

Working together
to make change



**Our Manchester
Disability Plan**



The Our Manchester Disability Plan



Our Manchester Disability Plan 2019

1. Foreword

Councillor Tracey Rawlins: Lead Member for Disability and Co-Chair of the Our Manchester Partnership Board

'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 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.'

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Councillor Bev Craig: Executive Member for Adult Health and Wellbeing

'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.'

2. About this plan

Manchester has always had a reputation for being welcoming, 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.

We all have a role to play in recognising and removing the barriers disabled people face in our society. This is because we have structured many parts of society in ways that exclude and disadvantage disabled people. The Our Manchester Disability Plan sets out a commitment to disabled people with the aim of enabling everyone to have a much richer and more fulfilled life. By all of us working together with disabled people and their organisations, we can identify the best solutions to removing those barriers. This 'Our Manchester' approach allows us to...

- 1) build on what works
- 2) work together in new ways
- 3) avoid duplication
- 4) increase opportunities for disabled people.

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Why get involved?

By engaging with this plan disabled people and their organisations can work together to consult, engage and involve disabled people from design through to delivery of new and changed service provision and employment opportunities. Service providers and employers can showcase their own evidence for meeting their equality and human rights duties.

3. What is the purpose of the plan?

Disabled people can face a range of barriers to participation in society, and can also experience disadvantage and discrimination accessing services, opportunities, buildings, environments and facilities in Manchester. The Our Manchester Disability Plan (OMDP) is Manchester's approach to remove these barriers together so everyone can take full advantage of the great opportunities, facilities, activities and communities the city has to offer.

In 2010 Manchester became the first Age-Friendly city in the UK and much progress has been made in making the city a great place to live as an older person.

Manchester is a 'destination' city for older people to visit because it's relatively easy to get around, there's plenty to do and see, and they feel valued and welcomed. Yet disabled and older Mancunians and visitors of all ages have told us they don't have the same experience of life in the city. Many disabled people have told us that Manchester does not include them or give them the same opportunities. In fact, there are a large range of barriers and inequalities. The drive to reduce these inequalities is at the centre of this plan.

The plan's aim is to reach all communities in Manchester, from the variety of communities who have settled in Manchester from other parts of the world and made it their home, to BAME disabled people and disabled people from the lesbian, gay, bisexual and transgender communities.

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The purpose of this plan is to recognise and then remove existing barriers to disabled people accessing ; services, buildings and environments, transport, health and social care, education and training ,employment opportunities and to make sure new services incorporate inclusion from the outset, information.

We will do this by challenging, changing and removing existing attitudes and barriers and improving and developing policies and practices, with the aim of reducing the inequalities disabled people face. In doing this, the plan will acknowledge the many improvement programmes in progress across the city and the platform of work already progressed. We have much to be proud of in Manchester, and we want to work with local disabled people to build on this.

3.1 A disabled people-friendly city is a place where:

1. Disabled children's and adults' aspirations are recognised and can be realised.
2. All areas of the city and all parts of city life are accessible to disabled and older people
3. Information is accessible to everyone
4. Private, rented, social housing and accommodation is made more accessible
5. Services are responsive to the requirements and needs of disabled people, including health and social care
6. Disabled people can be independent and equal in society, and have choice and control over their lives
7. All Mancunians are the city's best assets
8. Everyone has the freedom to flourish and barriers and discrimination does not limit life chances

4. Context

The OMDP has been delivered to contribute to the Manchester Strategy.

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The Manchester Strategy sets a long term vision for Manchester's future and describes how we will achieve it. It provides a framework for actions by our partners working across Manchester – public sector organisations, businesses, the voluntary sector and our communities. It is not a strategy for Manchester City Council, but for Manchester. We all have a role to play in making our city the best it can be.

4.1 Our Manchester delivers:

- A means by which all its citizens can develop their opportunities to become happier, healthier and wealthier people making a good life for themselves and their family and friends
- Proactive, pre-emptive and creative services and employment and learning opportunities, ensuring that Manchester recognises and removes barriers in the design and development and evaluation of services, not as a costly afterthought
- services and employment focused 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 informed by lived experience.

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. It also recognises its disabled citizens as assets.

Different conversations

The Our Manchester Plan means a different relationship with colleagues, partners, people and places. This requires us to engage in active listening, have honest conversations with disabled people and their organisations and take a creative approach to designing solutions together.

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Behaviour change

Our Manchester is very much about how we challenge ourselves and change behaviours where necessary to create different solutions that are more inclusive. We don't provide solutions in independence, we work with disabled people and their organisations together to create and develop them.

4.2 Legislation and policy

As well as Our Manchester, there are also many pieces of legislation, guidance and policy relating to disability, equality, human rights and improving the quality of life of disabled people.

This plan is written from the perspectives of [the Social Model of Disability](#), the [12 Pillars of Independent Living](#), and [The UN Convention on the Rights of Persons with Disabilities](#)

4.3 The Social Model of Disability

The Social Model of Disability explains that it is not people's conditions or impairments that disable them. It is society that does not recognise and accommodate difference and in doing so creates barriers which stop disabled people from being involved in activities in their community or accessing services. The intention of this plan is to remove those barriers.

We are committed to working together with disabled people and partners to embed the Social Model of Disability in the way the city's services, the built environment, learning and employment opportunities, transport, housing and information are designed and delivered.

4.4 The 12 Pillars of Independent Living

Disabled people have identified 12 Pillars of Independent Living, which we believe everyone needs to live independently. To be fully independent, an individual needs to have all of these in place in a way which works for them.

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1. Appropriate and accessible information.
2. An adequate income.
3. Appropriate and accessible health and social care provision.
4. A fully accessible transport system.
5. Full access to the built 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 support.

[More information about the 12 Pillars](#)

4.5 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 of the need to:

1. eliminate discrimination, harassment, victimisation and other conduct prohibited by the act
2. have equality of opportunity between people who share a characteristic and those who do not
3. foster good relations between people who share a characteristic and those who do not.

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Public authorities, with a few small exceptions, are also required under the Public Sector Equality Duty to publish information annually to demonstrate that they are complying with the general equality duty in all areas of their work. Information must be included on how policies and practices affect people who share a relevant protected characteristic. You can read more about Manchester City Council's progress in this area, and statistics relating to disability in the city, in the [State of the City Report 2018](#).

4.6 Devolution

Devolution for Greater Manchester provides significant opportunities for extending the reach of the plan. Control of budgets and the power of decision-making in key areas such as health and social care, some aspects of housing, employment, training, transport and planning have shifted from the government to Greater Manchester. This means key decisions on how and where money is spent is being made locally, not in London.

This is enabling Manchester to seize opportunities created by devolution to ensure that new and existing infrastructure and services are accessible, promoting equality, wellbeing and independence.

[Get more information about devolution on the GMCA website.](#)

Health and social care is being implemented across Manchester and Greater Manchester in the 'Living Longer Living Better' programme. Every area in Greater Manchester has produced a locality plan detailing how devolution is being used to transform services.

4.7 This is Manchester

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, key leaders in the

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suffragette movement 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 pioneered accessible hackney cabs
- Manchester made the first Direct Payments, ahead of the legislation
- We believe Manchester was the first local authority to use positive action to increase representation of disabled people in the workforce.

4.8 Manchester's disabled people

In the 2011 census 17.8% of Manchester's residents reported that they had a long-term health problem or disability which limited their daily activities. This was slightly higher than the 17.6% reported for England as a whole.

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%.

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

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%.

(Source: Census 2011, ONS, Crown Copyright)

According to the ONS Annual Population Survey (April 2017 to March 2018), disabled people remain significantly less likely to be in employment than non-disabled people. In Manchester, an estimated 41% of working-age disabled people are in employment, compared to 68.9% of working-age non-disabled people.

(Source: [State of the City Report 2018](#))

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5. Developing this plan with disabled people

To develop this plan we asked disabled people, their families and carers, what they think works well and what doesn't work well using a series of public and targeted workshops.

5.1 Three themes particularly stood out from the consultation

- * There should be nothing about us without us
- * Get disabled children and adults involved, as they have the best understanding of their situation
- * People need to think outside the box

A first draft of the plan 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, Manchester People First and the Manchester City Council Disabled Staff Group. All the feedback has been reviewed and used to develop this version of the plan.

5.2 Personally speaking

During the consultation on development of this plan, disabled children and adults said they can face many **barriers and challenges**. They described being disabled 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 their 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.

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

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- a) lack of access
- b) lack of awareness
- c) assumptions about ability
- d) poor planning at all levels
- e) poor communication
- f) parental fears that stop children and young people going out on their own

Some examples of this include

- 1. reporting hate crime and other forms of crime
- 2. using public transport
- 3. the amount of bureaucracy they've encountered when wanting to access even very basic services or support
- 4. attitudes they've come across when trying to access or receive health and/or social care services
- 5. difficulties they've had when they've needed accessible and up-to-date information on where to get help

However, everyone's experience was unique, so what doesn't work for one person, may work for another. **Some Positive experiences** mentioned in the consultation included:

- 1) supported employment schemes
- 2) regular checks from GPs and other medical services
- 3) accessing mainstream education
- 4) staying in employment
- 5) housing and adaptations
- 6) proactive support from social workers and social housing providers
- 7) carers' services
- 8) positive attitudes from and good experiences with health, the police, education and housing providers
- 9) integration and partnerships
- 10) voluntary work providing positive experiences

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6. Everyone's responsibility

We have developed an approach to drive forward this plan which ensures that disabled people are at the heart of this work. Our approach also ensures that the plan continues to evolve in line with any input we get from local disabled people.

6.1 The Our Manchester Disability Plan Partnership Board

A Partnership Board is in place, which has overall strategic oversight for the plan, and is driving it forward. It ensures that we and our 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.

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 a range of different departments of the Council, the NHS, GMP, Transport for Greater Manchester, Manchester College and both universities in Manchester, as well as representatives from Manchester-based disabled persons' organisations (DPOs).

Through the plan, partners continue to develop positive and productive working relationships with disabled people's organisations in the city.

Co-chairing the Partnership Board

To reflect the importance of this work, the Board is co-chaired by the lead councillor for disability issues from Manchester City Council and a local disabled person who acts as an Independent Co-Chair.

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The Our Manchester Disability Plan Engagement Group

This group is made up of representatives of disabled people's user-led organisations in Manchester. They work with the Board to develop the strategic approach of the plan and to act as a vehicle to seek the views of disabled Mancunians and make sure they are involved and linked into the work arising from the plan. This approach is fundamental to delivery of the plan and embodies the principle of 'nothing about us without us'. Using a variety of co-production methods, the group will involve disabled children and adults at local and citywide levels. It will also actively seek the views of groups or communities that statutory organisations often find 'hard to reach'.

6.2 Our Manchester Disability Plan Workstreams

The Workstreams are the vehicles by which partners are turning the Our Manchester Disability Plan into actions "making it real". They correspond with the 12 Pillars of Independent Living as closely as possible. These are:

1. Work & Skills
2. Access to the Built Environment (which includes transport and housing inputs)
3. Health and Social Care, (which includes Equipment, Adaptations & Personal Assistance (Personalisation))
4. Transport
5. Disabled Children & Young People
6. Information and Money Advice (Under development)
7. Advocacy and Peer Counselling (Under development)

We also have an aspiration to set up an Our Manchester Disability Plan Research Group.

This 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 Workstreams. The group will gather and share local, national and international examples of best practice addressing disabling barriers. They

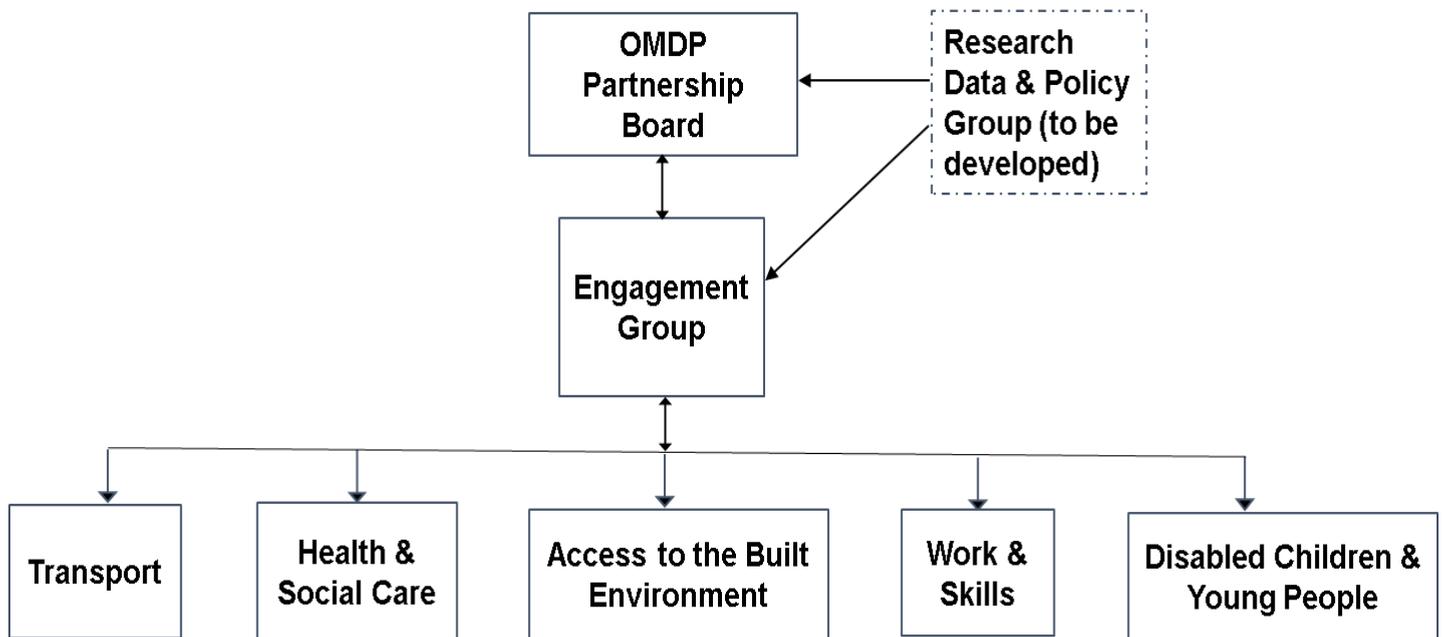
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will develop links and work with local academic institutions which will challenge and contribute to the outputs and outcomes of the action plan.

Membership will be fluid as the work progresses and develops but will be drawn from existing research data and policy teams within the Council, our external partners, and disabled children and adults' organisations.

Current OMDP Governance Structure March 2019



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7. Our Priorities

The writing and publishing of this plan has been the first step in delivering the change that's needed. The plan was launched in December 2016 and that started the work to make its intentions a reality.

Each part of the OMDP has identified and developed its own priorities and these are:

7.1 The OMDP Board

- a) To raise awareness amongst the public about the OMDP
- b) To create an Access Charter so partners/stakeholders understand what we are trying to achieve
- c) To increase co-production of the Disability Plan with local disabled people
- d) To review the OMDP terms of reference, with particular emphasis to the membership and governance structure
- e) Support and develop the Workstreams which relate to the life journey of disabled people and align to the Pillars of Independent Living
- f) To develop an evidence base for working in a co-productive way with local disabled people and local service providers
- g) To develop an evidence base for working to the Social Model of Disability to remove barriers and improve opportunities for disabled people

7.2 The Engagement Group

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- a) To ensure the OMDP engages with a larger number and wider range of disabled people
- b) Recognise that disabled people living in Manchester need to have a variety of ways to engage with the OMDP
- c) To be confident that organisations that represent disabled people are fully involved in the OMDP
- d) To ensure publicity about the Our Manchester Disability Plan exists in a variety of formats

7.3 Transport Workstream

- a) To identify the difficulties in travelling and develop new approaches to improve inclusive transport practices
- b) To ensure disabled people understand TfGM's responsibility for delivery of different modes of transport (not sure this is relevant here, unless it means to improve the delivery of different modes of transport for disabled people)
- c) To promote the availability of accessible public transport

7.4 Children & Young People's Workstream

The SEND Board, chaired by the Director of Education, provides governance of SEND in Manchester and is also the children and young people's workstream of the OMDP Board.

The SEND Board is responsible for evaluating progress in implementing the reforms and identifying key areas for development. The Board has agreed the following outcomes and oversees the work plan which partners are working together to deliver:

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- a) Parents/carers and children's/young people's views which impact on strategic decisions
- b) Excellent local provision that is understood and accessible to leading to improved life outcomes
- c) Young people with SEND have needs met through excellent education, health and care services, jointly commissioned where appropriate
- d) Preparing for Adulthood (PfA) is embedded in Manchester from the earliest years
- e) Highly effective education, health and care plans and reviews improving life outcomes for children and young people
- f) Improved outcomes and standards across education and training
- g) A highly skilled workforce across all stakeholders improves outcomes for children and young people

7.5 Health & Social Care Workstream

- a) Develop disability and impairment related Joint Strategic Needs Assessment (JSNA) topics to inform health and social care commissioning
- b) Develop accessible health and social care information
- c) To explore the opportunity of a Manchester Centre for Independent Living
- d) Ensure disabled people can access the equipment, adaptations or wheelchairs they need.

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7.6 Employment Workstream

To improve opportunities for disabled people to 'get in work', 'stay in work' and 'develop whilst in work'.

- a) To promote the OMD Plan, ensuring it is visible and accessible to both employers and employees
- b) To prepare both the employer and employee for the transition into employment for disabled people
- c) To tackle inequality within the work place by encouraging monitoring and develop and encourage leadership, mentoring & coaching programmes.

7.7 Access to the Built Environment Workstream

To encourage and promote a more inclusive built environment in Manchester

- a) To encourage and promote a more inclusive external environment in Manchester
- b) To encourage and promote accessible buildings and facilities, including housing
- c) To encourage and promote more inclusive activities, events and facilities in Manchester
- d) To develop updated best practice guidance on inclusive design for professionals working in the built environment
- e) To develop an Access Guide for Manchester for visitors, residents, workers and students and specific guides to facilities e.g. Central Library

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8. Tell us

We hope this plan prompts you to consider how you can contribute towards removing the barriers to make Manchester the best it can be for disabled people to grow up in, to live in, to work in and to visit. It's as much about attitude as it is about actions. If you would like to comment on the plan or share your experiences of any of the issues mentioned above please contact us on:-

admin@breakthrough-uk.co.uk

Telephone 0161 234 3950

Text phone 0793 994 3383

Thank You

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.

Appendices for Our Manchester Disability Plan Access all areas

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

The aim of the 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

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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.

Setting standards

A second area of work will be to look at the standards set out in [Appendix 2: Draft Access All Areas \(best practice standards\)](#), 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 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.

Appendix 1: what ‘good’ looks like

During our co-production and consultation, we asked disabled children and adults what they thought ‘good’ looks like. The majority of the contributions came from individuals, however a number of Disabled People's Organisations also contributed. There was so much feedback that we can't include every comment here, but the full list will steer the work of the Our Manchester Disability Plan.

i. This is what ‘Good’ looks like in planning and delivering services

Disabled people, their families and carers will be at the heart of decision-making. The impact of the barriers 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 coordinated 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.

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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.

ii. This is what 'Good' looks like in 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.

I will feel safe.

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.

iii. This is what 'Good' looks like in being able to have choices

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.

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. 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

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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 and 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 Our Manchester Disability Plan engagement group and the Our Manchester Disability Plan partnership board.

Pillars of independent living and the standards we would aspire to for a disability friendly city

- 1) Appropriate and accessible information
- 2) Information is made available to suit any disabled person's
- 3) Communication preferences – eg easy to read, Braille, audio, email, large print etc.
- 4) An adequate income
- 5) Timely provision to appropriate financial and welfare advice to maximise a person's income.
- 6) Appropriate and accessible health and social care provision
- 7) Health and social care organisations and 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.
- 8) A fully accessible transport system
- 9) Manchester's transport system is fully accessible to disabled people, and regular feedback is received to rectify any accessibility issues.
- 10) Full access to the built environment
- 11) 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.
- 12) Adequate provision of technical aids and equipment
- 13) 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.
- 14) Availability of accessible and adapted housing
- 15) A range of suitable types of adapted accommodation is available that meets the needs of different disabled people and their families. Co-

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ordination and allocation of the city's social- rented adapted housing stock should be improved.

- 16) Adequate provision of personal assistance
- 17) 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.
- 18) Equal opportunities for employment
- 19) The city's employers promote equality of opportunity so that disabled people can access work and they are actively supported through reasonable workplace adjustments.
- 20) Availability of peer support
- 21) Where appropriate, organisations create opportunities for disabled people in similar circumstances to share experiences and receive mutual peer support.
- 22) Availability of independent advocacy and self-advocacy
- 23) 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.

Our Manchester Disability Plan



**You can get in touch with Breakthrough UK
in the following ways:**

The Kevin Hyett Suite
Abraham Moss Centre
Crescent Road
Crumpsall
Manchester
M8 5UF

Phone: 0161 234 3950
Text phone: 0793 994 3383

Email: admin@breakthrough-uk.co.uk
www.breakthrough-uk.co.uk

Twitter @BUKCommunity
facebook BreakthroughUKLtd