



Neuroinclusive London

How to set a strategy for London to become the Neuroinclusive capital of the world.





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1. Introduction

We want to make London the most neuroinclusive city in the world.

By creating a long-term strategy for neuroinclusion in London's businesses, infrastructure, public services, and communities, we can set the gold standard for cities around the world.

The London Assembly recently agreed a motion to co-create a strategy for making London a more neuroinclusive city. It had cross-party unanimous agreement.

The Mayor of London, Sadiq Khan, offered his unqualified support and co-operation in helping us to shape, launch, and deliver a **Neuroinclusion Strategy** for London.

We understand that the scale and ambition of this project is huge, and that we can't do it alone. This is why we're creating a coalition of experts, industry leaders, innovators, and professionals to help make our vision of a Neuroinclusive London a reality.



2 Executive Summary

Introduction

NiB volunteers created this report to support the London Mayoral office to understand the challenges faced by neurodivergent Londoners. It uses a range of research techniques to explore six domain areas.

Domain Areas



Employment



Healthcare



Criminal Justice System



Hospitality and Entertainment



Transport and Infrastructure



Training and Education



2 Executive Summary (Cont.)

Key Findings

Across all domain areas the following themes have been highlighted:

1. Training, awareness and understanding of neurodiversity is still lacking.
2. Individuals still feel that they often experience stigma.
3. Even where attempts to support neurodivergent individuals have been made, it can often feel tokenistic or not match reality.
4. Developing more inclusive employment opportunities is a common theme across all domains and should be a priority area to support.
5. Many environments, including schools, workplaces, and public areas, are not designed to accommodate the needs of neurodivergent individuals, leading to exclusion and difficulties in navigating these spaces.
6. Access to support and resources for neurodivergent individuals varies depending on their location and socioeconomic status. Many people struggle to access affordable and effective therapies, accommodations, and support services.

Initial Recommendations

Neurodiversity in Business (NiB) is asking the Mayor of London:

1. To champion an unequivocal commitment for London to support its neurodivergent talent to better access good jobs and to thrive in employment.
2. To provide Mayoral leadership on an effective London-wide strategy to enable London to become the most neuroinclusive city in the world.
3. To consider strengthening this initial volunteer led report through a wider consultation and professional led follow up review.
4. Agreement that change can be achieved through policies, strategies and pledges as well as through the close collaboration between businesses, the London non-governmental organisations and London's anchor institutions that aim to deliver good growth for London.



3 Who is Neurodiversity in Business?



NiB is a charity acting as the business forum and industry group dedicated to fostering excellence in neurodiversity¹ (ND) recruitment, retention, and empowerment within organisations.



NiB serves as a platform for businesses to exchange industry best practices, with a primary focus on creating an inclusive workplace for neurodivergent employees.



NiB has a mission to support businesses to establish environments conducive to the success and well-being of neurodivergent people, facilitate access to neurodivergent talent, and provide support to them to pursue independent and fulfilling careers.



NiB operates as a voluntary forum, emphasising our commitment to fostering collaboration among businesses for the betterment of conditions for neurodivergent individuals in the workforce.



NiB works collaboratively with our members, together we strive to enhance the landscape of employment for neurodivergent individuals through collective efforts and shared expertise.

1. Neurodiversity refers to differing in mental or neurological function from what is considered typical or normal (frequently used with reference to autistic spectrum disorders, dyslexia, dyspraxia, ADHD).



4 Methodology

This report was produced based on findings collected between January 2023 to January 2024

For all domains (employment, healthcare, criminal justice system, hospitality and entertainment, transport and infrastructure, and training and education) a range of activities were completed to inform the finding and recommendations in this report. Focus was given to employment domain but it was felt that other domain areas should be included to ensure that a holistic approach to supporting neurodivergent people was considered.

The research methods for each of the domains varied but comprise of the following approaches:

Qualitative findings were captured through:

- Workshops and round table events with key stakeholders
- 1:1 interviews with key stakeholders

Quantitative findings captured by

- A survey shared across the NIB network
- Secondary analysis captured through desktop research

Purpose

This report is designed to share insights and findings from research and engagement done by NiB to understand the concerns and challenges faced by neurodivergent people and provides some suggestions and areas of focus to support the London Mayor's quest to make London a neuroinclusive city.



5. Findings and Recommendations





5.1 Introduction

This section outlines the key findings and recommendations across the agreed domain areas.

These findings are not designed to be exhaustive as every neurodivergent (ND) individual will have different experiences. However, they do highlight the key challenges for neurodivergent individuals who interact with London in some way.

Each section will describe the findings related to the theme area and recommendations are made to support. In particular, we have focused on areas identified in the survey as important to our ND participants. These recommendations are presented in the order in which our survey participants rated them as important.

While employment and training are core themes within this report, domain areas were selected to be areas which matter to all ND individuals to allow them to successfully access and achieve within the workplace. Taking a holistic approach is important to ensure that ND people are supported in all areas of life to allow them to perform optimally in employment.



5.2 ND Respondents' Top Priority Themes

ND individuals who responded to the survey selected Healthcare and Employment as their top priority for tackling neuroinclusivity in London.

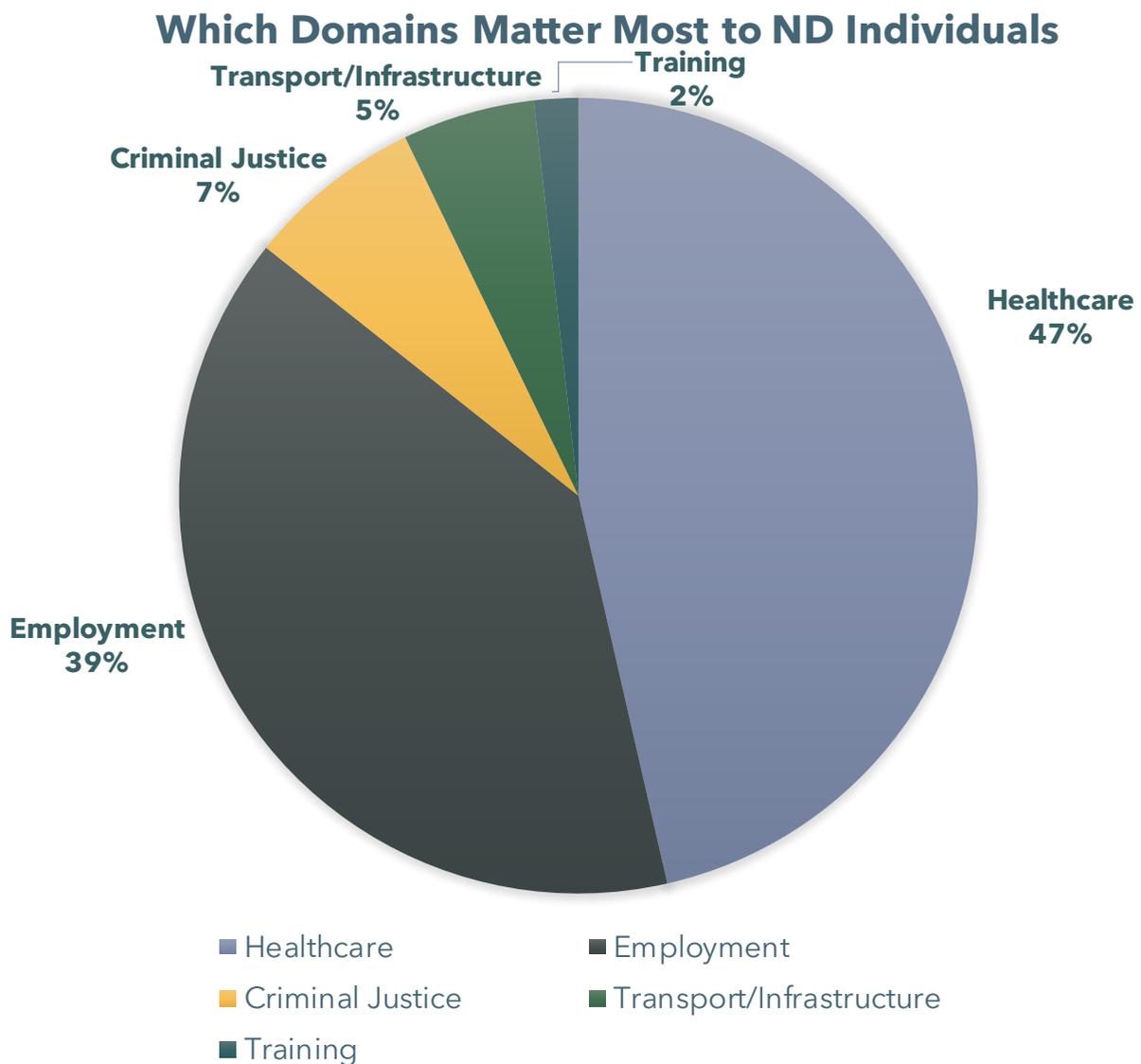


Figure 1 - chart shows which priorities matter most to ND individuals from survey



5.3 Theme Areas Most Lacking in Support

- Across neurodivergent respondents, **Employment** was reported as the theme most lacking in support.
- **Healthcare**, including mental healthcare, is the area second-most lacking in support.
- The results for neurodivergent individuals with a current connection to London are broadly similar.

Which Areas do ND people feel are most lacking in support

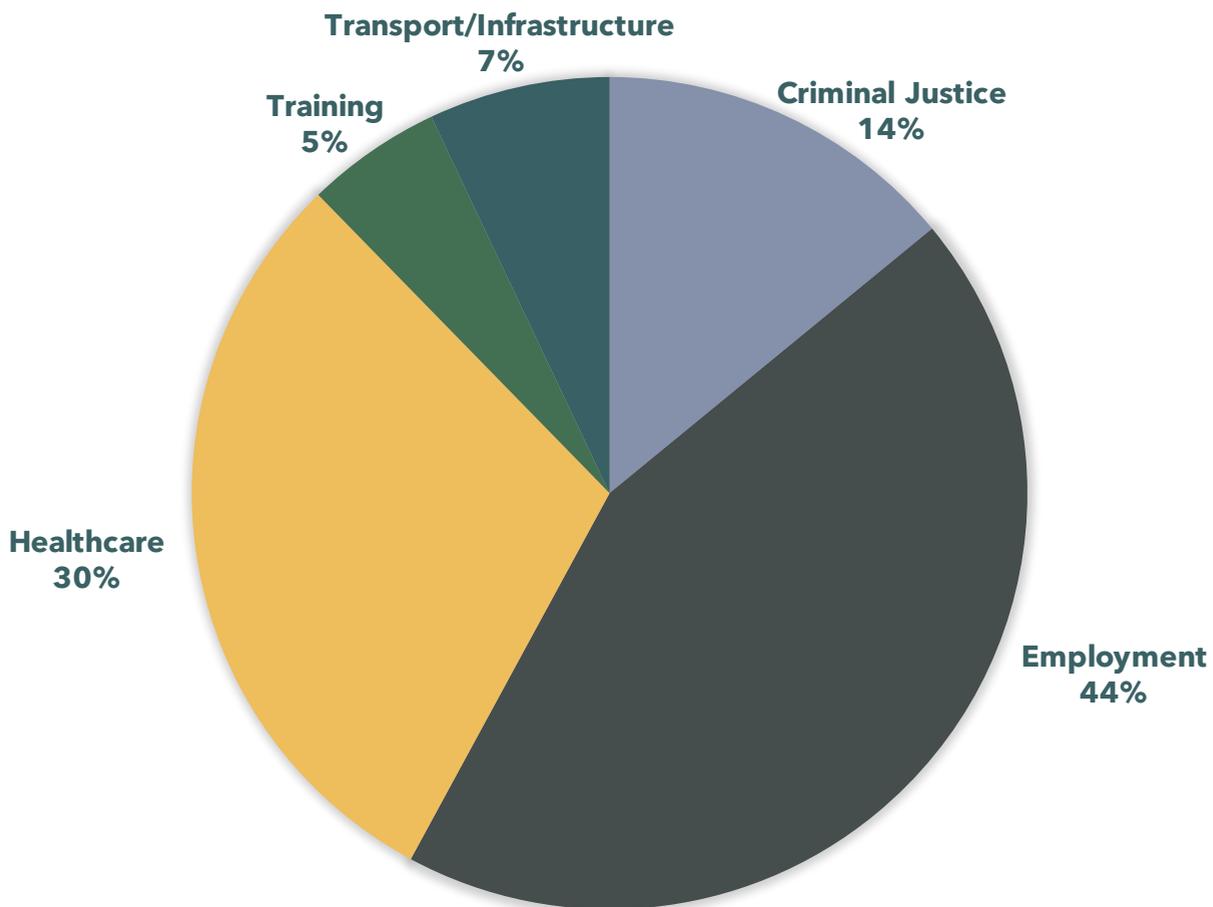


Figure 2 - Priorities ND individuals feel are most lacking in support



2.4 Summary: London - Thematic Findings

What is clear from all findings is that, while there have been steps to support neurodivergent individuals, they still feel a sense of stigma and discrimination



Lack of neurodiversity awareness: Many people are not aware of neurodiversity or the different ways in which ND individuals process information, communicate, and navigate the world. This can lead to misunderstandings, stereotyping, and exclusion of ND individuals.



Need for increased public awareness to improve understanding of neurodivergent people's reality. This could occur through public education campaigns, events, media appearances, and training across all domains.



Need for more inclusive employment was a common theme across all domains and should be a priority area to support.



Need for inclusive environments: Many environments, including schools, workplaces, and public areas, **are not designed to accommodate the needs of neurodivergent individuals**, leading to exclusion and difficulties in navigating these spaces.



Need for social support: There is an indication that neurodivergent individuals and their families lack access to peer support and community networks.



Need for economic support: Access to support and resources for neurodivergent individuals varies depending on their location and **socioeconomic status**. Many people struggle to access affordable and effective therapies, accommodations, and support services.



6. Employment





6.1 Employment

Findings suggest that there is still a lack of awareness at all levels of the employee lifecycle for employers, providers and learners/ employees.

In particular, there is a need to support organisations to develop more inclusive recruitment practices and supporting the existing neurodivergent staff.

Case studies suggest that the average cost of a reasonable adjustment lies somewhere between £30 - £180 per individual.¹

The size (and cost) of the adjustments are usually relative to the size of the company, although this varies depending on particular reports and publications.

Much of the research in this area is now outdated.

For example, the 'Which Two Heads' authored by Juliet Bourke was issued in 2016 and is often cited to state that neurodiverse teams are often 30% more productive than neurotypical but research is broader than is cited.²

This section is broken down into the following areas:

- Recruitment/Hiring
- Induction and Joining
- Retention

Findings are largely collected from a round table engagement event hosted by NiB.

1. <https://croner.co.uk/resources/equality-discrimination/disability/#:~:text=The%20average%20cost%20of%20a,the%20same%20duty%20still%20applies.>
2. Which Two Heads, Juliet Bourke



6.1 Employment (Cont.)

The most commonly described challenge neurodivergent people face or barrier to neuroinclusivity in employment is a **lack of understanding**.

Training was most commonly highlighted as the intervention needed to address this issue.

"[The] majority of employees and managers still don't know much beyond ND stereotypes and believe the ND employee needs to make the adjustments and adapt. It's the ND employee's issue. From what I gather, ND inclusion isn't high on most business's agendas and ND employees are more affected by current redundancies as well."

Survey Respondent 5, November 2023

"Common barriers to neuroinclusivity include lack of awareness and understanding of neurodiversity, bias in hiring and promotion, and workplaces that are not designed with neurodivergent needs in mind. More education, flexibility, and designing workplaces for accessibility would help increase neuroinclusivity."

Survey Respondent 2, November 2023



6.2 Recruitment

Barriers during the recruitment process that have been highlighted were:

- 6.2.1 Issues with **online application forms** which can have **rigid, busy, fixed formats** over multiple pages sitting on inaccessible platforms that **prevent use of accessible tools** as screen readers, spell checks etc.
- 6.2.2 A **lack of control** within these platforms on **font size, colour and contrast** making completion challenging.
- 6.2.3 At times, the **timeframes for completion can be unclear**
- 6.2.4 **AI recruitment procedures often prejudice neurodivergent people** who may have unorthodox education routes, gaps in their CV and frequent job changes due to unsupportive employers.
- 6.2.5 **Job descriptions** can often **lack inclusive language** and are often **made up of jargon** making them unclear to the reader. They often also **don't provide detail around role logistics** e.g. the location, flexibility and travel requirements, which can make it **difficult to navigate the suitability of the role**. The layout of the description often requires navigate to different parts for supplementary information, which can be confusing.
- 6.2.6 **Assessment centre exercises which are often conducted in person**, in a group setting and over extended sessions or extended online tasks can create real and **significant barriers to entry**.



6.3 Hiring and Induction

Barriers during the hiring and induction process highlighted were:

- 6.3.1 ND employees have expressed **difficulty in knowing when during the hiring process to disclose** their condition. This is even more **challenging when it is not openly spoken about** during the hiring process.
- 6.3.2 There are also examples **where even when disclosure is made, line managers are not made aware** upon successful recruitment which can lead to an individual having to repeat themselves multiple times.
- 6.3.3 The **current Access to Work scheme can only be accessed once the individual has a confirmed offer of employment or are in work**. It has to be applied for by the individual and those new to the workplace often don't know what adjustments they may need.
- 6.3.4 Employers **do not always act to ensure that structures and tools are in place** to make bespoke adjustments quickly and ahead of a person joining an organisation. If these are not in place, thought should be given to the probationary period and how to assess this.



6.4 Retention

Barriers related to retention that have been highlighted were:

- 6.4.1 **Stigma** in the workplace, a **lack of adjustments** and a **lack of understanding** amongst colleagues/managers of how tasks can be made different to be more accommodating.
- 6.4.2 Ignorance of the **effects that an unadjusted workplace** will have on an ND employee and how no two people even with the same diagnosis are the same.
- 6.4.3 Managers having a **lack of understanding** as to what actually constitutes individual **reasonable adjustments** and assuming that what works for one ND employee will work for another.
- 5.4.4 An ND individual **travelling, especially to a new or/and different locations**, may foster greater anxiety and fatigue resulting in poorer performance despite being capable for the job.
- 6.4.5 Role-based **KPIs** are often set at a standard level and **do not take into account any different ways-of-working** for ND individuals.
- 6.4.6 ND individuals may find progression difficult as **promotion often requires a old-fashioned and rigid definition of 'people management' skills**, which may not be suitable.
- 6.4.7 There are often **challenges for individuals who lack a formal diagnosis** due to long waiting lists for diagnosis which means they **cannot access required adjustments**.
- 6.4.8 Many **companies claim to be inclusive and diverse** – however many ND individuals **have found this not to be the case** once working within the organisation. More inclusive organisations truly allow for peer support and neurodiversity pride.



6.5 Recommendations - Recruitment, Hiring, and Induction (London-wide)

- 6.5.1 Supporting ND individuals with the **training, tools and support they need to gain employment** (e.g., Microsoft's ND Hiring programme)¹.
- 6.5.2 Creation of a **UK/London version of the job accommodation network** (e.g. <https://askjan.org/info-by-role.cfm#for-employers>).
- 6.5.3 Ensure **UK websites** are **compliant with the Web Content Accessibility Guidelines** with support to smaller organisations to achieve these accessibility standards.
- 6.5.4 Creating **clear best practice guides and sample job descriptions that aren't biased** against ND people - ideally skills-based which raise awareness of inaccessible terms and the need to avoid gendered language.
- 6.5.5 **Consider** if companies should be **incentivised to hire a proportion of ND and disabled** people.
- 6.5.6 Devise an industry-wide **neuroinclusivity index** so that **organisations can review their ND approach** to recruitment.
- 6.5.7 **Implement mapping and a directory of schemes within London and virtually** (e.g., TFL steps into work programme)².
- 6.5.8 Support **government funded and provided programmes** to have the **business insights to maximise** the impact of the **schemes**.

1. <https://www.microsoft.com/en-us/diversity/inside-microsoft/cross-disability/neurodiversityhiring>

2. <https://tfl.gov.uk/corporate/careers/steps-into-work>



6.6 Recommendations - Recruitment, Hiring, and Induction (Organisational)

- 6.6.1 **Implement specialist support** who can be contacted when a job application is made to circumvent usual sifting. Aimed at ND job seekers this could provide information/training on how the recruitment/job application process works for that company alongside truly person-centric and standardised onboarding with regular communication through the process.
- 6.6.2 Consider **increasing the preboarding and onboarding timeline to up to three months** to allow the individual to gain support of line managers and to ensure that a solid foundation has been laid for success.
- 6.6.3 **Improve clarity of role descriptions:** for example, indicate if the role is project or time-based, ensure reading comprehension levels are appropriate to the role level.
- 6.6.4 Make use of **open-source supportive tech or/and engage with platform providers** to support accessible application forms software.
- 6.6.5 **Training** hiring managers and line managers on **unconscious bias, flexible interviewing and reasonable adjustments** so that candidates can demonstrate job-specific skills.
- 6.6.6 **Train receptionist, security and first contacts** to support **ND visitors navigating** around a company's site.
- 6.6.7 Ensure the **assessment approaches are blended**, consisting of multiple styles of questions, allowing candidates different ways to show their potential and allowing candidates to gain a realistic preview of what the role and organisational culture is like.
- 6.6.8 **Sharing questions beforehand allows someone with ND to prepare effectively.** During the interview **ensure** that **benchmarking doesn't inadvertently build in bias.** For example, expectations of certain words, eye contact, allowing notes, permitting extra time and breaks, not requiring a formal diagnosis or a disclosure for adjustments.
- 6.6.9 **Complete gap analysis of provision** to ensure that conditions outside Autism and Dyslexia are supported.
- 6.6.10 More **internships and work experience opportunities** for school and university students who are neurodivergent.
- 6.6.11 Ensuring that your organisation has a **companywide expectation** on both understanding and the support available for neurodivergent people in your staff. A key piece here is **appropriate probational performance measures and processes.**



6.7 Recommendations - Retention

London-wide:

- 6.7.1 **Improving access and visibility of existing offerings.** Ensuring that the existing programs understand the need and have the market knowledge to support ND people build meaningful careers. Building pathways between these schemes and employers with a continuous improvement feedback cycle to better recruitment practices, management practices, etc.
- 6.7.2 Offer **funding to companies** to take further steps to **improve their neuroinclusion posture especially in small and medium sized enterprises.**
- 6.7.3 **The Disability Confident scheme is not legally enforceable.** Employees cannot make a tribunal claim just because an employer has failed to meet the scheme commitments. Of course, there may also be a breach of legal duties, but the scheme is weak in terms of really ensuring actions. **All organisations regardless of size should work to complete the disability confident levels (1 to 3) and indicate this clearly on their websites.**
- 6.7.4 Review if **legislative tools could be strengthened to hold** public bodies to a higher level of accountability to ensure that neurocommunities are supported, for example the Social Value act 2012.

Organisational:

- 6.7.5 **Adjustment passports** - to allow for support to be documented and shared for any in internal movement and progression. This should be **reviewed yearly** to ensure that adjustments are identified and can be adapted as required to ensure that they are truly inclusive.
- 6.7.6 Ensure that **employee policies and targets are adapted and flexible** for the needs of ND individuals.
- 6.7.7 Implementation of **mandatory training** on what **Neurodiversity is and how it is present in individuals** should also be given in the workplace alongside ensuring that ND individuals are celebrated in the workplace and role modelled.
- 6.7.8 Consider a **consultation** with a **professional body, for example CIPD, to develop best practice model.** This would allow for clarity for employees but to also take out some of the nervousness around supporting ND more formally with SME businesses and smaller industries.
- 6.7.9 Provision of **examples and mapping of what accessible facilities can look like** in organisations. Making sure that information such as **sensory maps** are available to all who visit the workplace without the need to ask.



7. Healthcare





7.1 Healthcare - Key Findings

Many of the themes raised by those consulted about health care mirrored the general employment themes. However, individuals interviewed also raised the below concerns:

- 7.1.1 The **known time to diagnosis is frustrating** - but is something echoed across many areas of health care following the pandemic.
- 7.1.2 There are reports of **limited support** to ensure care even **for patients being treated for a neurodivergent condition** itself. For example, difficulty to access ADHD medication and leading to forgetting to get a new prescription and exacerbation of symptoms as no support or reminder process is in place despite a lack of organisation being a core challenge for individuals with ADHD.
- 7.1.3 Many who are autistic can be **unwilling to share their diagnosis** with health care providers as they **feel they will experience stigma or will impact on the treatment** they receive this is particularly common in maternity services.
- 7.1.4 **Language used by medics is not easy to understand** - lack of time taken to ensure patients understand, and no flexibility in mode of communication.
- 7.1.5 There is a perception that **healthcare roles will be attractive** to many ND individuals, but the **application process is prohibitive.**



7.2 Healthcare - Recommendations

- 7.2.1 NHS and Health Care Providers in London should work to ensure that they can meet the following recommendations. Some of these are nationally mandated but others have been taken from a locally produced strategy which was share with the NiB volunteers
- 7.2.2 Ensure **NHS staff** and those working in private health and social care have **neurodiversity training** to work with patients (e.g. **Oliver McGowan training**) but also to understand and support colleagues needs¹.
- 7.2.3 Ensure that all health organisations have or can **access neurodiversity advisors and experts by experience** to support development and delivery of strategy and to co-produce communication methods².
- 7.2.4 **Celebrate staff neurodiversity** and create a **culture of openness** so that staff can easily access any adjustments they need².
- 7.2.5 **Staff to be educated in neurodivergence in women in particular** in alignment with increased understanding of the conditions in women.

1. <https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism>

2. [Neurodiversity Strategy | Berkshire Healthcare NHS Foundation Trust](#)



8. Criminal Justice System (CJS)

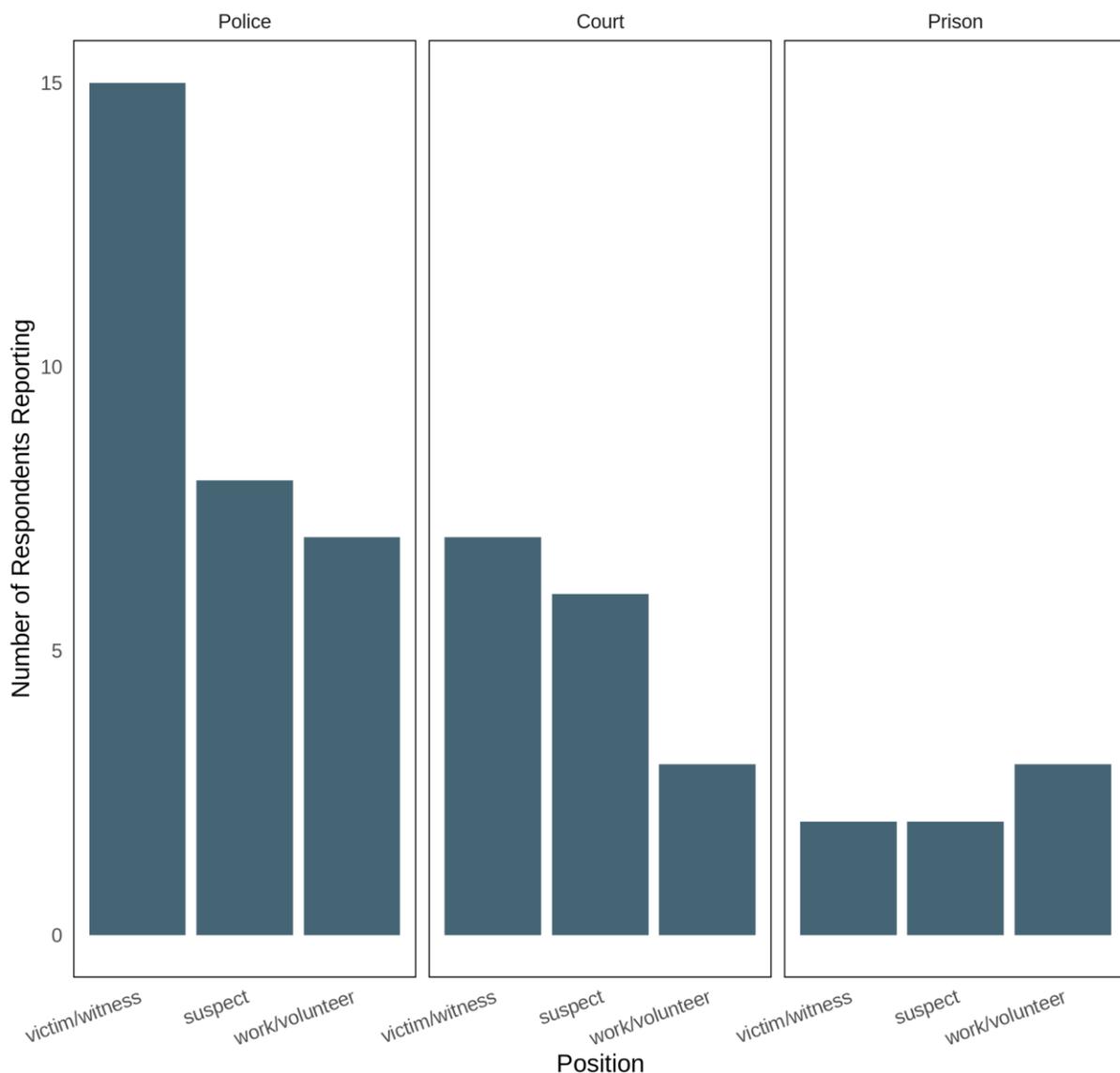




8.1 The Criminal Justice System

- The Criminal Justice System comprises of several elements and points at which a ND may encounter the system. These include the Police - at arrest, during custody, the courts, as part of community supervision, in prison and on release/Probation..
- This report used desktop research and our survey to highlight key findings and recommendations for consideration.
- Our neurodivergent respondents have had negative experiences in criminal justice mostly through interactions with the Police.
- Negative experiences have been reported most frequently when the respondent has been a victim or a witness.
- 47% of our neurodivergent respondents have had a negative experience while interacting with the Police.

Criminal Justice Negative Experiences - Neurodivergent Respondents





8.2 The Criminal Justice System - Key findings

Key findings from the 'Neurodiversity in the Criminal Justice System: A review of Evidence' report⁴ suggest that:

- 8.2.1 **Staff** working within the Criminal Justice System (CJS) **lack awareness of neurodivergent traits** in both their colleagues and the individuals who they come into contact with. There are some **reports that suggest staff can lack interest.**
- 8.2.2 **Limited data collections**/sharing due to limited technology.
- 8.2.3 **National Probation Service (NPS) does not routinely screen** for neurodivergent needs - should be done at pre-sentence stage.
- 8.2.4 Staff **training available across CJS, but no consistency** in the structure across it.
- 8.2.5 There is a lack of consistency across the CJS. For example:
 - While **some Screening Tools exist** e.g. the Pre-Custody Vulnerability Assessment Framework, the Do-it Profiler and This is me, they are **not consistently used.**
 - There are some **examples of improved pathways for ND individuals** e.g. the Collaboration between probation staff and Northamptonshire NHS Healthcare Foundation Trust.
 - **Adjusted processes, interventions and adjusted behaviour programmes exist** for ND individuals who come into contact with the CSJ but are **not consistent.**

4. Neurodiversity in the criminal justice system: a review of evidence, Criminal Justice Joint Inspection 2021



8.3 The Criminal Justice System - Recommendations

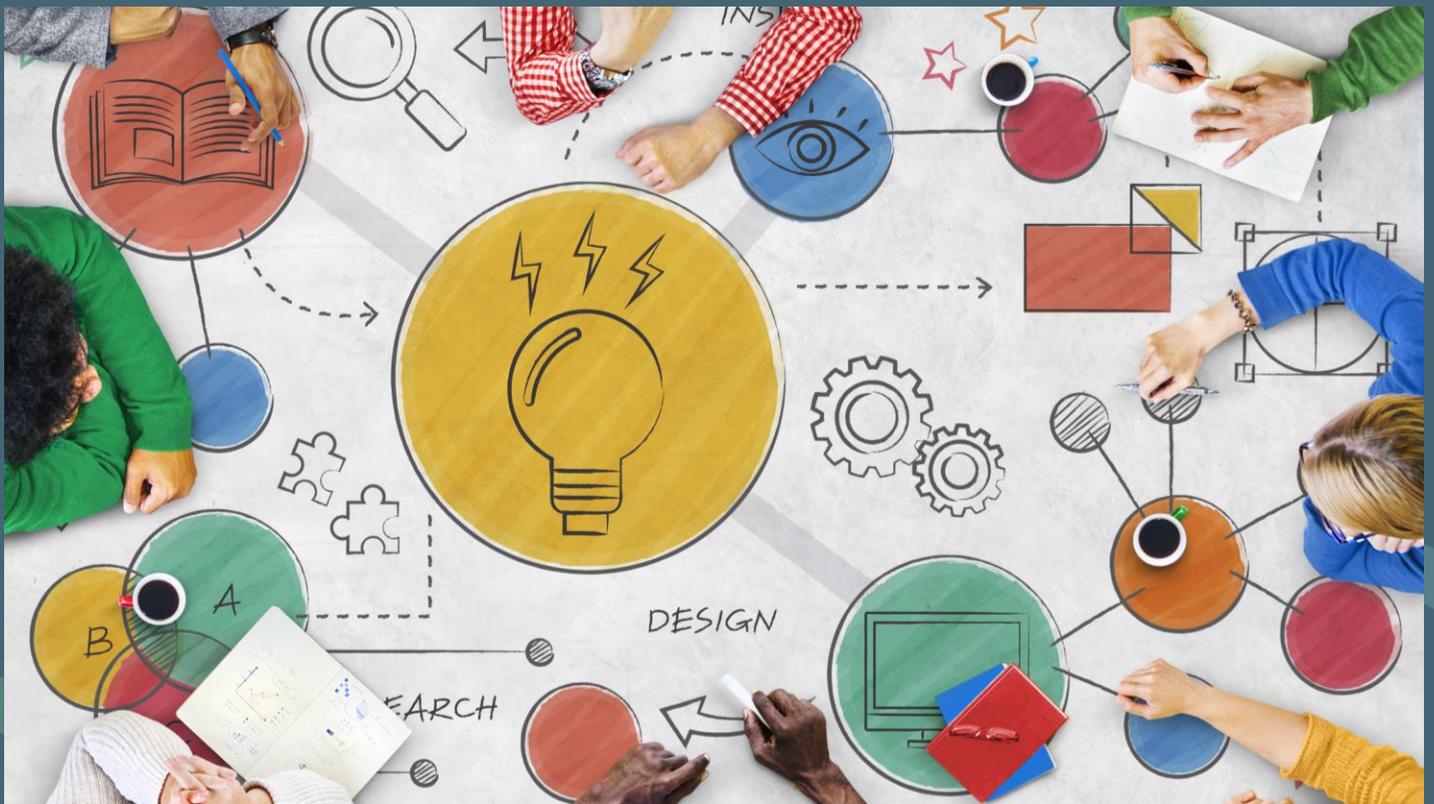
Key recommendations from the 'Neurodiversity in the Criminal Justice System: A review of Evidence' report⁴ are:

- 8.3.1 The CJS needs to work to **improve training** to become neurodiversity-informed to support its users and staff and **ensure that mandatory training is in place** for all those who work with individuals.
- 8.3.2 This training needs to be **mindful of differences in ND communication styles, body language, and reactions** when interacting with suspect / defendants as well as victims / witnesses.
- 8.3.3 There needs to be **improved consistency** across the CJS **in the use of screening and identification tools** for those with ND. These tools need to be improved to ask the correct questions, particularly within custody settings.
- 8.3.4 Where appropriate it may be advantageous to **involve third party organisations to support individuals.**
- 8.3.5 The **three London police forces should unite** when necessary to drive change making use of the National Police Autism Association to support with knowledge and guidance on how to proceed.
- 8.3.6 **Screening of individuals facing criminal charges or involved in a criminal case should be completed** where necessary at the pre-sentencing stage or prior to an individual giving evidence to ensure they are given the best opportunity to interact with the CSJ.

4. Neurodiversity in the criminal justice system: a review of evidence, s.d.



9. Education and Training





9.1 Education & Training - Key findings

9.1.1 At least two thirds of our neurodivergent respondents have experienced each of the negative experiences presented in the survey

9.1.2 Most reported negative experiences in training include:

- Educator's awareness of Neurodiversity.
- Unsuitable training methods.
- Unsuitable training environment.

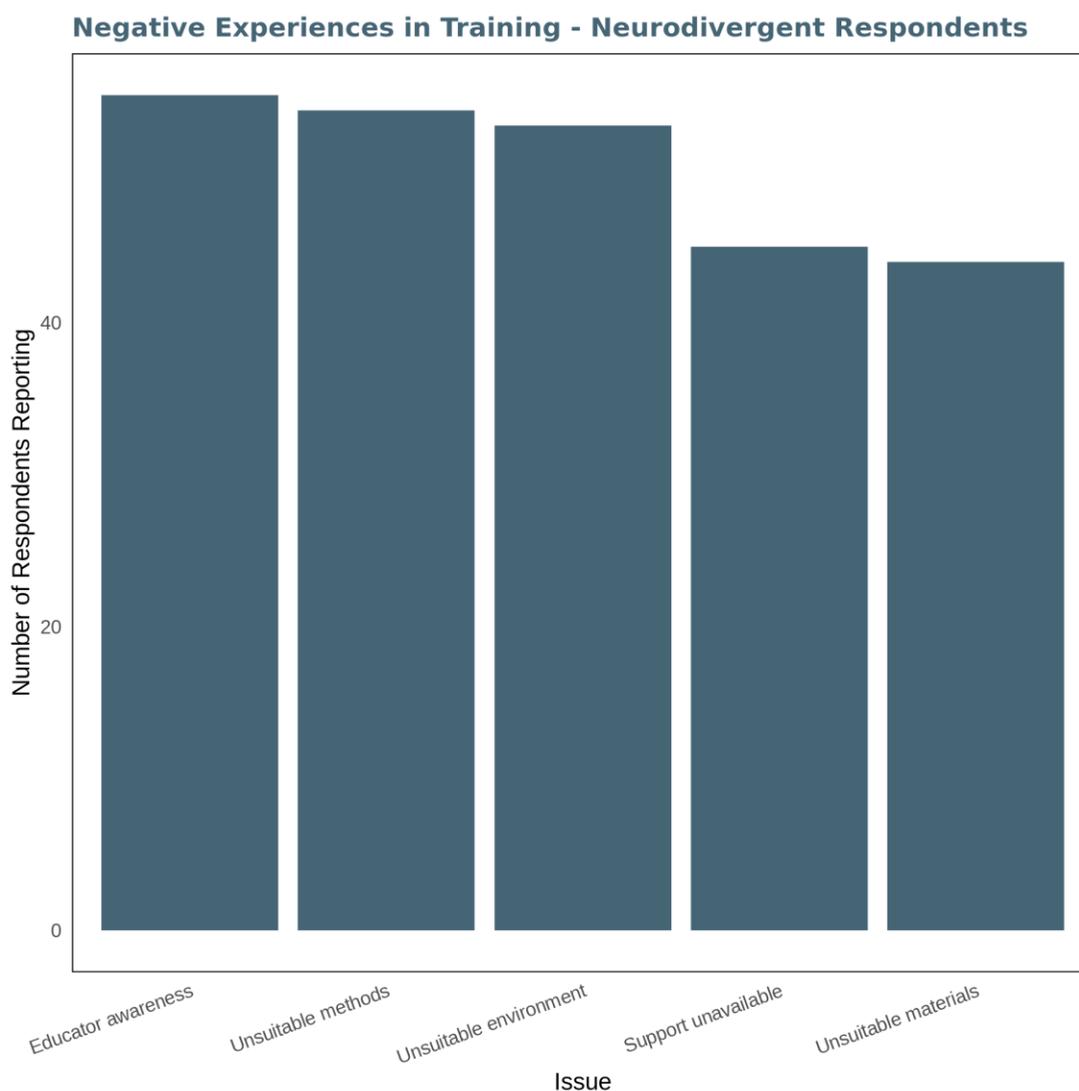


Figure 4 - chart to show negative experiences within training that ND individuals have had
Neurodiversity in Business 2024



9.1 Education & Training - Key findings (Cont.)

- 9.1.3 **Education and training can often be inflexible** - the technologies used in the learning environments and approaches to training do not always meet the needs of neurodivergent individuals.
- 9.1.4 There are often **inequalities associated with access to technologies** which may support a ND individual.
- 9.1.5 It was highlighted that it **may be challenging for educators or trainers to identify/support a ND student if they do not have appropriate training** and therefore ND students are not adequately represented by teachers - even when they have specialist training.
- 9.1.6 There is a role for **organisations to support adults to get the training** they need, e.g. the Job Centre.
- 9.1.7 **Use role models** to help address issues of intersectionality and encourage those who have struggled with education in the past as it did not meet their needs to succeed and develop skills.
- 9.1.8 This **lack of specialised training leads** to an inability to select, identify and administer targeted interventions for children with ASD. Over time, **neurodivergent children fall victim to "hidden curriculum*", falling further and further behind**. Their performance at school then affects their ability to gain access to other human rights in adulthood, such as employment and housing.
- 9.1.9 **Current targets for schools e.g., KPIs relating to attendance adversely affect autistic burn out.**

* Hidden Curriculum is everything people learn in life but are never 'taught'



9.2 Education & Training - Recommendations

- 9.2.1 **Neurodiversity training in all domains**, especially at schools (that could help children and teachers, including ND staff).
- 9.2.2 Further work should be done to look at the work completed by Kate Griggs to **create neuroinclusive classrooms**¹. This has already been achieved in New York, so their blueprint could be built on from.
- 9.2.3 Provide **training for educators and employers** on how to create **inclusive environments** that support the needs of neurodivergent individuals.
- 9.2.4 Establish **mentorship programs and vocational training programs to support neurodivergent individuals** in their career development.
- 9.2.5 **Increase awareness of how KPIs can adversely affect pupils**, e.g. attendance rates.
- 9.2.6 Implementation of **review cycles which encourages ND to feedback** on what was effective and what wasn't, ensuring that suggestions are then acted upon.
- 9.2.7 **Offsite training should be limited where possible.**
- 9.2.8 Ensuring that **adaptations are not just made for 'home' office**, but **considerations** are made **for any offsite training**, including ensuring facilitators have the skills to guarantee that information being shared is disseminated in an accessible way.

1. https://www.linkedin.com/posts/kate-griggs-81797b16_dyslexicthinking-dyslexicthinking-activity-6940683772728111104-rvUK



10. Entertainment and Hospitality





10.1 Entertainment and Hospitality - Key findings

10.1.1 Whilst hospitality and entertainment can be vibrant and fast-paced environments, certain elements can be highly distracting or disruptive. As visitors or attendees, but also as employees in these sectors, ND individuals can find it difficult to navigate these environments.

10.1.2 The most commonly described issue is **the sensory environment such as bright lights, loud noises and crowded spaces**. This can be overwhelming for people with sensory challenges.

10.1.3 For employees in these sectors there are additional challenges:

- **Unpredictable schedules:** Many jobs in these industries have irregular hours, which can be difficult for people who thrive on consistency and routine.
- **Ambiguity and inconsistency:** Many expectations in these sectors both from employers and customers are informal and not explicitly stated. This can be confusing for neurodivergent employees who may not innately pick up on these social norms or be able to read between the lines.
- **Social interaction:** Many roles in these industries require a high degree of social interaction. Some neurodivergent people may struggle with things like reading social cues, understanding body language, or small talk, particularly in combination with the sensory environment. Yet, these sectors also require the need to navigate unexpected situations where neurodivergent employees may excel in creative problem-solving and come up with unique solutions due to their different perspectives.

ND individuals can find it difficult to attend entertainment and hospitality events as these comments from our survey show:

"Every event for adults seems to include ridiculously loud music, very drunk and loud patrons who are all crowded in a small space." Survey respondent 20, November 2023

"The environment can be overwhelming and cause sensory overload." Survey respondent 25, November 2023



10.2 Entertainment and Hospitality - Recommendations

Individual establishments, industry organisations and trade bodies representing these sectors are recognising the needs of neurodivergent employees, visitors and attendees. The industry organisations and trade bodies provide toolkits and signpost to additional resources for these sectors to take further steps. Whilst there are many good examples and advice for how to make adjustments to accommodate ND individuals' needs, there is still a way to go.

Key recommendations from respondents and online resources:

Making adjustments to the sensory environment:

- 10.2.1 It is not uncommon for entertainment or hospitality venues to offer hours where the environment is adjusted to accommodate sensory challenges. This is good practise that could be offered by more.
- 10.2.2 There are also examples where, during regular hours, bars and restaurants have made changes like turning down music, adjusting lighting, blocking off kitchens, and removing electric hand dryers. Other accommodations include soundproof workspaces and providing audible and visual aids.



10.2 Entertainment and Hospitality - Recommendations (Cont.)

Events specific recommendations:

- 10.2.3 Plan for accessibility early with your audience's needs in mind: Share clear information about the venue and access options beforehand
- 10.2.4 Provide clear instructions in multiple formats (written, visual, verbal) throughout the event
- 10.2.5 Share the agenda and relevant information in advance using accessible formats. For example, this could include dyslexia style guides
- 10.2.6 Create a sensory-inclusive space with flexible seating allowing attendees to find the space that best works for them. Also, consider adjustable lighting/sound, a quiet area
- 10.2.7 Offering pre-scheduled meetings which can reduce anxiety and allow those with neurodiversity to structure and plan their day better
- 10.2.8 Have trained staff or volunteers available to assist attendees with additional needs

Entertainment and hospitality employers could take additional steps.

Recommendations raised in the employment section also applies here but with some specific additional opportunities:

- 10.2.9 Embrace an inclusive culture with the opportunity to represent your customers. An employer that represents inclusivity internally, including neurodiversity, by employing those with lived experience is usually one that can be trusted in terms of making reasonable adjustments
- 10.2.10 As sectors that operate 24/7, often in local communities and are known for providing employment at all levels of careers, it is in an excellent position to lead the way



11. Transport and Infrastructure





11.1 Transport & Infrastructure - Key findings

Public transport can be challenging for most to navigate. Yet, transport providers, including Transport for London, are taking steps to make this easier. However, neurodivergent respondents called out a number of challenges as outlined below.

- "A lack of clear information about your journey e.g. bus number" is the number one barrier to using public transport among neurodivergent respondents.
- "The noise" and "Public behaviour or level of understanding" are the next largest barriers.
- Neurodivergent people may have a better experience of public transport with improved or tailored information about routes; improvements to the sensory environment; and increased public understanding of Neurodiversity.

These findings are collated from desktop research and our ND survey respondents.

Top Barrier to Transport - Neurodivergent Respondents

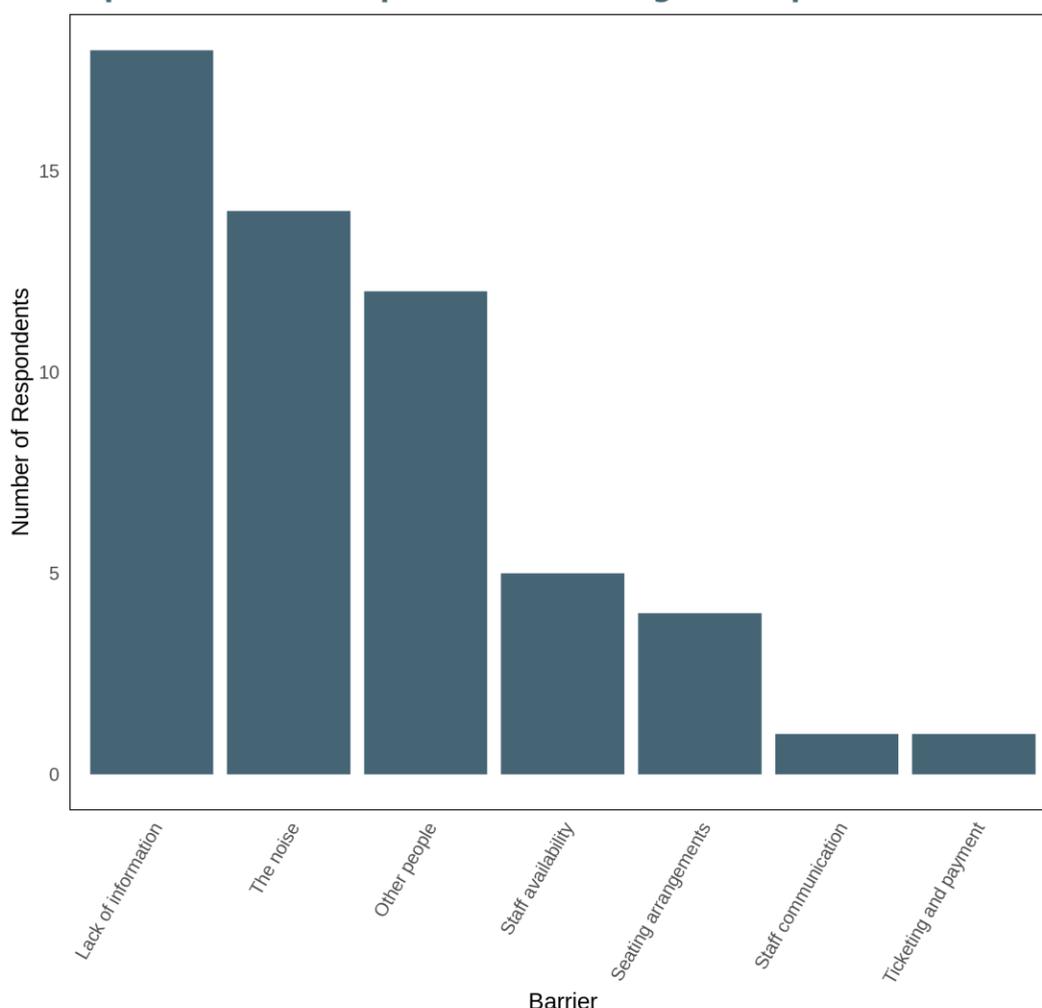


Figure 5 - chart to show negative experiences using transport for ND individuals



11.1 Transport & Infrastructure - Key findings (Cont.)

- 11.1.1 There are reports that people find that **in writing there is support for their disability** but that this **messaging does not match the reality**. For example, mobility assistance is often only available when you request it in advance and if you miss the train, then the request has to be repeated to ensure assistance.
- 11.1.2 Many of the **regional train stations are now automated**, which means there is **no person to seek help** when it's required, and it is challenging to gain access to support.
- 11.1.3 When using **tube stations** people have reported that there is often **too much information with sensory overload** increased with the vast amount of information and adverts on walls.
- 11.1.4 **Accessing blue badges is a tedious process**, and individuals can fear being open about the challenges they face.
- 11.1.5 Even with schemes such as the Sunflower lanyard e.g., at Heathrow and Gatwick, reports suggest that this does not guarantee a fast track in queues despite it being stated on their websites.
- 11.1.6 Many spaces do not support communication for those who are non or minimally-speaking.

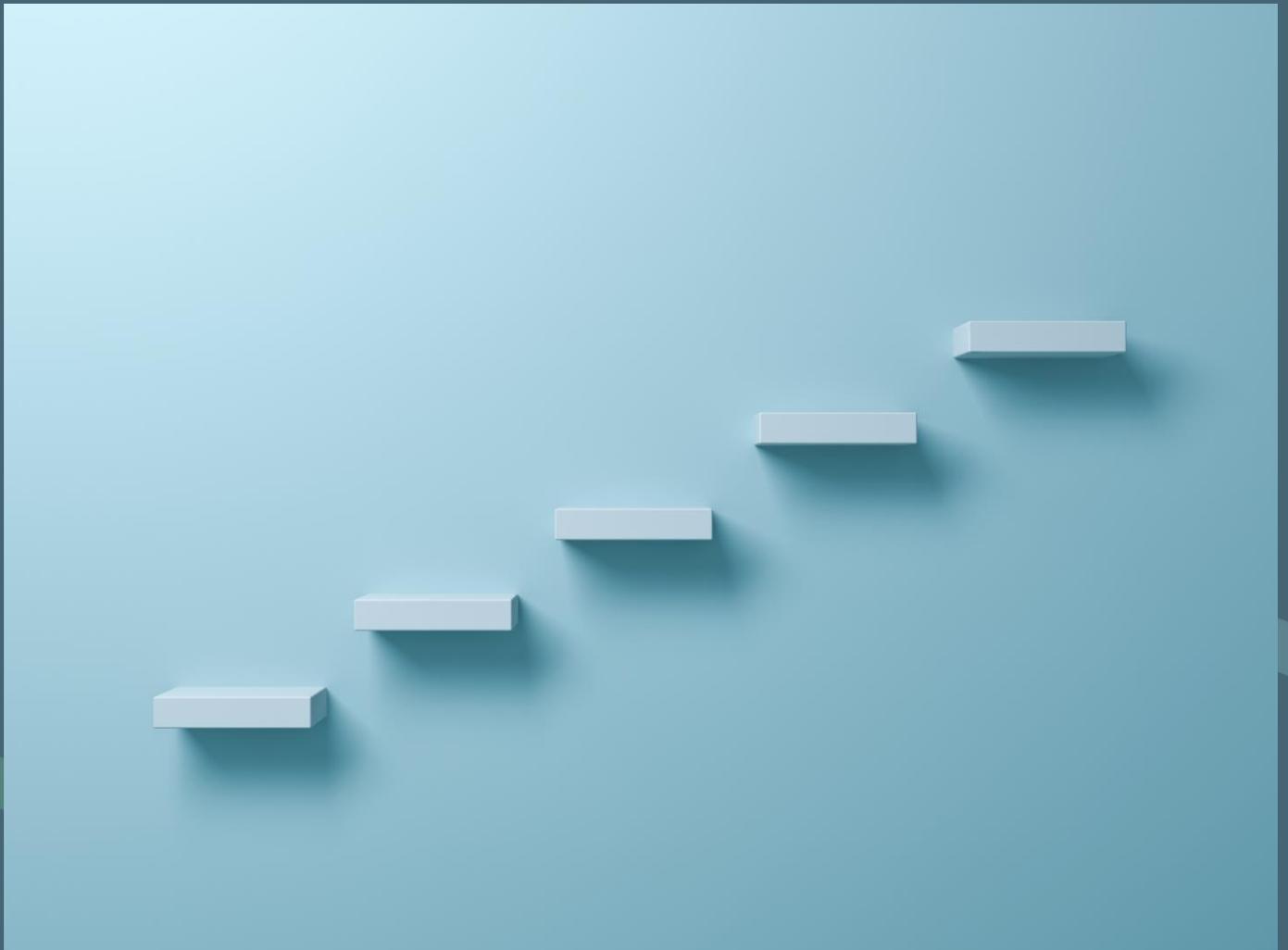


10.2 Transport & Infrastructure - Recommendations

- 11.2.1 Implement **Communication Boards** to support non- or minimally-speaking communicators.
- 11.2.2 There is a need to **improve green space** planning and street furniture to ensure that ND accessibility is considered.
- 11.2.3 Consultancy, training, research and publications on building design and management to meet all user needs.
- 11.2.4 Creating **enabling (built) environments**. There are significant challenges that need to be solved in the world and infrastructure that prioritizes ableism limits opportunities innovation. Currently, transport inclusion focuses almost entirely on capturing more riders (e.g. the disability side).
- 11.2.5 **Develop universal design principles** to create inclusive environments that are accessible and accommodating for all individuals, including those with neurodivergent conditions. Increase the availability of sensory-friendly spaces in public areas, such as parks, museums, and libraries.
- 11.2.6 Consider how train stations, airports and the underground can provide **quiet spaces** or options for those who are neurodivergent.
- 11.2.7 Creating work programmes that place neurodivergent individuals to be part of transport innovation teams (e.g. decarbonisation, safety, and behavioural change).



12. Recommended Next Steps





12. Recommended Next Steps

- 12.1 This report has been **developed by a team of volunteers** supporting the NiB charity. It was **produced with limited resources** and using insights from those involved in the charity's work. Therefore it will **inherently be incomplete, and require ongoing support from the community to improve and refine.**
- 12.2 It raises a **challenge** to the Mayoral of London to consider investment and promotion of activities highlighted in the report.
- 12.3 Given the **recurrent theme** around **training and understanding**, there is a **continuing need** to **raise awareness** of ND behaviours, needs and requirements.
- 12.4 We would **recommend** that the Mayor of London:
- Champions an unequivocal commitment for London to support its Neurodivergent talent to better access good jobs and to thrive in employment.
 - Provides Mayoral leadership on an effective London-wide strategy to enable London to become the most neuroinclusive city in the world.
 - Considers strengthening this initial volunteer led report through the provision of professional services to enable **wider consultation** with stakeholders to establish current effective initiatives and gaps.
 - Concurs that change can be achieved through policies, strategies and pledges as well as through the close collaboration between businesses, the London organisations and London's anchor institutions that aim to deliver good growth for London.



Thank you!

We appreciate your time, thoughts, ideas, and contributions to this ambitious project, and we look forward to speaking to you again soon.

Please get in touch if you have any thoughts or questions you would like to raise with us. You can do this by using the contact form on the NiB website at the following link:

<https://neurodiversityinbusiness.org/contact-us/>

If you would like to join us as a volunteer you can visit the volunteer page on the NiB website at the following link:

<https://neurodiversityinbusiness.org/join-us/>

