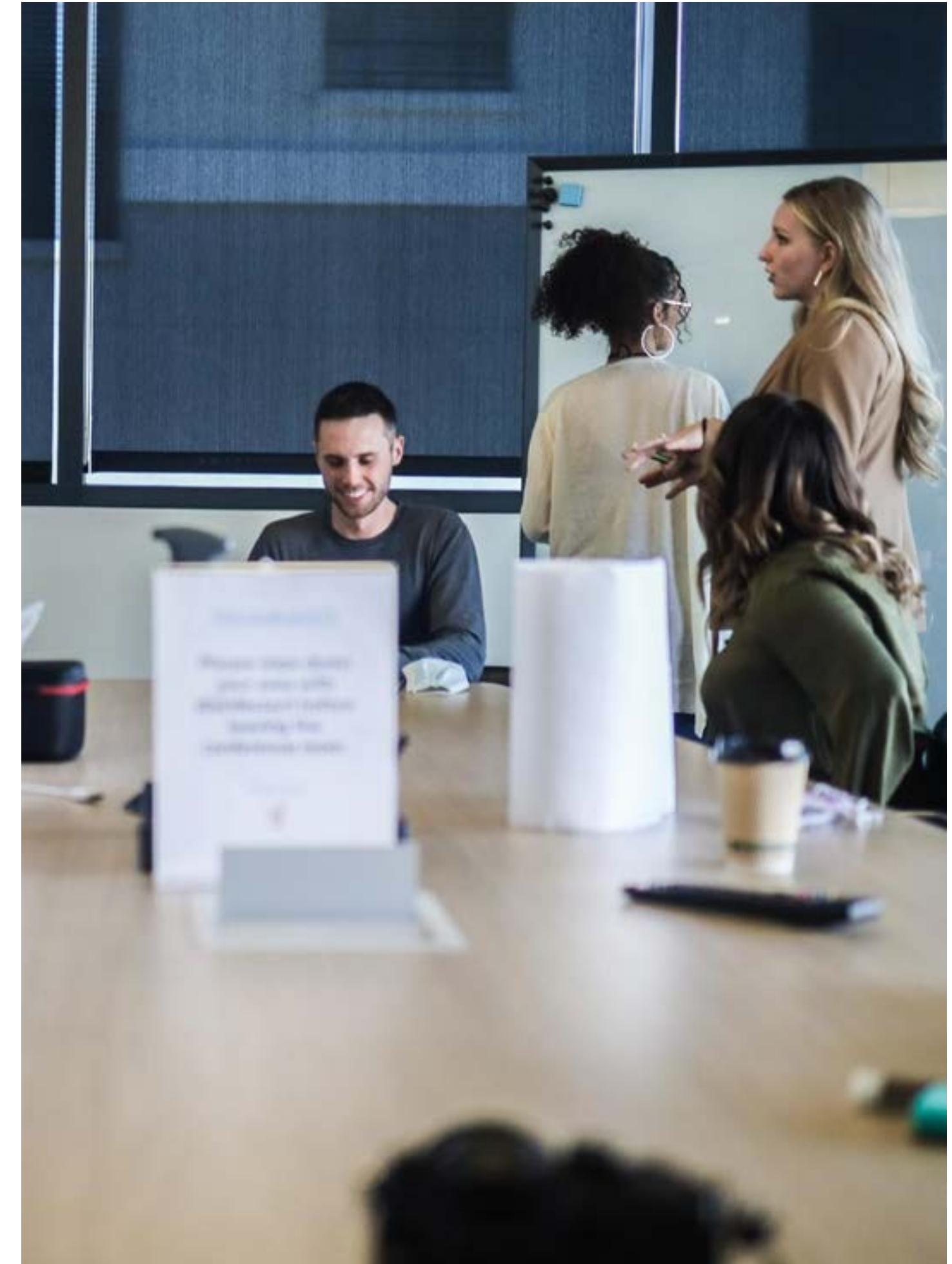
Our awareness training, can either be delivered face-to-face or via video-conferencing to an individual or group and can be tailored to your specific needs.

Disability Impact Awareness Training

Our disability impact awareness training has been developed to support employees who have recently become disabled or have just been diagnosed with a disability. It delivers support and guidance to help employees cope with the impact of having a disability and how best to approach working life and embrace reasonable adjustments support put in place.

Training options

- Visual Impairment
- Hearing Impairment
- Autism
- Dyslexia
- Dyspraxia
- ADHD
- Complex physical disability
- Dyscalculia
- Working Memory
- Disability Impact Training
- Manager Disability Training
- Disability awareness training covering all disabilities in a more generalised awareness session



Business Advisory Service: Neuro-inclusivity at work

We provide a range of consultancy services to support our clients towards neuro-inclusive practice within their organisation. We offer consultancy and auditing services assessing impact and barriers providing guidance on how to make changes to your processes.

The Equality act of 2010 makes it against the law for employers to discriminate against an individual because of a disability.

This act covers:

- application forms
- interview arrangements
- aptitude or proficiency tests
- job offers
- terms of employment, including pay
- promotion, transfer and training opportunities
- dismissal or redundancy
- discipline and grievances

These services can cover:



Recruitment Practices

Reviewing application forms and recruitment processes, selection tests and assessment procedures.



Training and Development

Auditing and providing consultancy on your current training and development, succession planning, leadership development and people strategy through assessment of your current approach, format and structure.



Leadership Coaching

Offering bespoke and confidential coaching to neurodivergent leaders within your business.



The Built Environment Audit

We go beyond physical accessibility to assess cognitive accessibility within your workplace. Providing guidance on enabling a more user friendly office environment such as identifying aspects which may impact on sensory processing and providing recommendations for ways to enable a more inclusive work space.

MyPath – Fully managed Service

MyPath is our fully managed service supporting individuals with musculoskeletal challenges, physical and hidden disabilities and we offer an adaptable approach to meet your specific business needs whether that be a one off assessment, the supply of assistive technology or purely work placement needs assessments. All services are completed by our qualified and certified staff.

Solution

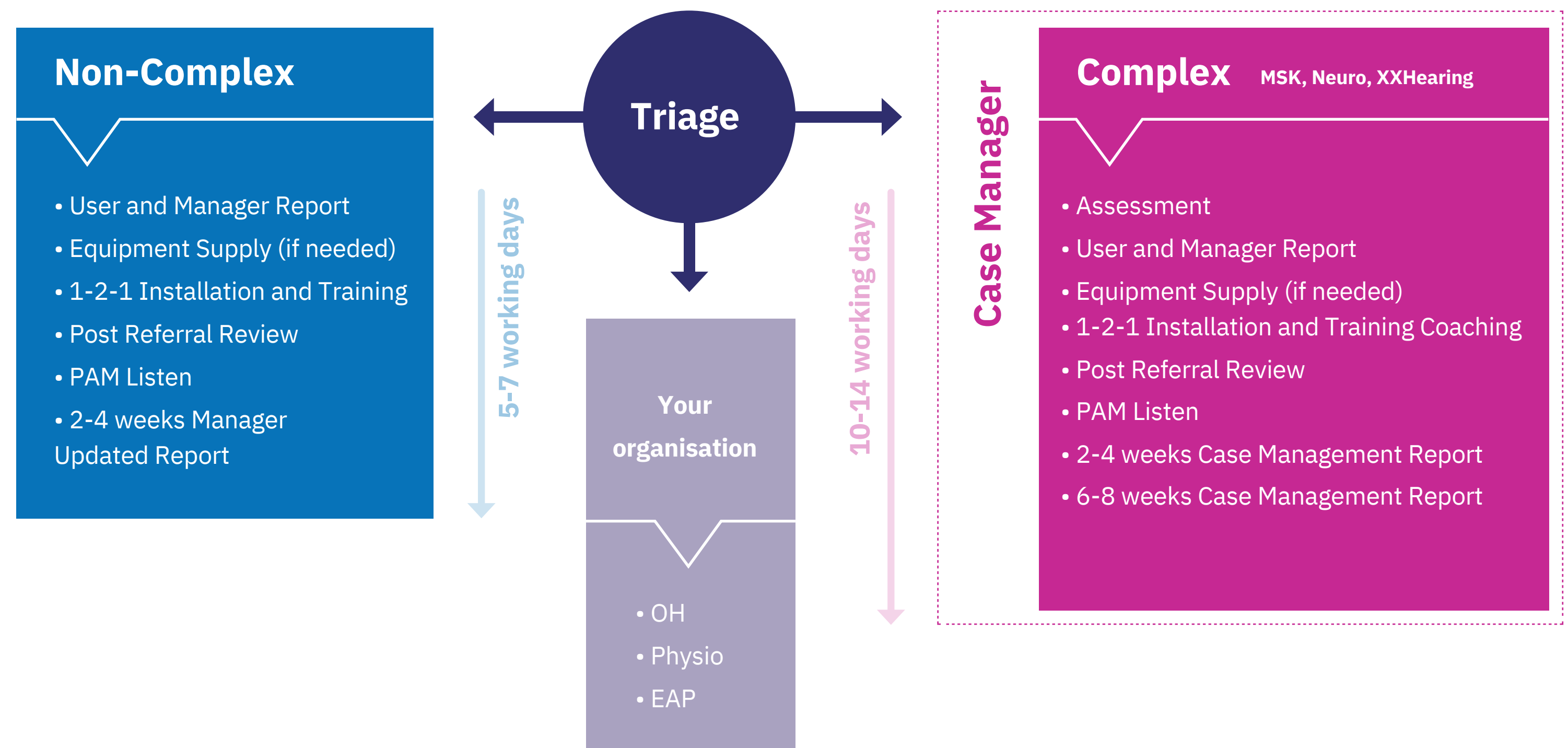
MyPath is a complete end to end workplace adjustments solution (can include DSE).

The solution is equipped to support individuals with musculoskeletal challenges within the workplace and individuals with physical and hidden disabilities.

The support and guidance provided will naturally:

- Reduce absence and presenteeism levels
- Increase employee confidence and productivity
- Improve relationships
- Measure progress and tracking success
- MyPath - 2 pathways triage and case management

What we do



How we deliver

MyPath Hub - Centralised

Account Management

Case Management Team

Technical Support

Client Services Helpline

The Team - National

- Psychologists
- Qualified Needs Assessors
- VI/Hearing Assessors
- Qualified Trainers
- Qualified Coaches
- Physiotherapists
- Qualified Ergonomic Assessors
- Occupational Therapist

Building a team of non-medical help

Our Services

- Workshops and Webinars
- Health and Wellbeing Strategies
- Health Promotion Days
- Health Coaching
- Resilience Training
- Health Assessments
- Corporate Blood Testing
- Digital cancer screening
- Virtual GPs and specialist solutions
- Epigenetics
- Diagnostics and Screening
- Workplace Needs Assessments
- Assistive Technology
- Assistive Technology Support
- Ergonomic Assessments
- Ergonomic Equipment
- Coaching and co-coaching
- Disability Awareness Training
- 1-2-1 Training
- Management Coaching
- End-to-end Funding Application
- Business Advisory Service

MYOHIO - Management Information

This integrated service is equipped to apply for Access to Work applications (after approval) on behalf of the business by working with the individual to maximize funding.



Access to Work can help you get or stay in work if you have a physical or mental health condition or disability. The support you get will depend on your needs.

Through Access to Work, you can apply for:

- a grant to help pay for practical support with your work
- advice about managing your mental health at work
- money to pay for communication support at job interviews

Why choose MyPath

Problems with Self Assessing

- Unnecessary referrals
- No ownership of process
- Lack of management understanding on impact of condition in the workplace
- Cost to business
- Reduced productivity
- No tracking on improvement
- Inconsistent product recommendation
- Unstable supply chain and increased product cost
- Frustrated employees with access to delivery of service
- Fractious work relationships

Our Solutions

- Fully managed solution
- Scalable
- One system with one point of access
- Qualified and expert team
- Knowledge of business and IT compatibility
- Compliance with legislation
- Fast track of assessment product supply
- Increased productivity and performance
- Improved absence rate
- Increased retention and engagement
- Employee Trust
- Business cost savings

Our services support all areas of the business where services are tailored to the employee and the colleagues working with an individual who has a hidden or physical disability and across a diverse range of work and training environments including: corporate, retail, commercial, care sector, construction, leisure and entertainment.

Areas where we can make a difference

We offer support for your employees who are studying for qualifications whether they be professional, vocational, apprenticeships and in-work training.

- Recruitment
- Apprenticeships
- Performance
- Awareness

Relationship management

ToHealth would be flexible in how we manage the strategic relationship with you. We have always been a great believer in providing local, personable and accessible services.

- Established account management team
- Nationwide coverage
- 18 Regional management teams
- One key point of contact



Case Study Neurodiversity

Sam Philips, a Police Officer, describes how Police Scotland helped him manage his dyslexia to achieve his dream of becoming a police officer.

Challenge

After failing to pass the entrance exam, Sam Phillips realised it was time to talk to his future employer, Police Scotland, about his dyslexia. “I knew I was dyslexic,” he explains, “As a lecturer at university noticed a disconnect between my understanding in class and what I was able to get down on the page. He asked me to get a test and it turned out I was dyslexic.

“You think of dyslexia as being about reading and writing but it also affects short-term memory. My lecture notes were awful, as couldn’t both write and remember what was being said,” explains Sam. “The diagnosis made a huge difference, resulting in me getting a recording device and software to check what I’d written. I was also given extra time in exams, since otherwise I’d still be reading the question when everyone else was already writing.”

Over time, Sam challenged himself to do the writing and paperwork required to work as a self-employed theatre production and technical manager. Working for companies including Scottish Ballet and The Royal Scottish Academy of Music and Drama, before returning to his childhood dream to become a police officer. At the time of applying Sam didn’t mention his dyslexia. “It would have been simple to tell Police Scotland I was dyslexic, but I thought I’d be fine,” he says. “I’d been coping with my dyslexia – but then I failed the entry exam.”

Solution

It was then that Sam decided to tell his future employer he was neurodiverse. “Police Scotland were incredibly supportive once they knew I was dyslexic,” he explains. “They let me resit the exam with a little extra time – and that extra 10 minutes were all I needed to pass. Once I was accepted onto the 12-week training course, they also provided me with a needs assessment, to see what extra support would be beneficial.”

Concept Northern, the specialist neurodiversity company that carried out the needs assessment, were really helpful, says Sam. “We discussed aspects of my study as well as elements of the actual job I might find challenging, such as how to write a crime report and capture every detail and so that my manager wasn’t having to spend their time correcting it.”

He adds, “Concept Northern also helped me to apply for Access to Work funding. That paid for special software, coaching on how to use it to write reports, and yellow overlays to place over text to stop it pulsating. I was also given extra time to complete the exams we had to pass at the end of each module of my police training.”

Results

“I’m incredibly grateful for the support provided to manage my dyslexia,” says Sam. “It means I can finally achieve my dream of becoming a police officer. Without Police Scotland’s inclusive approach and the practical support from Concept Northern, I would have really struggled to pass all my exams first time. It would also have made my experience much less enjoyable, as I’d have

been studying constantly and wouldn’t have been able to relax.”

He adds, “Now I’ve passed through the training course, the real work begins. Like all new recruits, I have a two-year probation period ahead of me, so it’s great my line-manager has already seen my needs assessment. That enabled us to have a really open conversation about my dyslexia, what would help me and how I plan to stay on top of things.”

He concludes, “I’m also going to be having more training from Concept Northern on how to study effectively in the evenings. Now I’m working during day, I need to be able to use all my study time well. Other than that, I’m just really excited to be able to start helping members of the public and to be that person they can call when no-one else can help.”

Sam’s Strengths

- Strong verbal communicator
- Creative thinker and problem solver
- Passes knowledge onto others
- Embraces stress and remains calm
- Logical thinker and planner
- Self-aware, artistic and creative

“I’m incredibly grateful for the support provided to manage my dyslexia. It means I can finally achieve my dream of becoming a police officer.”

Sam Phillips

Pricing

Service	Duration	Price (Ex Vat)
Workplace Needs Assessment	1 hr	£350
Dyslexia/Cognitive Function Diagnostic Assessment	3 hr	£800
Ergonomic Workstation Assessment	1 hr	£220
Corporate Coping Strategy Coaching	1 hr	£142
	2 hr	£284
	3 hr	£307
Co-coaching	3 hr	£410
Hearing Impairment Awareness session (12 delegates)	3 hr	£585
Neurodiversity Awareness Training (20 delegates)	3 hr	£695
Line Manager Bespoke 1 to 1 ND Awareness Training	1.5 hr	£69
Occupational Therapy Workplace Needs Assessment	2 hr	5
Neurodiversity Assessment for Triage	0.25 hr	£70
Assistive Technology Training	Based on requirements	@POA
	2 hr	£254
	3 hr	£350

Pricing

Service	Length	Cost
Cognitive Function Assessment (Diagnostic)**	120 minutes	£650.00
Corporate Coping Strategy	60 minutes	£142.00
-	120 minutes	£284.00
-	180 minutes	£307.00
Corporate Coping Strategy Co-Coaching	180 minutes	£410.00
Neurodiversity Workplace Needs Assessment	60 minutes	£350.00
ADHD/ASC Screening	180 minutes	£650.00
Visual/Hearing Impairment Workplace Needs Assessment	60 minutes	£350.00
Occupational Therapy Workplace Needs Assessment***	60 minutes	£700.00
Ergonomic Workstation Assessment***	60 minutes	£350.00
Hearing Impairment Awareness session (12 participants max)	480 minutes	£585.00
Neurodiversity Awareness Training (15 participants max)****	240 minutes	£695.00
Assistive Technology Training	120 minutes	£254.00
-	180 minutes	£350.00

Service	Length	Cost*
Grammarly	1 year subscription	£48.00
Dragon Naturally Speaking Pro	N/A	£345.00
TextHelp Read & Write	1 year license	£165.00
Mind View V8	3 year license	£405.00
Livescribe 2GB Echo Smartpen	N/A	£148.00
Other Assistive Technology	N/A	Available upon request
Diplomat (Single License)	N/A	£75.00

* Please note, all costs are exclusive of VAT

** This covers Dyslexia, Dysgraphia & Dyscalculia

*** This is provided via PAM Physio

**We Want
Your**

Feedback

**PAM
Listen...**

We value feedback and take it seriously. PAM Listen allows manager and employees to provide feedback on the delivery and quality of services delivered by us where high level data is shared to stakeholders. Here's what some of our clients think...

Thank you very much. A very informative session. Learnt some important aspects and points to consider for the future.

Best presentation I've attended in a long time. Presenter was very knowledgeable and I found the content very interesting. I learned a lot.

The presenter was well informed and engaging and answered the numerous questions that came up during the session. Very informative with great hints and tips.

I found every exercise so helpful and even just the opportunity to pause and think about these things was fantastic. The content was very relatable and thought provoking.

Getting in touch

enquiries@tohealthltd.co.uk

www.tohealthltd.co.uk

For all enquiries call 01925 909 614

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