

AWARD WINNING
WORKPLACE
ADJUSTMENT
3 TIER SERVICE OPTION

Accessible solutions for the world we live and work in

2024



MICROLINK'S AWARD WINNING WORKPLACE ADJUSTMENT SERVICE

We understand that organisations come in all shapes and sizes, but every organisation, no matter the size, needs to support their colleagues who have long term health conditions and disabilities to both gain employment and stay in work.

We look to provide a robust, transparent, and streamlined service that enables you to do this in the most effective way.

We have three Tiers of workplace adjustment services. Each Tier is founded from our Award-Winning approach through which we have supported over 500,000 people with disabilities within the workplace.

From Tier 1, which is designed as a simple referral pathway for assessment, to Tier 3 our full case managed end-to-end service, your organisation will benefit from our professional people who are passionate about disability, many of whom have lived experience.





TIER 1 (Under Contract)

WPA ASSESSMENT & SUPPLY



INCLUDED:

A Referral Form: We provide a one directional web-based form that is designed to suit your organisation. This form provides the consent to share for the employee and begins the process for obtaining support.

Onsite or Remote Assessment: The referral will be sent quickly to our Nationwide team of pan disability assessors, who will make contact to arrange the assessment at a time and place, and in a format, suiting the employee. An assessment report and summary of recommendations will be generated.

Supply of Products and Services: We will provide you with a catalogue of services such as training and coping strategies alongside a range of assistive technologies and ergonomic aids. Our Assessors will recommend from the catalogue supplied. Should you have an internal supplier for any products, it's no problem. Should you wish to order from Microlink as a single point of procurement, that's fine too!

Simple Management Information: Providing volume and cost data on a quarterly basis.

Summary

Tier 1 is designed as a pay as you go, simplified service for organisations that wish for a colleague to undertake an assessment and is happy to implement adjustments recommended.

Tier 1 is a service that can be implemented within a week as minimal onboarding is required.

Fee Structure

Case by case charge



TIER 2 (Under Contract)

WPA ASSESSMENT, SUPPLY & CO-ORDINATION



INCLUDED:

A Referral Form: We provide a one directional web-based form that is designed to suit your organisation. This form provides the consent to share for the employee and begins the process for obtaining support.

Onsite or Remote Assessment: The referral will be sent quickly to our Nationwide team of pan disability assessors, who will make contact to arrange the assessment at a time and place, and in a format, suiting the employee. An assessment report and summary of recommendations will be generated.

Supply of Products and Services: We will provide you with a catalogue of services such as training and coping strategies alongside a range of assistive technologies and ergonomic aids. Our Assessors will recommend from the catalogue supplied. Should you have an internal supplier for any products, it's no problem. Should you wish to order from Microlink as a single point of procurement, that's fine too!

Simple Management Information: Providing volume and cost data on a quarterly basis.

Quarterly Service Reviews: with the case team and your internal stakeholders.

Software Licencing and Management: We will help obtain lower prices and better licencing options for your organisation for all major assistive software's. Roadmaps will help your IT team know when versions are being replaced and identify any potential incompatibilities.



TIER 2

Summary

Tier 2 has the added benefit of one of our expert Case Managers helping to implement the adjustments and holding a consultation with the line manager and the colleague after the assessment has taken place. This is intended for organisations that do not have the internal resource or expertise to support line managers and employees through the implementation of adjustments and manage timelines for delivery. Our Case Managers will explain the adjustments recommended on approval from the organisation and ensure that all adjustments are successfully up and running.

Fee Structure

Case by case charge



TIER 3 (Under Contract)

FULL WPA AWARD-WINNING END TO END MANAGED SERVICE

Our most popular service offering. Designed as a one stop approach, we take care of the employee and line manager from referral to review. We balance the individual needs with that of your organisation.

This option included a dedicated Relationship Manager, dedicated Case Advisors and our Fast Track service which reduces the spend on Assessment. Full stakeholder management and a comprehensive data pack are included, providing both condition data and full analysis of costs and volumes, trends, and areas for proactive action to be taken. This is the gold standard in supporting your organisation and the most cost-effective option with dedicated resources. A full onboarding project takes place before service delivery begins, ensuring a successful roll out and a repeatable, best in class process. (See Onboarding).





INCLUDED:

Dedicated Key Relationship Manager: Our Key Relationship Managers have between 10 and 25 years' experience in the delivery of workplace adjustment programmes. They are on hand for any support your organisation may need. Regular meetings will be held, and any escalations managed swiftly.

A Referral Landing Page: A resource page branded to your organisation bringing together policies and guidance in one place. You choose how the page is configured. A route through to the referral form is provided with full consent to share.

End to End Case Management: An Expert Case Manager consults with the employee within a day when the referral arrives. Our Case Advisors will be able to make **Fast Track** recommend products and services for a range of conditions and disabilities there and then. They will **signpost** to internal resources and ensure the correct support pathway is taken for the individual. Line Managers are engaged with throughout the end-to-end process, we upskill, support, and offer guidance relating to both the disability and the adjustments.

End to End Case Management Includes

- Pre-adjustment Employee consultation with Case Advisor
- Pre-adjustment Line Manager consultation with Case Advisor
- Employee Passport Documentation
- Signposting to internal support pathways
- Co-ordination and integration of onsite assessment provision
- Co-ordination and integration with Third Party Service Providers
- Post Assessment Employee report consultation with Case Advisor
- Post Assessment Line Manager report consultation with Case Advisor
- Management of adjustment implementation timeline and delivery schedules
- Line Manager interaction for soft adjustment approval and review
- Pre and Post adjustment data capture for analysis

Onsite or Remote Assessment: The referral will be sent quickly to our Nationwide team of pan disability assessors, who will make contact to arrange the assessment at a time and place, and in a format, suiting the employee. A comprehensive assessment report and summary of recommendations will be generated.



Supply of Products and Services: We will provide you with a catalogue of services such as training and coping strategies alongside a range of assistive technologies and ergonomic aids. Our Assessors will recommend from the catalogue supplied. Should you have an internal supplier for any products, it's no problem. Should you wish to order from Microlink as a single point of procurement, that's fine too!

Co-ordination of the Delivery and Implementation of Adjustments: The most challenging phase of a workplace adjustment journey is the implementation of adjustments and managing the timelines. Your dedicated team will manage that for you, liaising with internal stakeholders and supporting the line manager and employee post assessment.

Comprehensive Management Information: Providing both condition data and full analysis of costs and volumes, trends, and areas for proactive action to be taken.

INCLUDED:

Monthly Service Reviews: with the case team and your internal stakeholders.

Software Licencing and Management: We will help obtain lower prices and better licencing options for your organisation for all major assistive software's. Roadmaps will help your IT team know when versions are being replaced and identify any potential incompatibilities.

Reviews: 1, 3 and 12 month reviews with the outputs fed back for continuous improvement.

Reuse and Recycle: We will help bring down product costs through using existing furniture and reusing high value items. (where appropriate).

Fee Structure

This option is popular with our clients as it offers a set monthly service fee with full Case Management. With a starting floor fee you receive the full service and can add caps to either fees or cases put through monthly.

Not all cases will require an assessment with the full case management approach due to our three route approach of;

Advice & Guidance - simple case, internal signposting to support

Fast Track - colleague knows what they need without assessment / or Microlink expert advises

Full Assessment - colleague requires an assessment and Microlink relationship manager follows whole process and reviews.

**The cost of the adjustments resulting from an assessment is not included.*

ONBOARDING

Onboarding can take between 6 weeks and 3 months dependent on the size of the organisation. Microlink will provide a dedicated Onboarding Team to lead the project.

A comprehensive project management approach is taken, and the steps include:

- Gap Analysis and Process Mapping from “what is” to “to be”.
- Stakeholder Workshops – managed by the onboarding team to include all stakeholders necessary in a successful workplace adjustment programme.
- Policy creation and documentation – including Line Manager Guides, Non-Physical Adjustment Policies. If you do not already have these in place, we will help you.
- Comprehensive IT engagement to ensure compatibility and licencing arrangements are in place ahead of roll out.
- Company Structure/Culture and Terminology – our service will “feel” like part of your organisation. The cases will be mapped to your cost structures, and we will use your language when communicating.
- Design and Implementation of the Referral Landing Page.
- Mapping internal support pathways for signposting.
- Designing the feedback and reviews
- Communications for launch

Onboarding fee TBC

The onboarding management chart will be tailored to your organisation. At the end of the onboarding process the WPA service will go-live and be a seamless experience for employees with a disability or health condition.

The Customer Journey



SERVICE	TIER 1 RETAIL WPA	TIER 2 RETAIL WPA + CO-ORDINATION	TIER 3 FULL WPA
Referral	◆	◆	◆ FULL LANDING PAGE
First Contact Consultation			◆
Second Contact (co-ordination)		◆	◆
Catalogue	◆	◆	◆
Fast Track Recommendations			◆
Signposting			◆
Assessment	◆	◆	◆
Management Info Level 1	◆	◆	◆
Management Info plus condition data			◆
Monthly Service Review			◆
Quarterly Service Review	◆	◆	◆
Surveys			◆
Key Account Manager			◆
Lite Onboard	◆	◆	◆
Full Onboard with service design			◆



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