

Manchester City Council Report for Information

Report to: Communities and Equalities Scrutiny Committee – 9 November 2017

Subject: Our Manchester Disability Plan

Report of: Strategic Lead, Adult Social Care

Summary

This report and the attached Our Manchester Disability Plan (formerly known as the All-Age Disability Strategy) provides Communities and Equalities Committee members with an update on progress made to date on the establishment of the Our Manchester Disability Plan Governance structure and associated work. The report also sets out the new directions for Manchester to enable it to become a Disabled People Friendly City.

This report will also give Committee members an update on the progress made on the points raised at the November 2016 Communities and Equalities Scrutiny Committee meeting at which committee members requested updates on the wider accessibility related points.

Recommendations

The Committee is asked to note the contents of this report and support the ongoing approach and work across all areas.

Wards Affected: All

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Background documents (available for public inspection):

Attached is the latest version of the Our Manchester Disability Plan (Appendices A) and the easy read version of the Plan (Appendices B) which Manchester People's First have produced.

1. Introduction

1.1 Scope of this report

Over the last two years Communities & Equalities Scrutiny Committee has received regular detailed updates on work to progress the production of the Our Manchester Disability Plan (OMDP), formally known as the All-age Disability Strategy. When the work commenced approximately 2 years ago, it was the intention to centre on co-production/co-design. This meant the starting point was with disabled people themselves. Officers set out to discover what's working well and what's not working well from the citizen perspective. Officers took a 'bottom-up' grassroots approach that allowed officers to get the views of Manchester citizens so building up the approach incrementally. This approach has continued throughout the Plan's development through to the present time with the establishment of the governance structure: the Partnership Board and associated workstreams.

- 1.2 The Our Manchester Disability Plan is aligned to the Our Manchester approach and the associated principles which also connects with how adult social care aims to work with not only older and disabled people but also carers, friends and family. The OMDP approach is dependent on all organisations in the city playing their part to ensure citizens can have greater choice and control over the things that matter to them:

Proud - we actively tell people what our city has to offer, we do everything to the best of our ability and encourage others to do the same and we recognise achievements and celebrate our strengths

Listen - we have an open mind and never assume we know best, we carefully listen to other people's opinions, and respect what they say and we understand what is important to someone

Own it - we start from strengths, building on these to improve and develop outcomes and we demonstrate a positive 'can do' attitude to every situation

Work together - we respect everyone's opinion and recognise their contribution, we have open and honest conversations and we value everyone's contribution to make things happen.

- 1.3 Officers would like to thank disabled people, carers and supporters, Manchester Disabled People's Organisations (DPOs) and a wide variety of partners for their help and contribution with the continued development of the Plan and its associated work. In particular, officers would like to acknowledge the late Lorraine Gladwell OBE for her valuable contribution who sadly passed away recently. Lorraine will always be remembered for her work in Manchester and nationally, and for her support in developing and establishing the Our Manchester Disability Plan.

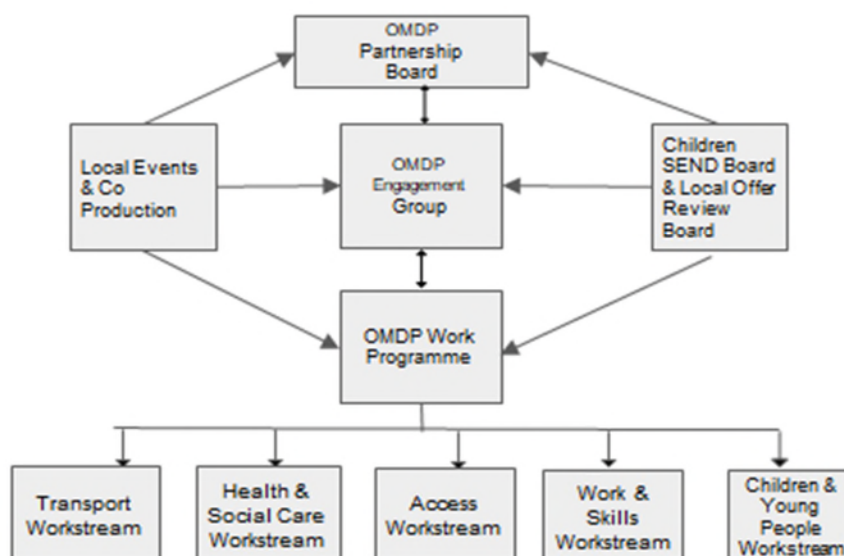
1.4 In addition to an update on the Disability Plan this report also provides Committee members with an update on the following areas as requested at the Nov 2016 Committee meeting:

- **Accessibility Charter** - To provide an update on whether MCC should produce a Accessibility Charter, and if so what are the next steps
- **Disability Confident Scheme** - To provide an outline of the scheme and an update on the progress made to date on MCC joining the Disability Confident Scheme.
- **Manchester Access Guide** - To look into whether a comprehensive guide to accessible venues in Manchester could be produced
- **Accessibility of Events held in the city** - To provide an outline of work to ensure Disabled customers can access events held in the city
- **Definition of Accessibility** - Provide an outline of Manchester's definition of accessibility and how this can be adopted across MCC and wider partner's.
- **Access to non-MCC Buildings** - To provide an outline of what can the Council do to improve accessibility to non-Council buildings (shops, museums etc.) Provide an update on the Working Group chaired by the Executive Member for Culture & Leisure and what can Disabled customers expect when visiting a venue.

2. Our Manchester Disability Plan Update

2.1 Since its launch in December 2016 there has been significant progress made, as well as launching the OMDP itself officers have implemented the governance structure with the establishment of the OMDP Partnership Board at the forefront of this. The board held its first meeting as part of the launch and immediately started work building the membership and establishing work streams. The launch was chaired by Councillor Tracey Rawlins and was attended by around 35 people representing a variety of organisations or themselves as individuals. Organisations who were represented on the day included; Manchester People's First, MCC Director of Education, Greater Manchester Police, Greater Manchester Coalition of Disabled People, HealthWatch, Breakthrough UK, Manchester CCG, Parent Carer Group, MCC Equalities Team, Manchester Disabled People's Access Group Transport for Greater Manchester, Central Manchester Foundation Trust, MCC Adult Social Care Directorate, Manchester Metropolitan University, MCC Work & Skills Team, Manchester University, Manchester Deaf Centre, the Department of Work & Pensions, Henshaw's Society for the Blind, The Manchester College and MCC Strategic Housing.

Our Manchester Disability Plan Governance Structure



2.2 The first meeting consisted of presentations and some interactive table top work. There were three presentations covering the following areas:

- **Social Model of Disability & the 12 Pillars of Independent Living** - Michele Scattergood (CEO of Breakthrough UK) provided an overview of the Social Model of Disability & the 12 Pillars of Independent Living. The Social Model states that **disability** is caused by the way society is organised, rather than by a person's impairment or difference. It looks at ways of removing barriers that restrict life choices for disabled people. The Social Model and the 12 Pillars of Independent Living are the guiding principles on which the Disability Plan is based on.
- **Exploring Disabled People's History in Manchester** - Representatives from the Greater Manchester Coalition of Disabled People provided a presentation on Disabled People's history in Manchester.
- **Young People's Group** - a group of young people from Manchester College shared their experiences of living and studying in the city. This group of young people shared their hopes and aspirations for the future and challenged everyone who attended to make a difference.



2.3 The second part of the meeting was an interactive session where attendees worked together to develop themed priorities based on the earlier co-production work, the Social Model of Disability and the 12 Pillars of Independent Living, the aim of this session was to start to develop the OMDP themed priorities for year one and two. This work, along with the previous co-production work has formed the current work streams themes and associated priorities.

2.4 **Engagement group** - One of the first significant steps that the board took was to establish the OMDP Engagement group; this group has a membership from Disabled People's Organisations and individual disabled people. This group is the heartbeat of the OMDP work and plays an essential part in ensuring the work of the board is based on the principles of the Social Model of Disability and the 12 Pillars of Independent Living, as well as ensuring all the work of the OMDP is steeped in the principles of co-production and co-design. The next steps for the OMDP Engagement Group will be to review its membership over the coming months and develop the OMDP approach to co-production and co-design.

2.5 The Partnership Board has made some early significant decisions in the first nine months of its existence - the early priority was to establish itself and the workstream areas, as well as consolidate the membership. In addition, work has been undertaken to identify what gaps there were in terms of represented

organisations. There has also been a further review of the Plan itself and it has been updated in line with the Our Manchester approach.

- 2.6 The board made a significant decision regarding the name of the plan itself, some members of the board felt the word strategy should not be used as it was felt that people may not understand this term, instead it was felt the term Plan was better suited as it is easier to understand and gives a clearer explanation of what the document is about. As a consequence the board agreed to change its name from the **All Age Disability Strategy** to the **Our Manchester Disability Plan (see appended document)**. This also aligns the plan with the Our Manchester approach. Officers have also been working with the MCC Communication Team to develop a Our Manchester Disability Plan website, this site will be linked to the MCC website. The website will enable the board to promote its work with citizens, as well as being a place for feedback on current work priorities, as well as suggestions, ideas and comments. Officers are also exploring the use of social media but it is important to note that social media will be one of a number of ways the board communicate its work with citizens.
- 2.7 The Engagement Group has also recommended that the Partnership Board and the OMDP work streams should each have a 51% majority Disabled People/Disabled People's Organisation membership. This ensures that disabled people's voices are at the heart of all decision making, reinforcing the statement '**Nothing about us without us**'. This ensures that co-production and co-design is at the centre of everything the board and the workstreams undertake. In addition it also ensures that at every level the board and work streams do not become officer-led and controlled. The Partnership Board has also appointed a new independent Co-Chair - Jackie Driver. Jackie is a local woman who works for the Equality & Human Rights Commission. Jackie will share chairing responsibilities with Councillor Tracey Rawlins and both will drive the work of the OMDP forward.

3. Workstream Updates

- 3.1 Another early key priority for the Partnership Board was the establishment of the themed workstreams; each workstream theme comes from what disabled people told us throughout the initial co-production work and OMDP Plan development. There were an initial five themes proposed by the OMDP Engagement Group which were signed off by the Partnership Board.
- 3.2 **Children & Young People Workstream** - To avoid unnecessary duplication, it has been agreed that existing groups such as the Special Education Needs & Disability Board (SEND) (which is chaired by the Director of Education) and the Local Offer Review Board will act as a workstream and feed into the work of the OMDP. The Board have also formed links with a young people's group from Manchester College, each of these groups feed into each of the themed work streams so that children, young people, parents and carers views and ideas can be part of the development work of the OMDP. An example of this recently was where a group of young people held a workshop to co-produce

ideas on how the SEND offer can be strengthened. There were three key themes that the group focused on;

- To make change and improve services
- Democratic Active Citizens
- Grow Talent/Self Esteem/Value

The group then mapped current practices and gaps against the four strands of the 'Our City, Our Say' strategy;

1. Decision Making
2. Choices & Rights
3. Building Communities
4. Improving Services

The group came up with five priorities which they believe can improve the SEND offer in the city:

1. Youth Council or Equivalent - Ensuring SEND Young People Have A Voice and are Heard.
2. Strengthening Young People's Voice In Their Own Lives
3. Support Organisations to Engage and Work with Young People to Develop Opportunities for Peer Support
4. Capture and use Young People's Experience of using services.
5. Training Across The Workforce - to ensure the voice of Young People is an integral part of the service.

3.3 Transport Workstream - The Transport workstream has membership ranging from Transport for Greater Manchester (TfGM), the Manchester Disabled People's Access Group, MCC Licensing Team, reps from Adult Social Care & Health, Breakthrough UK and Manchester Peoples First. The workstream is focusing on a number of areas of work which include:

- Reviewing TfGM's current disability focused initiatives. Looking at what's working well and what isn't working so well in Disability focused travel.
- Disability Training – the group have looked at inconsistency amongst Operators, this includes staff attitude, awareness and understanding which is essential as implementation of policies alone cannot deliver change. It was also recognised that there needs to be an easy mechanisms for the commendation of good staff behaviour to help to breed a culture of positive change.
- Management of Disruption – Looking the transport infrastructure and the impact of disruption on disabled people, it was felt by the group that the industry does not always facilitate the needs of Disabled People during periods of disruption.
- Awareness and Education – It is felt that there is patchy awareness of existing initiatives and assistance features which are already in place. It was also felt that there is a need to re-educate the general travelling public on behaviours that can assist people with disabilities.

- Exploring the use and take-up of TfGM Safe Journey Cards; these cards can be used by people with a Learning disability or Sensory Impairment. The aim of these cards is to enable a driver to recognise that a person may have a specific support need and offer additional assistance to an individual.

3.4 Work & Skills Workstream - The Work and Skills work stream is chaired by Michele Scattergood of Breakthrough UK and has membership representing Disabled People's Groups and also the MCC Work & Skills lead, The Department of Work & Pensions and Manchester Adult Education Service. The group have identified two key aims - Getting into work and Staying in Work. The group plan to work on a number of opportunities which will build on the collaborative approach with the aim of improving employment outcomes for disabled people in the city, these include;

Getting into work – closing the employment gap as disabled people are twice as likely to be unemployed than non disabled people, to improve this the group have identified a number of actions:

- Map and understand current employment support offer in the city and which 'groups' of disabled people can access these.
- Identify gaps in the current offer
- Promote current employment support offer across all agencies, both in the Public and Private sector.
- Seek resources to test out new approaches
- Encourage positive recruitment techniques and support the setting of organisational targets across our networks.
- Share good practice/ share our models – learn from each other to enhance our practice and develop a toolkit for others use.
- City Mentors - develop a group of disabled people across the city – trained as mentors to deliver a Mentor Programme to raise aspiration and support retention

Staying in Work – retention and development of disabled employees across all sectors (including people with newly acquired impairments or long term health conditions)

- Understand the current retention support offered by organisations on the Work & Skills workstream and other OMDP Board member organisations, as well as building private sector links.
- Develop good practice guide from this – shift from the medical OT approach to the Social Model and business case approach – understand barriers to retention. Explore the opportunity to develop anything new for city, such as – Employee Assistance Model/ network hub, impairment support, managers advice line, FAQs, quick guide to the law etc.
- Develop a 'positive disclosure' approach/ campaign - business case approach and show impact on improved health & wellbeing of staff.
- Counting / understanding the number of disabled people employed in the city.

3.5 Access Workstream - The Access work stream is the latest workstream to be established, the group's aim is to look at two priority areas - the built environment (new and established), and access to information. The group's aim is to work closely with MCC Planning and then develop relationships with a variety of organisation who are involved in developing the built environment across the city. The aim is to influence design and planning at the earliest possible stage, this will ensure the city gets things right in terms of access to the built environment. In addition the group will also promote the Clear Print Guidelines, with the aim of working with MCC, Manchester Health & Care Commissioning and the CCG to adopt the clear print guidelines. In addition the group will develop a Communication Plan which will be a template for inclusive access. The plan will also include recommendations regarding the use of social media and how the board uses its website to communicate its work.

3.6 Access Charter - As requested by Committee members, the Access workstream has begun work on exploring the possibility of developing an Access Charter for the city. They have started by exploring what is already out there and how these have been developed. For example, Hull City Council have developed a street charter in partnership with the RNIB, there are also a number of music venues and festivals that have signed up to inclusive access for all. The group will feedback their findings to the next OMDP Partnership Board with recommendations. The Access workstream will link with the events team (see 6.3) to develop an Access Charter for the City.

3.7 Health & Social Care Workstream - This workstream was one of the first to be established, the group is co-chaired by Dr Manisha Kumar who is a local GP and is also the Executive Clinical Director with Manchester Health & Care Commissioning and Zoe Robertson. The workstream has a wide ranging membership from both Health & Social Care, Manchester Health & Care Commissioning, GMP, Disabled People's Groups, DWP and Work & Skills. The group have developed an initial work programme which includes:

- To support the development of Disability related Joint Strategic Needs Assessments (JSNA) - To increase the number of disability-related JSNAs in Manchester and use the Social Model of Disability as a basis.
- Appropriate Health & Social Care- Ensuring that the group can influence services and ensure they comply with the OMDP approach so that disabled people can co produce/co-design future developments.
- Accessible Health and Social Care information - Implementing the NHS Accessible Information Standard across all Health & Social Care services.
- Access to Equipment and Adaptations - to ensure disabled people can access the relevant equipment or adaptations

4. Access Guide for Manchester

4.1 The Council has, in recent years, investigated the possibility of developing an access guide for Manchester. Some positive work was undertaken in support of the 2002 Commonwealth Games, to produce a map of dropped kerbs and

accessible walkways for disabled people around the games sites. Subsequent changes to the built environment have impacted on the legacy of this work but it did highlight the benefits of producing information to help disabled people make informed decisions about how they engage and interact with their environment in a way that makes it accessible to them.

- 4.2 Discussions circa 2011 with national disability access information provider 'Disabled Go' did not materialise in a guide for Manchester due in the main to financial uncertainty at that time. The subject of an access guide for Manchester has been revisited intermittently since then, with particular motivation to work with local stakeholders to fund and produce it; the Council pursued conversations on joint funding an access guide with Visit Manchester and CityCo (circa 2013) but again, without buy-in or a resulting guide.
- 4.3 Some partners have expressed the view that independent websites of Manchester's key visitor attractions (venues, shops, restaurants and bars etc.) contain their own access information, making the production of a stand-alone guide redundant. Having reviewed a sample of websites, this view is not shared by the Council as the standard of access information available is inconsistent and often unhelpful.
- 4.4 The motivation therefore remains to develop an access guide for Manchester. Since the topic was last reviewed, the establishment of the Our Manchester Disability Plan and its Board now offer opportunities to approach the topic afresh. The Board is supported by a number of key public and voluntary sector partners and has greater reach and influence than has previously been available.
- 4.5 The Equality Team Leader has therefore committed to work in collaboration with the Disability Plan Board and relevant partners in the city during 2018 - 19 to assess the feasibility of developing and delivering a Manchester access guide. This commitment is reflected in the forward plan of the Lead Member on Disability Issues, who has stated the access guide as a priority in 2018 - 19.
- 4.6 Whilst the potential for an access guide will be assessed in partnership with the Disability Plan Board, the aim will be for it to assess and promote access in its broadest terms, starting from disability access but incorporating the access needs of other communities and individuals, for example older people, parents of children in prams and people whose first language is not English.

5. Disability Confident Scheme

- 5.1 The Council remains committed to achieving the level 2 accreditation against the Disability Confident Employer scheme, administered by the Department of Work and Pensions, by the end of March 2018. Work by the Equality Team has been completed to produce an initial action plan and self-assessment template which the Council is in the process of undertaking. Work on this initiative will be accelerated between now and the end of the financial year, with conversations with relevant stakeholders (i.e. Trade Unions, equality

employee groups, Equality Champions Group) being factored into the self-assessment process. It is important to note that the priorities listed in the Council's Disability Confident Employer scheme action plan are linked to numerous other initiatives, strategies and projects (i.e. Employee Health and Wellbeing strategy, supported employment initiatives etc.) and as such, delivery of the Disability Confident award is dependent on delivery of a broader set of Council HROD priorities.

6. Accessibility of Events held in the city

6.1 All City Council managed events aim to promote that there are no equalities barriers to either participation or to attendance and across the events programme we work to put in place and encourage practical measures to try to eradicate barriers to attendance or participation such as:

- appropriate use of viewing areas or platforms
- the provision of backstage and stage access requirements
- the use of signers or induction loops
- the provision of accessible toilets
- closer proximity car parking
- linkage of transport partner information for how people get to and away from events
- identification of provision in Emergency Evacuation Plans
- briefing of staff and volunteers to provide on site support, etc.

6.2 However, it is timely to revisit what we do and learn from new approaches and ideas taking place across the event sector to ensure we – and our event partners – go beyond just the legal obligations and develop something that supports disabled people to be as independent as they want to be at our events.

In addition to the above practical measures, we need to review:

- how we proactively engage audiences with disabilities
- the quality of the information we provide in advance of the event
- the level access and physical access within and around our licensed event spaces
- the option to provide respite and sensory spaces
- disability awareness training for staff and how staff describe access provision
- how we can promote our long term commitment to developing best practice in this area

6.3 It would be proposed to work with a specialist provider to develop a Disability Access Charter for Manchester Events (*working title*) providing a set of standards that the City Council and its event partners can use to shape and improve future provision. Whilst such Charters or Standards have been produced for individual venues - and primarily for ticketed festivals and events - creating a City Standard/Charter will be a new approach but will demonstrate an on-going commitment to improving accessibility and something that we can use to target improved provision. For example The London Borough of Tower

Hamlets is using the Charter of Best Practice developed by Attitude Is Everything as an event standard for all festivals taking place in Victoria Park. The same provider has also worked more locally with Parklife and with venues such as Band On The Wall and The Lowry Theatre.

7. Planning (accessibility update)

- 7.1 The City Council has a clear objective to seek the highest quality in design terms from all development. This cannot simply be about aesthetics but must include how developments are designed to be inclusive, accessible, safe and sustainable.
- 7.2 The planning process takes a holistic approach to development to provide in turn an all-encompassing approach to design. From pre application discussion to the formal planning submission, officers test all aspects of design and corporate priorities including access. Attention is drawn to incorporating best practice and demonstrating how a scheme embodies good design and function.
- 7.3 'Design and Access Statements' are required for a wide range of planning applications and these provide a framework for those looking to carry out development in the City, to explain the approach to access, to provide an analysis of the options available, to explain the design principles and concepts that have been applied and how any specific issues have been addressed. This is an important consideration and developments are expected to be built out in accordance with agreed principles.
- 7.4 In addition the recently adopted Manchester Residential Quality Guidance has introduced a 'Comply or Justify' concept. This applies to a wide range of criteria and standards the City expects to be incorporated into new residential development; this includes how new homes can be adapted to meet need and whether they are sufficiently flexible to change in the future.
- 7.5 It is accepted that there will be occasions where for practical reasons any one of the key design elements cannot be fully achieved. Developments involving the reuse of existing buildings are examples of this; however, in such circumstances applicants are still required to demonstrate what considerations have been given to improve accessibility or other requirements and what measures could be introduced.
- 7.6 Nationally Government has stated that it expects technical standards which includes access and safety to be considered under the Building Regulations. However, it is believed there should be a holistic approach to design and access as with other key elements will continue to be negotiated through the planning process.
- 7.7 In respect of where development needs Building Regulations (new build, changes of use or certain proposed physical works to existing buildings), they should comply with the relevant parts of the Regulations on access (and this will include ramps). This will apply to residential and non residential

development although the specific technical guidance will be different. There are though other areas outside the scope of the Building Regulations for example the Equality Act 2010 which will need to be considered by building owners and occupiers, particularly older or existing buildings.

8. Appendices

- 8.1 Appendix A - contains the new Our Manchester Disability Plan
- 8.2 Appendix B - contains the new Our Manchester Disability Plan Easy Read version

The Our Manchester Disability Plan

Access All Areas



Contents



Part 1

Section 1: About this document	1
Section 2: What is the purpose of the plan?	2
Section 3: Context of the plan	3
Section 4: Foreword	13
Section 5: Introduction	15
Section 6: This is Manchester	17
Section 7: Personally speaking	22

Part 2

Section 1: Children and young people	25
Section 2: Education, health and care plans	28
Section 3: Equality, Accessibility and Inclusion: Access All Areas	32
Section 4: Everyone's responsibility	33
Section 5: Priorities	37
Section 7: Tell us	39
Appendix 1: What 'good' looks like	40
Appendix 2: Draft Access All Areas (best practice standards)	45

Part 1

Section 1:

About this document

Who this document is for

This document is relevant to everyone who lives, works, studies in or visits Manchester. This is because it is everyone's responsibility to ensure disabled children, young people, adults and older people in Manchester can play a full part in society by exercising all their rights and the equality of opportunity to access services, facilities and support they are entitled to.

Throughout the document there are a number of quotes from disabled people who contributed to consultation that has supported development of this plan; these are highlighted in speech bubbles.

Section 2:

What is the purpose of the plan?

The Our Manchester Disability Plan is Manchester's pledge to support disabled people in Manchester and remove barriers.

Disabled people face significant barriers, and experience disadvantage and discrimination accessing services, opportunities and facilities in Manchester. The Our Manchester Disability Plan (OMDP) is Manchester's pledge to support disabled people in Manchester to remove these barriers so they can fully integrate into all the opportunities, facilities, activities and communities in the city.

It will do this by challenging and changing existing attitudes, with the aim of reducing the inequalities disabled people face in Manchester today. In doing this,

the Plan will acknowledge the many improvement projects in progress across the city, and the aim of the Plan is to build on all the good practice that already exists.

It is anticipated that Manchester City Council will lead development of the Plan initially, but it will really be driven by disabled people who live, work or study in the city, and those who visit it. They will work with other partners on the Partnership Board and associated workstreams mentioned further in this document to support the aims of the Our Manchester Disability Plan.

Section 3: Context of the Plan

The Our Manchester Plan

Manchester City Council's Our Manchester Plan focuses on helping people to make the changes in their lives that will see them become more independent.

The approach doesn't begin by asking 'What's wrong?' as we often do as a council. Instead, it asks 'What's right?' and 'What matters to you?'

So Our Manchester becomes:

- a way people can develop into happier, healthier and wealthier people making a good life for themselves and their family
- proactive, pre-emptive and creative, focusing on a person's or community's strengths and opportunities
- a partnership of local people and organisations developing new answers to how we can deliver public services.

Asset-based

You'll hear Our Manchester being called an asset-based approach. This assumes that everybody has something to contribute to make this a better city.

Different conversations

The Our Manchester Plan means a different relationship with colleagues, partners, people and places. This means listening to and observing people, then making judgements based on what we see and hear.

Behaviour change

Our Manchester is very much about how we challenge and change behaviour. It will mean a different, perhaps slower, way of delivering services, but if it takes a little more time and you get a better outcome, it's time well spent.

Our Manchester, Our Children

Our Manchester, Our Children: Manchester's Children and Young People's Plan 2016–2025 outlines how children and young people matter in Manchester. It places children at the heart of its vision for Manchester to be in the top flight of world-class cities by 2025. It aims to open up new opportunities for our children and young people in the fields of education, work, leisure and family life. It is also a partnership plan, jointly held by all the city's agencies and organisations that work with children and young people.

Our Manchester – building a safe, happy, healthy and successful future for children and young people

As well as Our Manchester, there are also many pieces of legislation and policy relating to disability, equality and improving the quality of life for disabled people in Manchester. Some of the most recent developments and changes that will underpin the OMDP and enable faster and wide-reaching change are identified below.

Manchester has always had a reputation for being welcoming and tolerant, and everyone who lives, works, studies in or visits the city should feel part of that. No one should feel excluded. The Plan is about all the people of Manchester; it's about what's at the heart of the city and the people who make Manchester what it is today.

The Our Manchester Disability Plan is also written from the perspectives of the Social Model of Disability, the 12 Pillars of Independent Living, and The UN Convention on the Rights of the Person with Disabilities.

The Social Model of Disability

The Social Model of Disability says it is not people's conditions or impairments that disable them. It is society that does not accommodate difference and creates barriers. The intention of this Plan is to remove these barriers so we can have a disabled people-friendly city.

A disabled people-friendly city is a place where:

- Disabled children's and adults' aspirations are recognised and can be realised
- All areas of the city and all parts of city life are accessible
- Disabled people can be independent and equal in society, and have choice and control over their lives
- Mancunians are the city's best assets
- Everyone has the right to fulfil their own potential.

Manchester City Council is committed to working with disabled people and partners to embed the social model of disability in the city's services.

The 12 pillars of independent living:

- Appropriate and accessible information
- An adequate income
- Appropriate and accessible health and social care provision
- A fully accessible transport system
- Full access to the built environment
- Adequate provision of technical aids and equipment
- Availability of accessible and adapted housing
- Adequate provision of personal assistance
- Availability of inclusive education and training
- Equal opportunities for employment
- Availability of independent advocacy and self-advocacy
- Availability of peer support.

The United Nations Convention on the Rights of Persons with Disabilities

The Convention on the Rights of Persons with Disabilities is an international human rights treaty of the United Nations intended to protect the rights and dignity of persons with disabilities. Parties to the Convention are required to promote, protect, and ensure the full enjoyment of human rights by persons with disabilities and ensure that they enjoy full equality under the law. The Convention has served as the major catalyst in the global movement from viewing persons with disabilities as objects of charity, medical treatment and social protection, towards viewing them as full and equal members of society, with human rights. It is also the only UN human rights instrument with an explicit sustainable development dimension. The Convention was the first human rights treaty of the third millennium. **www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities.html**

As with the Social Model of Disability, the UN Convention is at the core of the plan and its work.

Other important contexts that are relevant to development of the OMDP include:

i) The Equality Act 2010

The Equality Act 2010 is a major piece of legislation that brings together and strengthens the various existing pieces of anti-discrimination legislation that have been passed since the 1970s.

The Act covers three areas: employment, provision of goods and services, and property. It describes 'prohibited conduct', which includes direct and indirect discrimination, harassment, victimisation, and disability discrimination, and sets out the 'protected characteristics' covered by the legislation – including disability. It also describes a general equality duty for public bodies to have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and other conduct prohibited by the Act
- Have equality of opportunity between people who share a characteristic and those who do not
- Foster good relations between people who share a characteristic and those who do not.

Manchester City Council is also required, under the Public Sector Equality Duty 2011, to publish information annually to demonstrate that it is complying with the general equality duty in all areas of its work. Information must be included on how the Council's policies and practices affect people who share a relevant protected characteristic. You can read more about this, and the statistics relating to disability in the city, in the State of the City Communities of Interest Report 2016. www.manchester.gov.uk/manchesterpartnership/downloads/file/507/communities_of_interest_report_2016


We are pleased that in 2015 Manchester City Council achieved the 'Excellent' standard in the Equality Framework for Local Government (EFLG), a national equalities benchmarking tool run by the Local Government Association (LGA). You can read the full report at www.manchester.gov.uk/equality

However, this doesn't mean that work in this area has slowed down, as the Council has an ethos of and commitment to continuous improvement. The EFLG final report recommends a number of areas where we can make further progress towards disability equality, and these will be incorporated into the OMDP

and the Council's equality objectives. These two documents will provide an opportunity for the Council to embed these organisational recommendations and use its experience to influence positive change in partners.

The EFLG recommendations include:

- Increasing the proportion of disabled children and adults represented at senior management level and in the apprenticeship scheme
- Increasing organisational capacity to manage disability in the workplace more effectively
- Increasing awareness and understanding of hidden disabilities and mental ill health.



Disabled people are invisible in the workplace.



Design homes that are accessible, so that people don't have to move – and if they do, keep them in an area they know.

ii) The Care Act 2014

The Care Act 2014 made a number of significant changes to how local authorities assess for, commission and deliver a more holistic and personalised range of adult social care services.

The Act introduces:

- A set of national eligibility criteria, which will provide a consistent way of identifying whether a person is in need of care and support from their local authority
- A wellbeing assessment, which considers how a person's current and future needs are and may be affected by their wellbeing
- A different type of assessment, based on a more in-depth conversation with people who need care and support, to find out more about their strengths, goals and aspirations so a support network can be constructed, which ultimately should lead to a more fulfilling life
- Opportunities to move, where desired, between different local authorities through a new arrangement to transfer care and support to a new authority
- The right of carers to have an assessment of their needs for the first time.

There is a much greater emphasis on wellbeing, and local authorities now have a specific duty to promote wellbeing in the specific areas below:

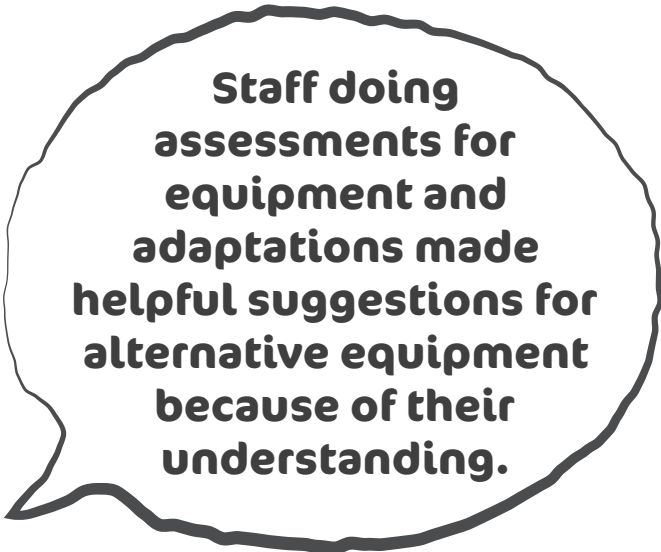
- Personal dignity, including treating people with respect
- Physical and mental health, and emotional wellbeing
- Protection from abuse and neglect
- Control by the individual over day-to-day life, including choice and control over how their care and support is provided
- Participation in work, education, training or recreation
- Social and economic wellbeing
- Domestic, family and personal relationships
- Suitability of living accommodation
- The individual's contribution to society.



**I've been
able to maintain my
independence at home
via equipment and
adaptations.**

We are already using the principle of wellbeing in the Care Act 2014 to raise awareness among partner agencies and organisations of the barriers to holistic wellbeing faced by disabled adults. We have begun to work with partners to enable our social care teams to move beyond the traditional social care offer of home (domiciliary), residential or nursing care, and meet individual need in a more personalised, multi-agency, joined-up way.

The Act also specifically states that health and social care must put measures and services in place to reduce, prevent or delay the need for care and support. With the right to a Personal Budget (a cash amount equivalent to the level of need the person has) also explicit in the Act, the ability to have greater control and choice that would give Access All Areas should now be a realistic possibility for many disabled adults.



Staff doing assessments for equipment and adaptations made helpful suggestions for alternative equipment because of their understanding.

iii) Devolution

The announcement of devolution for Greater Manchester (sometimes called DevoManc) provides significant opportunities for extending the reach of the OMDP. Control of budgets and the power of decision-making in key areas such as health, housing, employment, education, skills, transport and planning have shifted from the Government to Greater Manchester. This means key decisions on how and where money is spent will be made locally, not in London. This plan will enable Manchester to seize opportunities created by devolution to ensure that new and existing infrastructure and services are accessible, promoting equality, wellbeing and independence. More information about devolution can be found at [**greatermanchester-ca.gov.uk/homepage/59/devolution**](http://greatermanchester-ca.gov.uk/homepage/59/devolution)

The vehicle by which devolution in health and social care is implemented in Manchester and Greater Manchester is the Living Longer Living Better programme, and every area has produced a Locality Plan detailing how devolution will be used to transform services. [**www.manchester.gov.uk/meetings**](http://www.manchester.gov.uk/meetings)



**Extra Care Housing
creates independence
and gives me a social life,
but care is available
if necessary.**

All health and social care planning and activity in the city is overseen by a combination of the Health and Wellbeing Board (HWB), the Children's Board, and either the Young People and Children Scrutiny Committee or the Health Scrutiny Committee, which also covers adult social care as well as health. The HWB and the Children's Board are part of The Manchester Partnership; this is made up of NHS, public health, social care, education and children's services representatives, elected representatives, and representatives from the police. More information about the boards can be found at www.manchesterpartnership.org.uk and scrutiny committees at www.manchester.gov.uk/scrutiny.

The OMDP is accountable to all these groups and has clear links to other strategies, particularly The Disabled Children's Charter, the Community Plan, and major programmes of work including Living Longer Living Better and Public Service Reform.

iv) Co-production and consultation

This is vital to this Plan and means developing and delivering public services and facilities in equal partnership between the people using services and their supporters, community and professionals. It is considered to be the best way to achieve transformation in the life chances of disabled children and adults.

This document has been co-produced by groups of disabled children and adults, their supporters and Manchester City Council. Other contributing partners are health, transport, leisure, the police, education and employers. There will be more detail on this later in this document.

Comments and, more importantly, suggestions received from disabled children and adults during initial consultation on development of the Plan have been the catalyst for the Plan to establish an OMDP

Engagement Group. Members of this group will be experts by experience, and in using their knowledge, the 'critical friends' of this work. For more about this, see Part 2, Section 5.


To develop this plan, the Working Together for Change approach (see helensandersonassociates.co.uk for more detail) was initially used at a series of public and targeted workshops. We simply asked people what they think works well and what doesn't work well across a range of key themes:

- Health and wellbeing
- Staying safe
- Getting off to a good start
- Choice and control
- Independence in your home
- Community opportunities
- Involvement
- Advocacy.

We explain more about the conversations we had during that process in Part 1 Section 7 below, Personally Speaking, but three comments in particular stood out from consultation sessions:



There should be nothing about us without us.



Get disabled children and adults involved, as they have the best understanding of the situation.



People need to think outside the box.

A first draft of the Plan then went out for public consultation in January 2016. At the same time, direct consultation and engagement also took place with Greater Manchester Coalition of Disabled People, Breakthrough UK, Manchester Disabled People's Access Group, Manchester Deaf Centre, and the Manchester City Council Disabled Staff Group.

All the feedback mentioned above has been reviewed and used to develop the current version of the Plan and draft standards of best practice called Access All Areas. These should not be confused with Access Standards but can be used to help understand how it's intended that the Plan is used to remove barriers affecting disabled children and adults and their supporters. It is acknowledged that the proposed governance structure will need to develop this further, so standards will be reviewed by the Engagement Group and the Partnership Board as part of the overall development of the Plan's work programme.

Disabled children and adults are continuing to drive this work, with their views – positive and negative – informing the priorities and actions. They are the catalyst for the change that will happen.

The plan doesn't detail the work because that will be the responsibility of the Partnership Board and the Engagement Group, which will always be responding and adapting to the views of disabled children and adults, as well as utilising new research or data. The Plan won't be fixed in time, so the detail can be found in the work of those groups that form part of the OMDP governance structure.



Section 4: Foreword



As the Lead Member for Disability, I've led the production of this new Plan. I feel strongly connected to this work as I'm a disabled person myself, so I understand and have experienced some of the barriers people face. I want to do something about that. This Plan is just the beginning. As has been demonstrated so well through the Age-Friendly Manchester work, the vision for this Plan is for a city that enables all disabled Mancunians to reach their potential.

Many of the actions and changes highlighted in this Plan are not within the Council's control, so this calls for a partnership approach. In particular, we are asking the private sector, specifically in terms of employment, to be guided by some of the key messages included in this Plan, and open up recruitment and job opportunities to disabled children and adults. More recently, we've heard about very positive outcomes for disabled children and adults through a range of Supported Internship programmes, and we would strongly urge you to find out more and get involved.

Thank you for taking the time to read this Plan; we hope everyone can play their part in the future and together make a real difference.

Councillor Tracey Rawlins

Lead Member for Disability

Chair of Communities and Equalities Scrutiny Committee



I'm delighted to co-launch and lead the new Our Manchester Disability Plan. Manchester is proud of its strong history of working with disabled people and disabled people's organisations to promote equality and break down barriers for disabled people. Too often, barriers prevent our city's disabled people in our city from living their lives to their full potential.

As the Lead Member for Adult Health and Wellbeing, I will make sure that the city's health and care services fulfil people's individual needs at their centre, helping and empowering people to achieve their potential. This Plan is ambitious and needs us all to work together to break down barriers, tackle challenges and, importantly, listen to and be led by disabled people's voices. I look forward to working with you to turn this Plan into action.

Councillor Bev Craig

Executive Member for Adult Health and Wellbeing

Section 5: Introduction

The Our Manchester Disability Plan sets out a commitment to disabled children and adults and their supporters, with the aim of enabling everyone to have a much richer and more fulfilled life.

Manchester has recently become the first Age-Friendly city in the UK, and much progress has been made in making the city a place where older people want to continue to live in retirement.

Manchester is a 'destination' city for older people to visit because it's easy to get around, there's plenty to do and see, and they feel valued and welcomed. Yet disabled Mancunians and visitors of all ages have told us they don't have the same experience of life in the city. They have said that Manchester does not include them or give them the same opportunities. In fact, it

has a large range of barriers and inequalities.

Clearly, this needs to change. The need to reduce these inequalities is at the centre of this plan.

It is for all, not just those in receipt of social care, because the vast majority of disabled people don't use social care services. The Plan's aim is to reach all communities in Manchester, from the variety of people who have settled in Manchester from other parts of the world and made it their home, to disabled people from the lesbian, gay, bisexual and transgender community.

The Plan will take a new approach to achieving Equality, Accessibility and Inclusion for all disabled children and adults who live, work, study in or visit the city. It will describe how everyone, collectively and individually, can contribute to that transformation so that disabled children and adults genuinely can feel part of everything that goes on in their local community and the city as a whole.

This won't happen overnight, but achieving the outcomes is something that everyone in Manchester must contribute to. Equality, Accessibility and Inclusion should touch every person and every organisation in every part of life, society and local communities. There is commitment at a very senior level across all partners to ensure that this work is prioritised, as well as embedded into all aspects of city life so that it becomes usual working practice.

Carers

It is equally important this Plan acknowledges and recognises the vital role of carers and supporters. This is a key priority for Manchester City Council and its partners, so it is essential that carers have the opportunities to fulfil their potential and that they are valued as individuals and carers. Carers of all ages, including disabled people who

are carers themselves or parents, don't consider themselves as carers. Not only does this mean they may not be getting support, it also means their voices aren't being heard. Manchester City Council knows it isn't getting the full picture about carers in the city; however, this is being addressed in a variety of ways. Find out more about carers on the Council's website.

Identified outputs of this Plan so far include:

- Co-ordination of the individual projects into a single thematic action plan overseen by a Partnership Board and the Engagement Group, where learning and excellent practice from one area applies to others, where applicable.
- A shared vision of Equality, Accessibility and Inclusion for the whole city.
- A short guide on what 'good' looks like for a disabled person: Access All Areas. This will feature the standards for a disabled child and adult-friendly city and develop into a resource tool.

Section 6: This is Manchester

The Manchester that most of us know is all about friendliness, saying hello to strangers, chatting at bus stops, and living life to the full. It's about ambition, achievement, being first, and aiming high. It's about ensuring people have opportunities.

Manchester is an amazing city, with world-class visions, facilities, venues and technologies. We've had many firsts over the years in industry, technology, sports and the arts, such as the first computer. Manchester has also been a world leader in improving the quality and equality of life for its residents, including the first free public library in the 17th century, suffragettes and votes for women, fresh drinking water in the 1850s, becoming a nuclear-free city, and smokeless zones.

Also:

- Manchester staged the first inclusive Commonwealth Games
- Manchester City Council pioneered accessible hackney cabs
- Manchester made the first Direct Payments, ahead of the legislation
- Manchester City Council was, we believe, the first local authority to advertise jobs for disabled people only.

Manchester's disabled population:

In the 2011 census a total of 89,364 Manchester residents reported that they had a long-term health problem or disability which limited their daily activities (either 'a lot' or 'a little'). This equated to 17.8% of Manchester's surveyed population which was slightly higher than the 17.6% reported for England as a whole. While direct comparisons with 2001 are difficult due to a differing question style in the earlier census, Manchester and other large urban conurbations have shown a reduction in the proportion of people reporting that their daily activities were limited by such long-term health problems and disabilities.

At 9.4%, Manchester has a higher proportion of residents whose daily activities are limited 'a lot' when compared to the national figure of 8.3%. However, at 8.3% the proportion of Manchester's residents whose daily activities are limited 'a little' is lower than the national average of 9.3%.

This suggests that interventions to assist with short-term or lower-level conditions or impairments are effective.

Yet Manchester's percentage of people with day-to-day activities that are limited a lot is notably higher than the national average, suggesting that the proportion of people with high level/assessed needs is greater in the city than nationally.

Figure 1:

Percentage of people whose daily activities are 'limited a lot', 'limited a little' or 'not limited' by a long term health problem or disability.

Degree of limitation	Manchester	England
Day-to-day activities limited a lot	9.4% 47,353 people	8.3% 4,405,394 people
Day-to-day activities limited a little	8.3% 42,011 people	9.3% 4,947,192 people
Day-to-day activities not limited	82.2% 413,763 people	82.4% 43,659,870 people
Source: Census 2011, ONS, Crown Copyright		

Public Service Reform:

Welfare reforms that have already been implemented are impacting on disabled residents through the reassessment of Incapacity Benefit through Work Capability Assessments (WCA) and the under occupancy rules.

Employment and skills:

There are 19,415 economically active people in Manchester who identify as disabled or who have a long-term health condition that limits their daily activities, and this represents approximately 5% of the city's working age population.

At 6.6% the proportion of economically inactive working-age Manchester residents who identify as long-term sick or disabled is higher than the national average of 4%.

Although this is far from always the case, statistics also show that, in Manchester, disabled children and adults are more likely to live in poverty, have fewer educational qualifications, be out of work, be a victim of crime, have difficulty accessing transport and buildings, and experience a poorer quality of life than their non-disabled peers.

Increasing employment and skills

Opportunities for some groups indicate the potential for future growth, but this is not a consistent trend and there are groups of disabled people in Manchester that experience far fewer chances of gaining skills, experience and employment. The current economic climate has made it more difficult for all people to get work, meaning that the already present difficulties faced by disabled people to secure paid employment are compounded.

Figure 2:

Percentage of economically inactive working-age residents who are long-term sick/disabled

All usual residents aged 16–74 who are long-term economically inactive		Economically inactive residents who are long-term sick/disabled
Manchester	382,932	6.6%
England	38,881,374	4%
Source: Census 2011, ONS, Crown Copyright		

Children and young people

Nationally, it is estimated that:

- Children and young people with SEN have higher rates of absence from school and exclusion from school. This is also the case in Manchester, where for example in 2014/15 Manchester pupils missed 4.7% of school sessions; however, for pupils with Statements/EHC plans the absence rate was 10.5%.
- In Manchester, although in recent years there has been a slight increase in the number of young people with SEN achieving five GCSE grades A–C, the gap between results for young people with SEN and their peers has increased. 53% of disabled children and adults and those with long-term conditions have either no qualifications or qualifications below GCSE grades A–C.
- 40% of disabled children and adults aged 16–34 have reported being a victim of crime, compared to 30% for non-disabled children and adults.
- All mortality rates for people with moderate and severe learning disabilities are three times higher than for the general population.

- The national employment rate for disabled adults is 45%, equating to a 30% gap between the employment rate for disabled and non-disabled adults. In June 2015, 12% of 16 to 18-year-olds with special educational needs and disabilities (SEND) were not engaged in education, employment or training, compared to 5.8% of all 16 to 18-year-olds.

In January 2016 the school census showed that Manchester's total school population was 80,634; 12,196 of these pupils had a special educational need, and the majority had their needs met at SEN support level. This equates to 15.1% of Manchester's total school pupil population with a special educational need.

Most children and young people with a special educational need have a moderate learning difficulty. However, Autistic Spectrum Disorder is the most common difficulty for children and young people with a Statement or EHC plan in Manchester (28%) and is higher than the national figure of 24.5% (January 2015 census figures).

Half the school-age population with high levels of special educational need reflected by an Education, Health and Care plan attend a mainstream school and half attend a special school. Overall, this means that 1.6% of the school-age population attend special schools. This has been the case for the past five years.

More information about the health needs in the city can be found in the **Joint Strategic Needs Assessments** produced by Manchester City Council and its partners.



Section 7: Personally speaking


As explained in the introduction, any actions developing from the Plan will arise from the real-life experiences and ideas of disabled Mancunians.

We have worked with disabled children and adults and their supporters to develop this Plan. They told us about their good and bad experiences, their frustrations and aspirations, as well as their opinions on how things are now and how they think things should change in the future.

Serena is 18 and has participated in many sports. She has been a regular participant at the CADS school holiday camps, making the journey from just being a participant to becoming a coach.



**I am a
volunteer for
Inclusive Futures,
working as a sports coach
with young people and
their families to get
them involved in
inclusive sport.**



**I like working here,
as the lead coach helps
me plan some of the
activities, so I can look at
how to adapt the session for
the group. I get to meet new
people too and work with
other volunteers.**

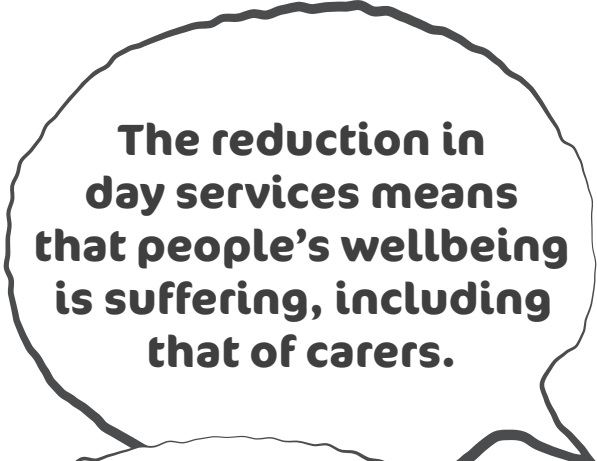
During the consultation on development of this Plan, disabled children and adults said they can face many barriers and challenges. They described life as a 'battle' or a 'fight', and many found the constant requirement to repeat themselves 'exhausting' and 'frustrating'. Many also found themselves isolated. Some of the comments clearly showed that while service providers think they have good policies, procedures and services in place, the effects aren't always experienced in the way those service providers expected.

Some of the main areas of concern from adults were:


- Poor access to buildings
- Lack of involvement at the early stage of design
- Bad attitudes of some staff in a variety of organisations
- Employment
- Further education
- Staying in work
- Benefit cuts
- Lack of opportunities for young disabled people
- A decent place to live
- Lack of accessible cultural and leisure facilities

- Hate crime and other forms of crime
- Transport
- The amount of bureaucracy
- Attitudes in health and social care
- Easily accessible and up-to-date information on where to get help.

However, it should come as no surprise that everyone's experience was unique, so it is obvious that what works for one person may not work for another. That's one of the reasons disabled children and adults play such a key role in the development of this plan.



The reduction in day services means that people's wellbeing is suffering, including that of carers.



Attitudes towards people with speech impairments and those who have had a stroke are really poor. People think they are drunk.

It's fair to say that most of the comments were about barriers, but other comments we received from disabled people show some areas work well and are making a positive difference to the quality of life of disabled children and adults in the city. For example, the work that has been undertaken over the years to improve the accessibility of transport and buildings (eg. leisure centres) was particularly welcomed.


Support from the voluntary and community sector, disabled children and adults' organisations, and public sector services also works well for some.

Other positive experiences mentioned in the consultation included:


- Supported employment schemes
- Regular checks from GPs and other medical services
- Accessing mainstream education
- Staying in employment
- Housing and adaptations
- Proactive support from social workers and social housing providers
- Carers' services
- Positive attitudes from and good experiences with health, the police, education and housing providers
- Integration/Partnerships



Stagecoach buses respond to feedback straight away and change things. They do disability training for drivers. Inspectors check that your journey is okay and whether you have any problems.



Being a member of a voluntary group, eg. Manchester Disabled Access Group, gives support, confidence and motivation. It gives people a role, a task, and a job – it gives people a sense of purpose.



Local police officers are good – we have a good relationship and I can talk to them.



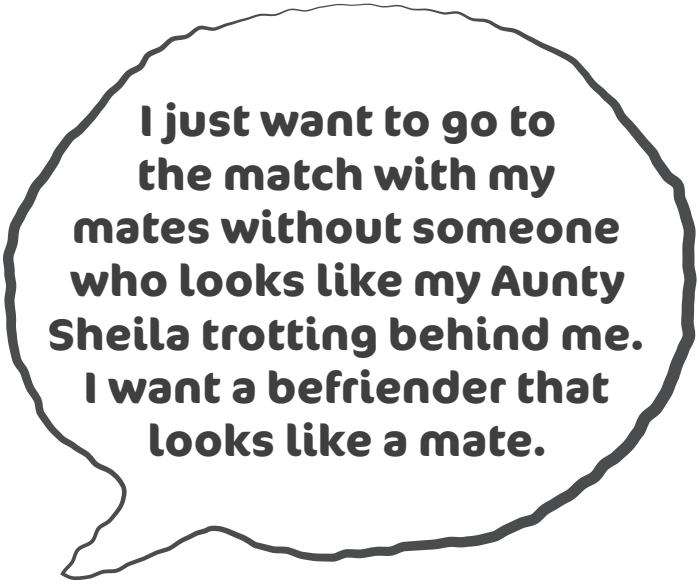
Voluntary work provides positive experience.

Part 2

Section 1: Children and young people

The voice of children and young people with SEN and their parents/carers is an integral part of the SEND reforms implemented since September 2014.

Overwhelmingly, children and young people tell us they want to have a job, live independently, have friends and eventually a partner, and be able to have a good social life just like any other young person. They identified a number of barriers that prevent them from having the kind of life they want.




I just want to go to the match with my mates without someone who looks like my Auntie Sheila trotting behind me. I want a befriender that looks like a mate.

We work with children and young people to ensure that their views are at the heart of planning for their own lives, and for shaping services. We also have a Local Offer Review Board co-chaired by a parent. This has strong parent representation, which informs the Manchester local offer for children and young people with SEND.

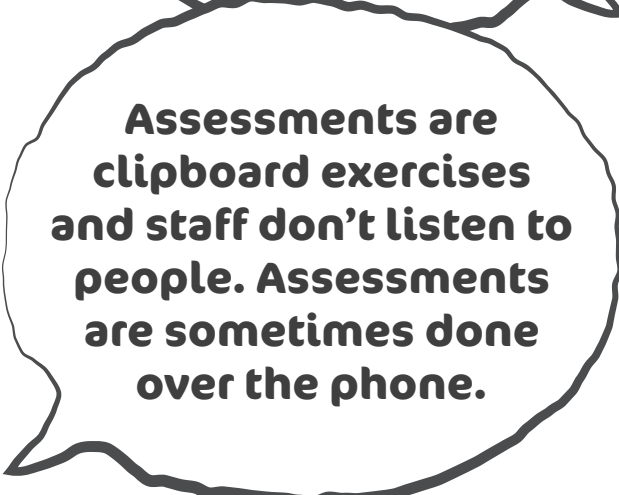
Disabled children and adults and their supporters told us that most of the issues they face stem from:

- Lack of access
- Negative attitudes and lack of awareness
- Assumptions about ability
- Poor access to information
- The amount of bureaucracy
- Poor planning (at all levels)
- Poor communication
- Parental fears that stop children and young people going out on their own.


The experiences described here and on the next page are summed up well by these participants:




We have to tell our story over and over again! We should only have to tell it once.




Assessments are clipboard exercises and staff don't listen to people. Assessments are sometimes done over the phone.



It's all about having the confidence to speak up.




Doctors and other professionals don't talk to the patient – they talk to the carer.




**The Carers' Forum
is a great service.
It supports us and
keeps us informed
about what I am
entitled to.**



**I don't feel
able to talk to
the police – they
don't listen.**



**There are no
records for demand
for accessible housing
in the private sector.**



**There isn't
enough support
for older carers.**



**Signs on the wall at
the hospital explaining
how to better communicate
with people with autism
need replicating for
other disabilities.**

Section 2: Education, health and care plans

The Children and Families Act 2014 has put in place significant reforms to how the needs of children and young people with special educational needs and disabilities (SEND) are identified, assessed and supported.

One of the key features of the Children and Families Act 2014 was the extension of the age range of those children and young adults with SEND who must now be assessed and supported by education, health and care up to 25 years of age.

Statements and Learning Difficulty Assessments for those with the highest needs have been replaced by an Education, Health and Care Plan (EHCP). EHCPs have the child's (or young person's) voice at the very centre, along with that of their

parents (or carers), and include contributions from the family, school/college, health and care professionals, and other relevant people.

Through the introduction of Education, Health and Care Plans we are launching a programme of training on person-centred reviews. This is aimed at Council staff, staff in health services, schools and other settings, and post-16 providers to ensure that the voice of the child and their family is central to this process.

Local Offer

The Children and Families Act has imposed a new duty on local authorities to set out the provision the Council expects to be available across education, health and social care for children and young people in their area who have SEND, including those who do not have EHCPs. This is called the Local Offer. The Council published its Local Offer in 2013 and this is now part of Help and Support Manchester. A Local Offer Review Board, which reports to the SEN Reform Board, has been established to:

- Develop and review the Local Offer
- Provide the mechanism for parents and carers to influence strategic developments.

The Local Offer Review Board membership is made up of representatives from health, education, schools and social care, as well as parent representatives. The Board is working to develop ways to improve how we include the voice of children and young people in service design and delivery.

Joint commissioning

The Children and Families Act also requires local authorities and health professionals to jointly commission services for children and young people with SEND. One

of the functions of the Local Offer is to inform commissioners about gaps in provision. In addition, Manchester is developing a children's Joint Strategic Needs Assessment (JSNA), which will include an overview of the needs of disabled children and young adults in the city and identify gaps in provision.

Personal budgets

The right to request a personal budget to deliver the provision in an EHC plan was introduced through the Children and Families Act 2014. This enables children and their families to have more choice and control over how their support needs are met. In Manchester we have a number of families currently accessing a budget for their short break, home-to-school travel or health – we have a smaller number accessing a budget for education.

Short breaks

Maximising the leisure activities available in the city – especially in local neighbourhoods – gives disabled children and young people more opportunities. Manchester's approach to short breaks for children and young people with SEND starts with exploring universal opportunities and making them as accessible as possible.

We want to ensure that increasing numbers of disabled children and young people are accessing universal play, leisure youth and arts activities as part of their short break. A further challenge for the city is to increase access to specialist short breaks within the city, as many families eligible for overnight respite or highly specialist short breaks are currently only able to access this outside the city and through the independent sector.

Education

Manchester aims for children and young people with SEND to attend their local preschool setting and to be educated in their local mainstream school wherever possible. Where specialist provision is required, this should be within schools based in the city. The vast majority of pupils' SEN are met within the following:

- Fully inclusive mainstream provision
- Mainstream with support
- Resourced mainstream provision
- Special school provision.

Manchester's special school provision is located in purpose-built schools and has been awarded 'good' or 'outstanding' by Ofsted. The facilities all have an outreach offer, which can be accessed by mainstream schools and settings to ensure that every

school can identify and meet the needs of those children with SEND who choose to attend a local school or setting. This support helps to close the gap in outcomes when compared to young people without SEND.

Young people post-16

Manchester is providing high-needs funding (where the cost of providing education/training exceeds £10,000 per year) for 481 students in school sixth forms, sixth-form colleges, further education colleges, training, and adult education. This number includes 30 students on supported internships with employer partners: Manchester City Council, Central Manchester Foundation Trust, and Manchester Airport. A key challenge is to increase the number of young people able to access supported internships or other forms of training and move them on to employment.

Travel

We have recently reviewed our home-to-school transport policy for children and young people with SEN, and it is now called Travel Support to Access Education. This new policy focuses on the child and their family, looking at all aspects of an individual and their family situation using a family-based model. The aim is to develop a travel

solution for the child to enable them to access education in the same way as their non-disabled peers. This includes travelling independently for young people, and family-based travel solutions for younger children. Our challenge is to increase the number of families accessing a more personalised travel solution, and increase the number of young people accessing independent travel training.

Case study

The young person's journey on transport started with a taxi and two passenger assistants, moving to a taxi with one passenger assistant, travelling on a bus with no passenger assistant and, finally, completion of the travel-training programme.

This took place over a five-year period through primary school, secondary school and college. The young person now has a skill for life, and is accessing their community studies independently.

The role of young and adult carers has been recognised in the past by the Government (Recognised, Valued and Supported: Next Steps for the Carers Plan), and by the Council and its partners through the Carers Plan and the Carers' Forum. From 2010 the Council included carers as a 'protected' group when considering the outcomes of

changes to commissioning and funding. The wellbeing of carers is a golden thread running through the work of the Council and the Manchester Partnership. The Care Act 2014 enables the Council to build on existing foundations and establish more personalised services for carers. The Act also gives us the opportunity to commission services that not only support carers but actively seek out 'hidden' carers.

Through consultation with carers, the Carers Plan Team identified three key priorities for future development and commissioning:

- Supporting those with caring responsibilities to identify themselves as carers at an early stage, recognising their value and involving them from the outset in designing local care provision and planning care packages
- Enabling those with caring responsibilities to fulfil their educational and employment potential
- Giving personalised support to carers and those they support, enabling them to have a family and community life.

Section 3:

Equality, Accessibility and Inclusion: Access All Areas

Development of this Plan has been and will continue to be based on the positive and negative comments and feedback from the co-production and consultation.

The aim of our Manchester Disability plan is that everyone who lives or works in Manchester should know what 'good' looks like for a disabled person, because a disabled people-friendly Manchester is a city that benefits everyone in a multitude of ways. It is the intention of this Plan that this will develop into a summary document called Access All Areas, which can be printed and used by individuals or by any organisation.

Access All Areas will be in two parts that can be used by all. It will support how the city will work to achieve

equality and equal access for disabled children and adults in all areas of life and the physical environment. The first part will be a yardstick to measure how disabled person-friendly the workplace and the neighbourhood are. The second part will put forward actions and guidance on how to make improvements. It is important to stress that this is a work in progress and will be further refined by the Engagement Group, the workstreams and the Partnership Board.

Appendix 2 is a draft version of Access All Areas.

Section 4: Everyone's responsibility

We have developed a new approach to drive forward this Plan. This will ensure that disabled people are at the heart of this work. We need to also ensure that the Plan is relevant and continues to show new developments and improvements. A new Partnership Board is in place, which will be the 'engine room' of the Plan.

Figure 3

Our Manchester Disability Plan governance structure



The OMDP Partnership Board

This board will have overall strategic oversight for the OMDP, and will drive the Plan forward. It will ensure that the Council and partner organisations are fully engaged with the Plan, and that the emerging learning and best practice becomes embedded in their respective strategic approaches, their work and how they engage with citizens.

It is vital that the board comprises a wide variety of organisations that can drive through the change that's required. Its membership includes relevant elected members: senior managers from the Council, the NHS, GMP, the housing sector, the Chamber of Commerce, and transport, as well as representatives from Manchester-based disabled persons' organisations (DPOs).

Through the OMDP, the Council and its partners will continue and develop the positive and productive working relationships with the DPOs in the city. They will also work with other disability organisations and disabled people to ensure that their expertise and experience is fully utilised in the design, development and delivery of the OMDP.

Co-chairing the Partnership Board

To reflect the importance of this work, it was originally suggested that the board should be chaired by the lead member for disability from Manchester City Council. However, from comments and requests made during our consultation and co-production activities, the board have recruited a disabled person to be an Independent Co-Chair of the board. They hold a senior position in a national organisation that protects and promotes equality in the UK.

OMDP workstreams

The workstreams are the vehicles by which partners will turn plans into actions.

It is intended that the workstreams of the OMDP will correspond with the 12 Pillars of Independent Living as closely as possible. These are:

1. Appropriate and accessible information
2. An adequate income
3. Appropriate and accessible health and social care provisions
4. A fully accessible transport system
5. Full access to the environment
6. Adequate provision of technical aids and equipment

7. Availability of accessible and adapted housing
8. Adequate provision of personal assistance
9. Availability of inclusive education and training
10. Equal opportunities for employment
11. Availability of independent advocacy and self-advocacy
12. Availability of peer counselling

The OMDP Research Group will design the tools that will be used to monitor and evaluate the outcomes of the Plan. The group will also collate and provide data, analysis and research on disability issues for the Partnership Board and the thematic subgroups. The group will gather and share local, national and international examples of best practice across all areas of disability. They will develop links and work with local universities, which will challenge and contribute to the outputs and outcomes of the action plan.

Membership will be drawn from existing research data and policy teams within the Council, its external partners, and disabled children and adults' organisations.

Membership will be fluid as the work progresses and develops.

The OMDP Engagement Group

This group works with the board to seek the views of disabled Mancunians and will make sure they are involved and linked into the work arising from the plan through each workstreams.

The existence and work of this group is absolutely fundamental to this plan and embodies the principle of 'nothing about us without us'.

Using a variety of co-production methods, this group will involve disabled children and adults at local and citywide levels. The Engagement Group will also actively seek the views of hard-to-reach groups, or those people who wouldn't usually want or choose to engage with professionals. It will also look for contributions from existing groups, such as:

- LD Partnership Board
- Patient Public Advisory Group (PPAG)
- Age-Friendly Manchester
- Parent and Carers' Forum.

Section 5: Priorities

The writing and publishing of this plan is the first step in delivering the change that's needed.

The Plan was launched in December 2016 and starts the work to make its intentions a reality.

Priorities for the first year of the Plan have been on building the foundations from which the whole programme of work will grow.

Each workstream will identify and develop its own key priorities and work plans, but the first key actions are to:

- Set up an OMDP Partnership Board with the right cross-sector membership, and establish the schedule of meetings.
- Further develop the Governance model of the Plan and define the terms of reference.
- Define the Engagement Model and recruit members.

- Set up a work programme for the OMDP Partnership Board.
- Identify resourcing to support the work of the Our Manchester Disability Plan, as this is key to the success of the programme.
- Ensure that the Our Manchester Disability Plan work is featured in the Advice and Information Plan for adult social care.

One of the major areas of the OMDP will be to continue to develop the work to maximise independence for disabled children and adults so that once physical and/or financial barriers are removed, they are in a strong position to fulfil their potential. This, of course, improves quality of life.

Setting standards:

A second area of work will be to look at the standards set out in Appendix 2, agreeing those that will be formally adopted across the city, and creating a reference library to support development of the Plan. This will ensure that all future work and projects will adhere to these standards.

Some good examples of where standards relating to disability already exist are those used to assess accessibility:

Design for Access 2 (DfA2) –

These Manchester standards for accessible buildings are supplementary to national planning and building regulations. DfA2 standards were developed in partnership with the city's disabled children and adults' organisations to ensure that we draw on the invaluable experience and expertise existing within Manchester.

The Building Regulations 2010

Work is guided by Part M of the Access To and Use of Building Regulations. This includes Volume 1 – Dwellings, and Volume 2 – Building, other than dwelling. Volume 1 Dwellings, and Volume 2 Buildings Other Than Dwellings

– These documents prescribe mandatory minimum levels of compliance for the use of and access to buildings. The document includes many useful diagrams on how to show compliance with the regulations.

BS 8300: 2009+A1:2010

This offers best-practice recommendations on how architectural design and the built environment can help disabled people to make the most of their surroundings. It covers facilities such as access routes to and around all buildings, car parks and garaging, as well as setting-down points, entrances, ramps and interiors, corridors, lifts and signage.

Accessible Information Standards –

These standards from NHS England came into effect in mid-2016. All organisations that provide NHS or adult social care must now follow these standards. They aim to make sure that people with a disability, impairment or sensory loss can access and understand information relating to themselves and the services they receive or that are available to them, and that they can access these services.

Section 7: Tell us

We hope this Plan prompts you to consider how – as an individual or as a member of a group or organisation – you can contribute towards the ideas already outlined. It's as much about attitude as it is about actions.

As we've said in this document, this Plan has been developed with the support of disabled children and adults and their supporters, and we would like to thank everyone who has made a contribution.

In addition, we would like to thank the following organisations for their contribution to the development of this document:

Breakthrough UK

Greater Manchester Coalition of Disabled People

Manchester Carers Forum

Manchester Deaf Centre

Manchester Disabled People's Access Group

Manchester People First

Thank you.

Appendix 1:

What ‘good’ looks like

During our co-production and consultation activities described on pages 10 and 11, we asked disabled children and adults what they thought ‘good’ looks like. The table overleaf gives an idea of what they told us. There was so much feedback that we can’t include every comment here, but the full list will steer the work of the OMDP.

‘Good’ looks like this:

Planning and delivering services

Disabled people, their families and carers will be at the heart of decision-making. The impact of the disability on the whole family will be considered, and support offered to other family members if required.

Services will communicate with one another: information will be shared and services will be more co-ordinated when working across organisations.

There won't be as many assessments and we won't have to keep repeating ourselves.

There will be a wider choice of services to suit individuals. Services will be designed for the requirements of the disabled person, their family and carers.

Everyone will 'think outside the box'.

Services will be person-centred and there will be discussion and planning ahead for key life events, eg. transition from being a young person to becoming an adult.

Everyone takes responsibility to understand and develop relationships with their family, friends and/or customers with a disability.

There will be more peer support relating to the individual, confidence-building, and raising and managing expectations.

Professionals will be less judgmental about the role and actions of families and carers.

People will be able to access services closer to home, so they can continue to be part of their local community even when care and support is needed.

‘Good’ looks like this:

Fulfilling potential
I have the chance to be a parent and friend, and have a family.
I have the opportunity to get a job, build a career, or do some volunteering.
Employers will be flexible and work around people’s needs, offering flexible hours and taking into account good and bad days – for disabled people and carers.
Education will be more personalised and inclusive wherever possible, with better transition and post-16 choices.
People will be empowered to help themselves and improve their health.
Carers will have a higher profile and be given more respect and recognition.
Carers should be paid a living wage, with annual reviews and pensions.
I will feel safe.

‘Good’ looks like this:

Choice
I'll be able to live in my own home with people I choose to live with, and be able to choose when to go to bed and what to eat.
I'll be able to go out – to go shopping, or go to the pub. I'll have a social life.
I want to take part in community and public life.
Young people will be educated and supported to learn about living in their own home.
There will be stronger emphasis on preventative services for people at risk of becoming homeless.
There should be a 'recommended' list – a list of tradespeople – so I feel safe and know who I'm dealing with.
Extra Care housing will be available for young people.
Planners and providers will work with disabled people to test buildings, refurbishments etc.
We'll have an 'access guide' in Manchester. Other cities have them.
There'll be dropped kerbs. Pavements will be in better condition with fewer obstacles on pavements, such as furniture and signage.
Hackney cabs, trams and buses will put ramps down for us.
There'll be more suitable and accessible private and social housing for disabled children and adults.

Choice
The allocation of suitable properties for disabled children and adults will improve, eg. I might be offered a one-bedroom flat, but I may need a PA or family to stay over.
My home and my wishes will be respected when putting in adaptations.
I'll have unlimited access to venues and locations. Leisure, public sector and community buildings will be better designed, eg. guide dogs will be allowed in leisure centres, and there will be more disabled lifts in swimming pools.
Building planners and developers will realise that 'open plan' doesn't work for people with hearing problems, and 'listed' doesn't have to mean 'inaccessible'.
There'll be consistent, flexible, accessible and well-staffed community and public transport provision, which is cross-boundary.
Trams and electric cars will have to make a noise.

Appendix 2: Draft Access All Areas (best practice standards)

Access All Areas is a key element of the Our Manchester Disability Plan (OMDP). The plan sets out to achieve a disabled child and adult-friendly city.

This draft document is the first step to an Access All Areas quick-reference guide for the whole city to use. The aim of the guide is that once it is completed, any individual or organisation in Manchester can easily identify best practice when living and working with, supporting, planning and building for disabled children and adults, their families and carers. It will enable friends, neighbours, planners, service providers, employers (the list is almost endless) to measure themselves or their organisations against this best practice and identify where and how they need to change.

We envisage a fully developed Access All Areas guide will be based on the 12 areas covered by the Pillars of Independent Living. It will include:

- Statements describing best practice – what ‘good’ looks like for disabled children and adults
- References to real-life examples of best practice, standards and further reading.

The full Access All Areas document will be developed through consultation, and approval for the final version will come from the OMDP Engagement Group and the OMDP Partnership Board.

Pillars of Independent Living	The standards we would aspire to for a disability-friendly city
Appropriate and accessible information	Information is made available to suit any disabled person's communication preferences – eg. easy to read, Braille, audio, email, large print
An adequate income	Timely provision to appropriate financial and welfare advice to maximise a person's income
Appropriate and accessible health and social care provision	Health and social care organisations/services to take a person-centred approach to meeting needs. Services need to be accessible to ensure that all communities can access timely health and care support
A fully accessible transport system	Manchester's transport system is fully accessible to disabled people, and regular feedback is received to rectify any accessibility issues
Full access to the built environment	Planners and developers need to comply with and actively contribute to the standards set in the Equality Act 2010. Disabled people want to access the same community and city facilities that everyone else can
Adequate provision of technical aids and equipment	Access to timely technical aids and equipment is available to disabled people of all ages as required. Services for children and young people are the same as those for adults where necessary
Availability of accessible and adapted housing	A range of suitable types of adapted accommodation is available that meets the needs of different disabled people and their families. Co-ordination and allocation of the city's social-rented adapted housing stock should be improved

Pillars of Independent Living	The standards we would aspire to for a disability-friendly city
Adequate provision of personal assistance	Disabled people who are entitled to a Personal Budget (social care) are actively supported to have a personal assistant who is appropriately trained to provide the right support
Availability of inclusive education and training	The city has good provision of education and training opportunities that are fully accessible and person-centred
Equal opportunities for employment	The city's employers promote equality of opportunity so that disabled people can access work and they are actively supported through reasonable workplace adjustments
Availability of independent advocacy and self-advocacy	All organisations provide access to independent advocacy. For disabled people to be able to self-advocate, they need to be supported with confidence-building skills and encouragement
Availability of peer support	Where appropriate, organisations create opportunities for disabled people in similar circumstances to share experiences and receive mutual peer support



The Our Manchester Disability Plan

A strategy to remove barriers and improve opportunities for disabled people of all ages in Manchester



This is a plan to help make Manchester a 'disabled friendly city'. This means disabled people can:

- Go to the same places
- Do the same things
- Get the same services as people who are not disabled

We think disabled people should be:

- Treated equally
- Able to live independently



It gives "the big picture" it does not say in detail everything we will do.

'It is for everyone, young and old, children and adults.



Background: The Our Manchester Strategy



Some of the things in the plan take the best ideas from other work such as 'The Our Manchester Strategy'.

This is a plan the Council have done after talking to people who live here about how to make life better.

We want to help people make changes to their life, which help them to be more independent.



We do not start by looking at what is wrong, but seeing what is right, and asking people:

"What matters to you?"

Doing things this way, helps people become more:

- Happy
- Healthy
- Wealthy



This helps them and their family have a good life.

Local people and groups can work together to think of new ways of getting public services.

The strategy has been written using the Social Model of Disability. This says anyone with an impairment such as a learning disability or a physical impairment, can be disabled if society has made barriers for them, or does not want to make changes for them.



This plan is about how we get rid of these barriers, so we will have a 'disabled people friendly city'.

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12 Pillars of Independent Living

The plan follows the 12 Pillars of Independent Living. These are some of the main things people need to be able to live an independent life.



There has to be enough of the right sort of:

1. Accessible information
2. Money
3. Health and social care provisions
4. Fully accessible transport
5. Full access to the environment
6. Technical aids and equipment
7. Accessible and adapted housing
8. Personal assistance
9. Education and training that is inclusive
10. Equal opportunities for work
11. Independent advocacy and self-advocacy
12. Peer counseling

What people have told us

To make sure this plan gives people what they want and need, we did some workshops with the public and groups who would know a lot about the things we were talking about.





We made a list of some of the main things that affected people:

- Health and Wellbeing
- Staying safe
- Getting off to a good start
- Choice and control
- Independence in your home
- Community opportunities
- Involvement
- Advocacy



We asked people at the workshops:

- What works well?
- What does not work well?



We looked at what people said, wrote a draft plan and asked the public what they thought.

We also asked:

- Greater Manchester Coalition of Disabled People
- Breakthrough UK
- Manchester Disabled Peoples Access Group
- Manchester Deaf Centre
- Manchester City Council Disabled Staff Group



To help us develop this new plan we have asked a lot of disabled people what it is like to live, work, study or visit Manchester.



A lot of people said they felt “Isolated”
Some said life was a “Battle” or a “Fight”

They said they often had to tell different people the same things and said this was:

- “Frustrating”
- “Exhausting”



We also found that some service providers think they are doing things the best way, but some getting the services do not always think so.

Some of the main things adults said they had problems with were:

- Poor access to buildings
- Not being asked early on about design
- Bad attitude of some staff
- Employment
- Further Education
- Staying in work
- Benefit cuts
- Getting a decent place to live
- Lack of accessible places for culture and leisure





- Hate Crime and other sorts of crime
- Transport
- Attitudes in health and social care
- Accessible up-to-date information on where to get help
- Too much bureaucracy

People mainly told us about problems, but there were also some good things.



Good for adults

Adults told us about ways things had got better such as access to buildings and transport.



“Stagecoach buses respond to feedback straight away and change things. They do disability training for drivers. Inspectors check that the journey is OK and whether you have any problems.”



Some of the other good things we were told about:

- Regular checks from GPs and other medical services
- Supported employment schemes
- Accessing mainstream education
- Staying in employment
- Housing and adaptations
- Carers' services
- Proactive support from social workers and social housing providers





- Positive attitudes and good experiences from police, health, education and housing providers.
- How some organisations work together to make better services.

Some of the support people got from the voluntary and community sector, disabled children and adult's organisations and public services works really well.

People said:



“Being a member of voluntary groups, such as Manchester Disabled Access Group, gives support, confidence and motivation. It gives people a role, a task, and a job – it gives people a sense of purpose.”



“Voluntary work provides positive experience.”

“Local police officers are good – we have a good relationship and I can talk to them.”



What Children and Young People told us

Children and young people tell us they want the same things as any other young person:



- A job
- Friends
- Good social life
- Living independently
- Eventually to have a partner

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One young person told us:



“I just want to go to the match with my mates without someone who looks like my Aunty Sheila trotting behind me – I want a befriender that looks like a mate.”

They told us about some of the barriers that stop them having the sort of life they want, such as:

- Lack of access
- Decent places to live
- Negative attitudes and lack of awareness
- Assuming things about their ability
- Poor access to information
- Too much bureaucracy
- Poor communication
- Poor planning (at all levels) v
- Lack of opportunities for young disabled people
- Parents worrying too much to let us out on their own



Some of the things children and young people told us:



“Assessments are clipboard exercises and staff do not listen to people. Assessments are sometimes done over the phone.”

and:

**“We have to tell our story over and over again!
We should only have to tell it once.”**

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Some Disabled Children and Adults told us they have been the victims of hate crime, but not reported it, because they feel think it is not taken seriously, or the police do not understand the impact it has one them.



“I don’t feel able to talk to the police, they don’t listen.”

“Doctors (and other professionals) don’t talk to the patient, they talk to the carer.”

One person said:

“The Carer’s Forum is a great service. It supports us and keeps us informed about what I am entitled to.”



But someone else said:

“There isn’t enough support for older carers.”

One person summed up a lot when they said:

“It’s all about having the confidence to speak up.”

After we found out what disabled people and organisations thought about our draft plan and other things, we tried to put as many of their ideas into the plan as we could.



To make the plan work we need to do more with disabled people themselves and disabled people’s organisations and all organisations that support or give services.

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We need to work with other organisations that give health care, transport, or housing, or ones that offer training or jobs. Their services might be for people who live, work, study in Manchester or are visiting the city.

The plan is something everyone in Manchester can help to make happen. Thinking of how to make things more ‘disabled friendly’, should be a normal part of the way things are done.



The strategy will use laws we already have, such as the **Care Act and the Equality Act 2010**, to help disabled people more.



It will also help the Council to use policies it already has.

We will look for ‘best practice’. This is where someone is doing something in a really good way that other people can learn from.

Partnership Board

To make sure things get better, we have set up a Partnership Board. This is a group of people from all the main groups that support people in Manchester and representatives of disabled people.





It meets regularly to see that The Our Manchester Disability Plan is working.

The Board is Co-chaired by the main Manchester City Councillor with responsibility for Disability Issues and an independent disabled person.

Engagement Group

There is an Engagement Group. This is made up of disabled people. They work with the Partnership Board and make sure the views and experiences of disabled people are taken into account.



Research, Data and Policy Group

This group looks at information that can help the Partnership Board and the subgroups. This group is really important because of there should be “nothing about us without us.”



This Our Manchester Disability Plan does not go into a lot of detail about the work that will be done. That is what the Partnership Board and the Engagement Group does.

But we will always be looking at the views of disabled children and adults, as well as new information.





Workstreams

Workstreams will look at one part of the work and see what needs to be done and how it can be done.

The first ones we have set up are looking at:

- Transport
- Health and Social Care
- Disabled Children and Young People
- Work and Skills

Workstreams are how partners will work the actions into plans and then work with partners to deliver the plans.

We want the Workstreams to be as close to the 12 Pillars of Independent Living as possible and will set up more Workstreams as we go on.

As we do different parts of the work, the actual people and groups who are part of the Workstreams may change. But they will be from these sorts of groups:

- Other Council directorates and departments
- Disabled Children and Adult's organisations
- The AADS Engagement Group
- Voluntary organisations, the third sector groups and charities
- Health services, including GPs, community health organisations, hospitals and public health services

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- Greater Manchester Police
- Manchester Strategic Housing Partnership and social and private housing providers and developers.
- Transport for Greater Manchester
- Leisure providers in the city
- Employers and businesses
- Education including schools, colleges and training
- Individual disabled people



Writing this plan is the first part of what we need to do.



What we have done

- Set up the Partnership Board and Engagement Group
- Do a list of things they need to do in their first year.
- See what resources we can get to support work for the plan.

We hope you can help us
make the plan work and
make Manchester a
disabled friendly city





More accessible easy to read version produced by Manchester People First

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