Making Diversity Interventions Count,
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What Success Looks –
the Elephant in the Room

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Changing Faces is the UK’s leading disfigurement charity

Changing Faces supports and represents the interests of people with disfigurements, from birth, accident, disease or the aftermath of surgery

Our vision is a just society where people with disfigurements have access to the very best psychological and social care and are treated fairly across every aspect of life.
Facts and figures about disfigurement

- Disfigurement can affect anyone at any age, from any ethnic group and from many causes:
- 540,000 people in the UK have a significant facial disfigurement, that’s 1 in 111
- 1.3m people have a disfigurement to their face or body
- Almost one in every hundred people of working age having an unusual facial appearance
The Impact of disfigurement

Many are vulnerable to:

- low self-esteem in ‘good looks’ culture
- lack of self-confidence in dealing with other people’s reactions
- exclusion, social isolation and depression
- dilemmas about medical/surgical treatments
- lack of psycho-social help
- Impact on family and friends
- complex treatment choices
- schools/teachers unprepared and with low expectations
- Under and unemployment
What the general public thinks

9 out of 10 people IMPLICITLY judged people with disfigurements to be:

– less attractive
– less likely to succeed
– less socially skilled and less easy to be/work with
– less likely to lead happy lives
Barriers to the work place

Research by Changing Faces found that:

• 43% of clients said that they had not applied for a job because they believed their face wouldn’t fit,

• 46% had experienced being treated differently by an interviewer.

• 40% of respondents felt their appearance had held them back in their career.
Challenges for employers

• Uncertain / uncomfortable about disfigurement
• Fearful of saying the wrong thing
• How to behave at interview
• Will they unwittingly discount a candidate’s skills at interview
• Is it bad for business?
Discrimination

The law provides protection for people with “severe disfigurements” under the Equality Act (2010)

People with severe disfigurement are protected from being treated unfairly:

• Applying for jobs
• Whilst at work
What Success Looks Like

Campaign to transform confidence and expectations around disfigurement in the workplace for individuals and companies by:

• raising awareness of the assumptions and stigma around disfigurement
• working with employers to recruit on merit
• developing confidence for jobseekers
• aligning both employers and jobseekers in their approach
Developing disfigurement confidence

Changing Faces has published guidance for employers to enable them to demonstrate their confidence around disfigurement, by knowing how to interview without bias,

http://www.whatsuccesslookslike.org.uk/
Any Questions?
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