

**Manchester City Council**  
**Report for Information**

**Report to:** Communities and Equalities Scrutiny Committee – 10 January 2019

**Subject:** Our Manchester Disability Plan (OMDP) Update

**Report of:** Strategic Lead/Lead for OMDP with Co-Chair and Partner contributions

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## **Summary**

Our Manchester Disability Plan (OMDP) was developed via co-production with disabled people and their organisations a number of years ago to address some fundamental issues – how to engage and work collaboratively with disabled citizens in Manchester and the organisations that support and represent them, with the overall aim to remove barriers they currently face and improve life chances, opportunities and accessibility for all. This annual update provides an overview of progress, challenges and achievements to update Scrutiny on this important work centred on an inclusive approach with co-production at the heart.

This report also provides an update on other disability-related projects such as the Disability Confident scheme.

## **Recommendations**

Members of the Committee are requested to note and comment on the report. Furthermore, Committee have asked for disabled people and Workstream Leads involved in OMDP to attend Scrutiny to listen to their views and experiences.

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**Wards Affected:** All

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## **Alignment to the Our Manchester Strategy Outcomes (if applicable):**

<b>Manchester Strategy outcomes</b>	<b>Summary of how this report aligns to the OMS</b>
A thriving and sustainable city: supporting a diverse and distinctive economy that creates jobs and opportunities	This report provides a progress update on the Work and Skills workstream which has focused on removing barriers that prevent disabled people gaining employment or other opportunities to develop skills or volunteering. Disabled people have significant experience to contribute further to Manchester's economic growth and this work has achieved some great success to date.

A highly skilled city: world class and home grown talent sustaining the city's economic success	Disabled people in Manchester and the organisations that support and represent them are resourceful and creative individuals and providers that significantly contribute to Manchester's economic success
A progressive and equitable city: making a positive contribution by unlocking the potential of our communities	Disabled people in Manchester tell us that the main barrier they face is accessibility and this occurs in a wide variety of forms. By improving the infrastructure and services to remove barriers disabled people can enjoy life and the city as non-disabled people do. They can also contribute to creative inclusive and cohesive communities
A liveable and low carbon city: a destination of choice to live, visit, work	
A connected city: world class infrastructure and connectivity to drive growth	

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### Background documents (available for public inspection):

The following documents disclose important facts on which the report is based and have been relied upon in preparing the report. Copies of the background documents are available up to 4 years after the date of the meeting. If you would like a copy please contact one of the contact officers above.

#### OMDP Report to Scrutiny – November 2017:

[https://secure.manchester.gov.uk/meetings/meeting/3060/communities\\_and\\_equalities\\_scrutiny\\_committee](https://secure.manchester.gov.uk/meetings/meeting/3060/communities_and_equalities_scrutiny_committee)

#### All-Age Disability Strategy (pre-OMDP naming) Report to Scrutiny – June 2016:

[https://secure.manchester.gov.uk/meetings/meeting/2857/communities\\_and\\_equalities\\_scrutiny\\_committee](https://secure.manchester.gov.uk/meetings/meeting/2857/communities_and_equalities_scrutiny_committee)

## **1. Introduction**

- 1.1 This report provides a range of updates on progress in the city to improve the lives of disabled people living, working or visiting Manchester. Manchester has a strong foundation in disability history and removing barriers to unlock people's potential. Our Manchester Disability Plan (OMDP) was established a number of years ago in response to promoting equality of opportunity for disabled people and finding ways to fundamentally tackle some of the wider issues that affect disabled people. For example, disabled people want to work or volunteer like non-disabled people do, however, if transport is inaccessible, then this aspiration can be a lot harder to realise. OMDP has been built from the bottom upwards, enabled by listening to people and what matters to them. The Plan has been co-produced and is delivered in partnership with Disabled People's Organisations (DPOs) which the Council is proud to work together with, having an overall aim to make Manchester one of the most accessible and inclusive cities in the UK and beyond.

## **2. Background**

- 2.1 Our Manchester Disability Plan (OMDP) was developed from two years of co-production and engagement work with disabled people in Manchester. This approach was unusual at the time as it was traditional a few years ago (pre-Our Manchester Strategy) to focus on developing a Strategy of any kind and then consulting on the content and amending accordingly. Working to the Lead Member for Disability throughout this initial period through the present day, the vision was clear – it was to listen to disabled people, capture their views on a range of subjects/themes and issues and turn this into a Strategy. It took two years for the actual Strategy to be developed and the first iteration can be found on the Council's website: [www.manchester.gov.uk/omdp](http://www.manchester.gov.uk/omdp)



- 2.2 Early thinking around this work resulted in the initial draft being called the "All-Age Disability Strategy" – feedback from different groups of disabled people told us that this was not a popular title and the word "Strategy" was particularly disliked. In an Our Manchester fashion, this title was replaced with a more appropriately and accessibly named Plan, which was acceptable to all. More recently, the Co-Chair of the OMDP Partnership Board has led work to refresh the Plan to make it more dynamic and ensure that tangible objectives and deliverables are clearly stated to move forward this work at pace. This work is ongoing and will be delivered by Spring 2019.

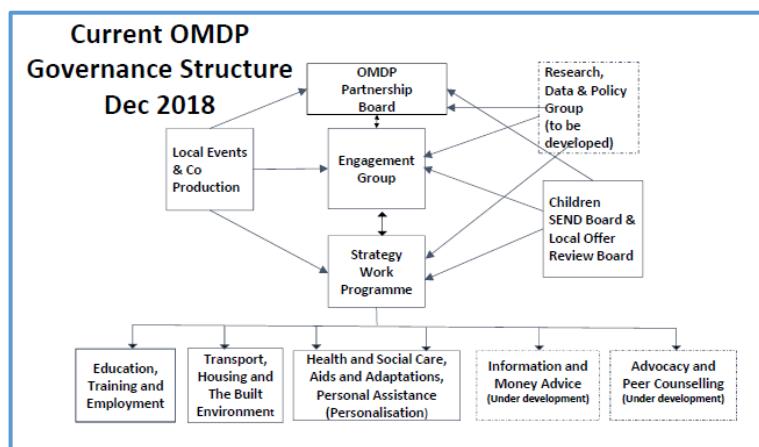
2.3 It has become clear over recent years that this work is innovative and of national interest with a number of local authorities being interested in the Plan and visiting Manchester to find out more. Some of the particular areas that other authorities have been keen to probe further on are:

- That the Plan began and was led by adult social care but it became quickly apparent that this is a whole system approach and more than just about adult social care.
- That an all-age inclusive approach brings together partners and key stakeholders to work across the life course for the benefit of improved dialogue, shared understanding and inclusivity; for example, there is now much more wider appreciation of the SEND agenda in adult social care as a result of this all-age work.
- Improving accessibility requires a wider appreciation of people's daily lives, preferences and patterns of behaviour – everyone wants to be free to choose what to do, when they want to do it and both non-disabled and disabled people want the same opportunities to live their lives their way.
- Tackling more thornier problems, such as transport, can be a key enabler to employment opportunities and enabling people to take part in cultural, leisure and retail activities and beyond.
- Manchester's keen vision for improving life chances for all and breaking down barriers to promote a truly accessible city.

### 3. Our Manchester Disability Plan

#### Governance

3.1 The OMDP Board is the central plank of the Plan and embodies a partnership approach with DPO's, Disabled People, Relevant Strategic Partners and representatives all playing an equal and important role in the work.



3.2 The visual on the right (extract from the OMD Plan) shows the governance structure created last year that has been developed to date. At the time, the Lead Member for Disability was the sole Chair of the Board. However, it was felt that this was not sufficiently inclusive and that a Vice Chair/Co-Chair was required. Following a successful 'recruitment' process, Jackie Driver, from the Equality and Human Rights (EHRC) volunteered to take on a Co-Chairing role in OMDP. This has provided much needed drive and impetus to the work programme and ensuring good governance is in place.

- 3.3 One of the further aims of the Board is to work towards Board Membership having 51% disabled people. The only way to measure this is through an anonymous self-declaration (to avoid GDPR implications). This exercise has commenced and was promoted at the December 2018 Partnership Board and will be followed up by a mailshot in January. Note that the definitions of disability are contained within the Equality Act and defined a “disabled person as anyone who has, or has had, a physical or mental impairment which has a substantial and long term effect on their ability to carry out normal day to day activities. For further information please see<sup>i</sup>.
- 3.4 The OMDP Board has some very specific aims and objectives, which are:
- To raise awareness amongst the public of OMDP.
  - To create an Access Charter so that partners/stakeholders understand the issues and work to address them.
  - To streamline the workstreams which relate to the life journey and align all work to the Pillars of Independent Living.
  - To ensure that sufficient and high quality governance of OMDP work is in place to deliver the vision and objectives for Manchester.
  - To ensure that the Board is representative of disabled people's views with an aspiration to have 51% membership by disabled people.
  - To increase co-production and engagement.
  - To promote use of the social model of disability to commission any services for disabled people.

### **Workstream Update: Work and Skills**

- 3.5 The work and skills plan has five main objectives with actions which workstream members, including Manchester City Council, Manchester Health and Care Commissioning, Manchester Foundation Trust, The Manchester Growth Company, Department for Work and Pensions, University of Manchester and other organisations, are supporting:

- i. Promote the plan to ensure we continue to drive up performance by employers and drive down disability related discrimination and disadvantage.

We have committed to sharing the link to the Our Manchester Disability Plan on our websites and connecting to OMDP communications through our social media strategies. We have all committed to achieving the Disability Confident level 2 standard (which replaced the two ticks scheme) as a minimum and some (MCC and MHCC) have committed to achieving Level 3 leader status by Spring 2019. To ensure that this is meaningful and makes a real difference, we are collaborating on embedding new processes and changing the culture within our organisations and improving outcomes across the four other objectives within the workstream plan.

- ii. Preparing for work - We know that early preparation will help a smooth transition into work – both for employers and employees – we aim to offer city wide support through the following actions

- Pre-recruitment support and careers aspiration activities are targeted at and tailored to disabled people. Encouraging work experience placements for disabled people across a range of organisations, professions, roles and sectors.
- Review and refresh organisations involved in hosting supported internship schemes – secure commitment from more organisations to offer supported internships for young people with an Education Health Care Plan (up to age 24), building on the schemes delivered within Manchester City Council, Manchester Foundation Trust and with other employers.
- Provide five disabled young people in Wythenshawe with five disabled careers mentors– Training for mentors recruited through the BW3 (Businesses Working with Wythenshawe) model will start in January. Young people who would benefit from the support are being recruited from Piper Hill and Pioneer House as part of this initial pilot scheme which, if successful, will be rolled out to disabled young people in other schools, including mainstream schools.
- All workstream organisations will have or take part in at least one accessible and tailored open day to inform and support applicants and disabled people's organisations in year 1 - Based on one of the recommendations made by the young people who joined the Manchester City Council Work and Skills Team on a work experience placement (see case study), we will be holding a targeted jobs fair for disabled people in March 2019. This will be supported by a number of Our Manchester Disability Plan Board members who will be there on the day to provide advice on job applications and on the vacancies which will be promoted.
- Provide a toolkit for organisations and employers on the topics of pre recruitment support for disabled people and work experience.

iii. Getting a job - Disabled people are less likely to get employment. We aim to change this by providing city wide support services to employers and disabled people for fairer recruitment.

- Map support for disabled people for getting into work – find the gaps and commit to trialling new initiatives and schemes to fill the gaps. Breakthrough UK have undertaken a piece of work in partnership with Adult Social Care worked with disabled people in supported accommodation to raise aspirations for work and develop pre-work skills and knowledge. The Learning from this will be used to embed employment support within service delivery to supported housing tenants.
- Provide guidance and training for employers to understand reasonable adjustments - we recognise the need for us to lead by example so will continue to work collaboratively to develop shared approaches to increase the number of disabled people employed by our organisations.

iv. Staying in work - People have to leave work because of disability related barriers like poor or badly informed attitudes. We aim to remove these barriers across all jobs in the city.

- Providing in work and mentoring support for disabled people. This is an action which will be supported by all organisations signing up to Disability Confident Leader. Again, through the Health and Social Care Locality Workforce Development Plan, the city's health and social care organisations have agreed to collaborate on areas where we have identified a need for improvement following on from the Health and Wellbeing Board workplace health audit produced in July 2017. Manchester Health and Care Commissioning has funded an initial training pilot which combined training on the social model of disability led by Breakthrough UK with coaching and mentoring from Results CIC for 50 managers of disabled staff across organisations. Feedback from the training has been excellent so the approach will be rolled out, linked to both the system -wide and individual organisational approaches to improving staff health and wellbeing and inclusion.
- Design and provide accessible good practice guides for employers to help them to retain disabled employees.

v. Career progression - Disabled people are too often overlooked for promotion. We aim to tackle this through tackling discrimination, leadership, mentoring, coaching, pay gaps and monitoring progress.

- We will develop collaborative approaches to supporting disabled staff across our organisations to progress. This will include training for disabled staff to give them the confidence to talk to their managers and colleagues about reasonable adjustments and discrimination. Pay gaps for disabled staff will be monitored individually by organisations but the group will collaborate on initiatives to tackle disparity.

#### ***Workstream Update: Health and Social Care***

3.6 The Health and Social Care Workstream/Reference Group aim is to ensure appropriate and accessible health and care provision. The Reference Group is jointly chaired by GP Dr Paul Wright and the Strategic Lead for Adult Social Care, as well as reporting into the OMDP Board. The workstream is now mature with joint chairs in place from health and social care with good attendance from disabled people, disabled people's organisations as well as key VCSE organisations interested in this agenda. The objectives set include:

- **The development of a Joint Strategic Needs Assessment (JSNA) –** JSNA's are intended to be a resource for health and care commissioners (and other interested parties) to help commission new and innovative services. This JSNA has a specific focus on the Social Model of Disability and the barriers to accessibility. Research undertaken as part of this work highlights that this is extremely innovative and will be a 'first' nationally. By focusing on the 'barriers' this will enable commissioners to plan and design services that are inclusive and accessible.
- **The provision of accessible health and social care information –** The Accessible Information Standard (AIS) was introduced by the government in 2016 to make sure that people with a disability or sensory

loss are given **information** in a way they can understand. It is now the law for the NHS and adult social care services to comply with AIS. Work is progressing to audit and measure progress of compliance with AIS. There are excellent examples of compliance particularly across the 3 hospital acute trusts around this Standard.

- **To develop and design a Centre for Independent Living (CIL)** – A CIL has been a long-term aspiration for Manchester, across the DPOs and commissioners involved in personalisation of health and care services. A CIL can take many shapes and forms but is generally a ‘focal point’ service, often run by disabled User-Led Organisations (ULOs), to deliver on a range of services including key adult social care statutory duties. This could include: care and support planning, brokerage, help with sourcing suitable Personal Assistants, Payroll and Managed Accounts. Furthermore, a CIL can support adult social care’s statutory responsibilities around access to advice, information and signposting. In essence, the creation of a Manchester CIL provides a unique opportunity to co-design a suite of services that will empower disabled people living in Manchester and equip them with knowledge and tools to live independently in the community. This work is at an early scoping stage.
- **To ensure disabled people can access relevant equipment and adaptations or wheelchair provision** – Discussions have taken place with Manchester Service for Independent Living (MSIL) and feedback given to improve information and access to disabled people to make them more aware on how to access equipment and adaptations. Areas covered have included the promotion of NHS vouchers for wheelchairs and developing an amnesty campaign to return equipment.

#### ***Workstream Update: Transport***

- 3.7 The Transport Workstream is well advanced and consists of a range of established engagement routes and service improvements to address the barriers to transport for disabled people, led by Transport for Greater Manchester (TfGM). Examples of work achieved this year include:

- The “Please offer me a seat” campaign initiative is a simple badge system aimed to help make customers’ journeys easier and more comfortable.
- The Disability Design Reference Group (DDRG) have focused discussions in 2018 on: the Wigan and Bolton Bus Station redevelopment, Metrolink zones plans, brand strategy questionnaires, customer information, step free access to rail stations as well as Metrolink scheme development.
- The Greater Manchester Travel Training Forum (GMTTF) has met four times this year with a number of people including the GM Mayor and parents of young people.
- Diversity and Inclusion training for all TfGM staff with the aim of the service becoming Leaders in Diversity.

3.8 TfGM recognise that there remain a number of challenges and areas of work to progress to see real improvements to how disabled people can travel around their city and across GM. These include:

- Control and influence
- Funding and resources
- Data and insight work

3.9 A strong thread running through OMDP work is centred on the importance of accessible and appropriate transport in Manchester and GM. Given this importance, future work will focus on the vision for an accessible transport infrastructure which is aligned to the desire for a carbon-free city and a strong infrastructure. More work is clearly required to develop synergy between parallel strategic ambitions and to ensure that the OMDP vision and objectives are woven through other important city priority work.

***Workstream Update: Disabled children and young people with SEND (special education needs and/or disability)***

3.10 As the SEND agenda is set within a statutory framework, the SEND Board is the recognised workstream of OMDP with the SEND Lead having a seat on the Board and acting as a vital link between both areas of work. At the time of writing this report, a full report on SEND is being prepared for the January Children and Young People Scrutiny Committee (8 January 2019) and this fuller report should be reviewed as well.

3.11 The SEND agenda presents many challenges in Manchester, namely:

- Overall growth in child population which impacts on: mainstream and special school places, health services and SEN and specialist services.
- Resourcing and budgetary challenges.
- Development of local universal provision which can be accessed by all.
- Improving outcomes through multi-agency working.
- Joint commissioning of services.
- Over-complicated pathways to services.

3.12 The following table sets out what is working and what needs to improve across the SEND agenda:

Aspect	What's working	What needs to improve
Early Years	<ul style="list-style-type: none"><li>• Early years pathway means that more children are having their needs identified earlier</li><li>• Excellent outreach support to families and settings from Rodney House Outreach Support for Early Years</li></ul>	<ul style="list-style-type: none"><li>• All children to attend the 9 month and 2 year health checks, so their needs can be identified before they start school</li></ul>

Schools	<ul style="list-style-type: none"> <li>• Good range of education provision</li> <li>• Most primary or secondary schools are good or better</li> <li>• Excellent school sports and music offer</li> <li>• Excellent outreach support from specialist schools</li> <li>• Good opportunities for work experience and mentoring</li> </ul>	<ul style="list-style-type: none"> <li>• Increase number of mainstream and specialist school places</li> <li>• Increase number of good or better secondary schools</li> <li>• Improve education outcomes</li> <li>• Increase attendance</li> <li>• Reduce exclusions – Inclusion Strategy</li> </ul>
Post 16	<ul style="list-style-type: none"> <li>• Good choice of post 16 education opportunities</li> <li>• Increase number of supported internships – 70 in 2018</li> <li>• ‘Good Week’ Planning</li> <li>• Post 16 providers are listening to the voices of young people</li> </ul>	<ul style="list-style-type: none"> <li>• Join up education, health and care planning, especially from 14+</li> <li>• Increase number of young people with SEND gaining apprenticeships</li> <li>• Think 0-25+ and streamline pathways into adult services</li> <li>• Increase range of opportunities for young adults to be active in their own communities</li> </ul>

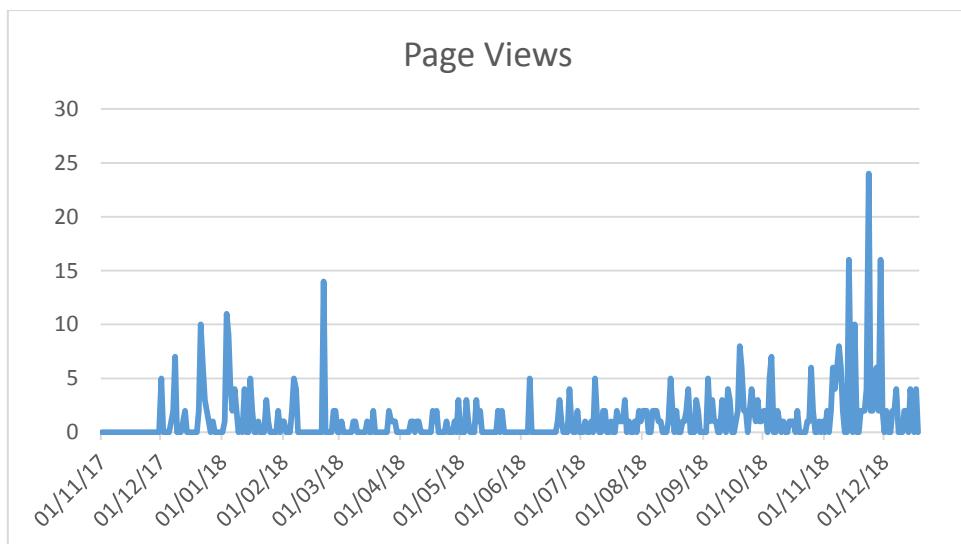
### ***Workstream Update: Built Environment***

- 3.13 This workstream has developed the approach through a strong partnership approach with the involvement of disabled and older people in the work and full alignment to GMCA and wider GM strategies.
- 3.14 Achievements and involvement to date include: engagement around Victoria Station, Manchester Markets, accessible housing, cycling routes, and new standards and guidance and planning policy.
- 3.15 The priorities for 2019 include:
- The provision of accessible housing in the local plan and GM Spatial Framework.
  - Access Guides, Design Guides and Training.
  - Landscape and Highways design.
  - Rail and transport designs.
  - Neighbourhood Services and built environment issues.
  - Events, planning and new developments.
- 3.16 Due to the complexities of this particular workstream, there are a number of issues including:
- Departments sometimes disengaged in the work/agenda.

- This workstream has a particularly broad brief – housing, for example, is an extremely large and challenging issue to address.
- Overall lack of resources to develop and implement projects and contribute to policy development.

**OMDP Website** – [www.manchester.gov.uk/omdp](http://www.manchester.gov.uk/omdp)

- 3.17 A key strand of developing OMDP is the provision of online information that provides easy access to the Plan but, more importantly, provides a range of alternative formats that suit a range of accessibility needs. As would be expected with OMDP work, there is an expectation that communication needs and alternative formats are provided as a minimum standard by way of exemplary best practice standards. The above link provides the access route to the different formats of the OMD Plan. As with all internet-based portals, activity ‘traffic’ to the pages can be measured and details from MCC’s web admin team reveals that 497 users have access these pages in the past 12 months.



#### 4. **OMDP Engagement Group – Report of the Chair (Richard Jones, Manchester Deaf Centre)**

- 4.1 The Engagement Group was established to be a key link between the work of the Plan, the Partnership Board, disabled people in Manchester and the organisations that support and represent them. As such they act as a ‘feeder’ voice for local disabled people into the Board and all associated activities. 4 meetings have taken place plus further contact and discussion by email and telephone. The themes discussed at these meetings have been:

- Increasing awareness of OMDP.
- Development of promotional materials and potentially a video to raise awareness of OMDP.
- Development of clear print guidelines (to ensure that written products OMDP use are as accessible as possible for ALL members).

- Running a logo competition to create ideas for a new OMDP logo.
- Development of the Access Charter – with scrutiny, discussion and sign off by the OMDP Board.

4.2 Future Engagement Group work will include:

- Development of the OMDP Communications Strategy.
- Ensuring all disability organisations in Manchester are fully aware and as involved in the work programme of the plan as they want to be.
- Completion of the Access Charter.
- Addressing challenges that currently exist including: resources – people, capacity and finances.

**5. Views of OMDP Co-Chair**

- 5.1 OMDP Partnership Board and its associated governance model is paramount to delivering the Plan objectives for the city and disabled people. Since inception, the Board has been led by Councillor Tracey Rawlins, Lead Member for Disability, and now supported by a new Co-Chair Jackie Driver.
- 5.2 Jackie has recently been voted in the top 100 most influential disabled people in the UK – See appendix 2 for the article.
- 5.3 Co-Chairs views on OMDP Work and the vision for Manchester:

*"Paternalistic notions of disability as tragedy and disabled people as vulnerable persist and we know we are unlikely to see real progress on disabled people's freedom to flourish and full participation unless we begin tackling discourse and attitudes head on. OMDP has an ambition to do just that. Working collaboratively with disabled people and their representative organisations, Manchester's flagship social model approach to removing barriers our disabled citizen's face has led the way nationally in developing a truly co- designed and co-produced action plan.*

*The plan epitomises the principles of Our Manchester, showcasing a unique approach towards reframing the discourse and turning around public attitudes towards disability.*

*The plan follows the 7 principles of independent living set out by disability rights activists almost 50 years ago. It encompasses a change in social relations. It recognises and addresses the lack of civil and human rights built into our institutional thinking. It espouses equal opportunities for everyone as well as self-determination for disabled people. It is looking for a very simple outcome: that disabled people enjoy the same life opportunities and the same choices in everyday life that their non-disabled brothers and sisters, neighbours and friends take for granted.*

*I am both proud and frustrated to Co-Chair the OMDP Board. Proud because of Our Manchester's real commitment and vision to work in this way, and*

*frustrated that it has taken this long to realise the full potential and capacity disabled Mancunians can and do bring to our wealthy economy.*

*Now the plan is getting underway, I look forward to seeing the benefits being realised across all areas of life and championing Manchester for its commitment to delivering this enterprising strategy”*

*Jackie Driver*

## **6. Disability Confident Leader – Manchester City Council’s commitment**

- 6.1 The Government’s Disability Confident scheme promotes good practice in disability-focused recruitment and employment. Led by the Minister for Disabled People, Health and Work, the scheme operates on a tiered basis, consisting of 3 levels of achievement:
  - **Disability Confident Committed** organisations need to sign up to a preordained set of commitments to become disability confident and identify at least one specific action to improve outcomes for disabled job applicants /employees;
  - **Disability Confident Employer** organisations need to undertake and submit a self-assessment of their current practice in relation to recruitment and retention of disabled employees;
  - **Disability Confident Leader** organisations must have their self-assessment externally verified and be able to provide evidence of activity that demonstrates the organisation is a disability confident leader.
- 6.2 On the completion of each level, the applicant receives a time-limited, level-specific Disability Confident logo to use on the website and promotional materials. The level 1 status lasts up to 1 year, level 2 up to 2 years and the full accreditation is valid for 3 years.
- 6.3 Manchester City Council achieved Disability Confident Employer Level 2 status in March 2018 and has a stated commitment to achieve the Disability Confident Leader status by end of March 2019. This involves an independent validation of the organisation’s self-assessment and an independent validation partner is currently being considered. In tandem with this, we are working with a peer network across the City to support a range of institutions to reach Disability Confident status through the work of the Our Manchester Disability Plan.
- 6.4 The outcomes of the Council’s self-assessment have been considered alongside a broader evidence base of inclusion in the workforce (i.e. ongoing staff and Trade Union engagement, workforce profile data, the outcomes of the Equality Framework for Local Government peer review, the workplace equality review earlier in 2018). Based on this and utilising the standards set out in the Disability Confident Scheme, we are currently developing a strategic approach to disability at work in the Council that: 1) is aligned with a wider range of strategic workforce approaches (i.e. a broader programme of equality, diversity and inclusion at work initiatives, our Employee Health and

Wellbeing Strategy, Our People), and; 2) complements and supports the initiatives outlined in the Work and Skills section of this paper. The approach will be built around five pillars:

**1) System Leadership**

Proactively engage with internal stakeholders, partners, suppliers and disabled people organisations to collectively enable improved and sustainable workforce disability inclusion and representation in Manchester City Council and Partner organisations.

**2) Recruitment and Talent Development**

Widen access and enable effective talent development and removal of barriers to progression for disabled people across all grades and roles within Manchester City Council. Ensure barrier free recruitment pathways for specialist and non-specialist recruitment.

**3) Information, Advice and Support**

Design innovative approaches to the provision of workplace reasonable adjustments and provide line managers, HROD advisers and employees with the right tools, systems, information, advice and support to ensure that workplace adjustments across all areas of the employee journey are identified, implemented, retained and reviewed in a timely and effective way. Equip managers with the requisite skills, knowledge and confidence to support disabled employees to thrive in the workplace and be their best selves.

**4) Workforce Culture**

Create the conditions and behaviours across the organisation for positive attitudes and improved understanding of disability diversity, through celebrating the contribution, breadth of talent and skills within our past, present and future disabled workforce. Thereby enabling disability inclusion, fostering a culture of positive disclosure and becoming an exemplar employer of disabled people, and a leading ambassador for promoting similar disability inclusive cultures across Manchester partner and supplier organisations.

**5) Organisation Enablers**

Ensure that corporate functions (i.e. ICT, HROD, Corporate Procurement, Facilities Management, Estates) are fully utilised and contribute effectively to enabling delivery of the objectives of the Disability Confident approach.

- 6.5 Our strategic approach is being drafted and the detailed initiatives, activities and priorities to underpin the pillars above will be refined through engagement with Trade Unions, disabled staff, Equality Champions, Directorate management teams and other stakeholders as relevant. We aim to formally launch the approach in September 2019, although where opportunities arise to bring activity on-line before this time, these will be acted upon with due consultation with stakeholders. Priorities and initiatives planned include:

## **6.6 Focus on Support**

- 6.6.1 Designing an end-to-end workplace adjustments ‘hub’ model to include a workplace adjustment passport. This redesigned model will encourage disclosure and enable the identification, implementation and retention of workplace adjustments to be timely, effective, and able to leverage innovation in assistive technologies and unlock opportunities for disabled employees to stay in work and also progress within the Council.
- 6.6.2 Enhancing our workplace mental health offer through incorporating the Access to Work Mental Health Specialist Service into our support for staff with mental health conditions. This free service sponsored by DWP provides 1-1 tailored and confidential work-focused mental health support to employees for nine months, including coping strategies, support plan to keep them in or return to work, ideas for workplace adjustments to help them fulfil their role and practical advice including coordinating with employee, line manager to facilitate good conversations and agreeing adjustments.

## **6.7 Focus on recruitment**

- 6.7.1 A new recruitment policy, training and guidance with inclusion and Disability Confidence at the heart of it was launched in October 2018. This will support the aim to develop a working interview model to remove barriers for disabled candidates, some of whom could not otherwise engage with traditional recruitment interviews and assessments.

## **6.8 Focus on Culture Change**

- 6.8.1 Designing an organisational wide bold and confident communications campaign that will educate, inform and celebrate about disability in the workplace.

## **7. Example of builders and developers improving accessibility**

- 7.1 Scrutiny has requested more information around this topic. So far, work is underdeveloped in this area but will, going forward, sit within the built environment workstream as part of OMDP. However, progress in respect of the Town Hall transformation project is included as an area that may interest Committee.
- 7.2 The design work for the Town Hall is currently ongoing but it is a stated aim of the project to increase access to Mancunians and access is very much at the forefront of the design process. While there are some significant challenges in terms of access due to the fact that the Town Hall is grade 1 listed and was never designed to be accessible, the ambition is to exceed legal minimum requirements wherever possible. Access consultants have been appointed by the MCC client team and by the project architects, Purcell, to guide the design process from an access perspective. In addition to this an access sub group regularly meets to review and comment on designs as they progress. As well as the access consultants and other project staff this group includes an access

officer from MCC, an officer from the equalities team and the age friendly team. When designs are more detailed the project team plan to hold a consultation event with other external groups and individuals.

- 7.3 Aside from the physical nature of the building there are ambitious targets to create employment and training opportunities for Manchester residents, and it is important that these opportunities are accessible. To date we have been proactive about engaging with some of Manchester's specialist secondary schools and have been able to host visits for pupils from Melland High School and Lancasterian school to talk to pupils about the type of careers available in the construction industry.
- 7.4 The vast majority of employment and training opportunities will be delivered through the management contractor (to be appointed in the coming weeks) during the construction works. The Project Team have written into the management contractor specification that they must take steps to ensure that opportunities are accessible to all of Manchester's diverse residents. This means that accessible employment, training and apprenticeships are a contractual requirement for the appointed contractor.

## **8. Disabled People/Leads involved in OMDP and their stories/views**

- 8.1 Scrutiny Committee has requested that disabled people involved in OMDP attend and share their views and comments:

### **Richard Currie**

Richard is an experienced disability advisor having worked for several years advising, testing and sharing real-life experiences with organisations. Compassion and empathy are the values that drive his life and work. Being a differently abled member of society, Richard has a unique insight into the experiences of disabled people in our community. He has given comment on disability issues to a range of media outlets on TV radio and written media on discrimination, welfare reform and social care. Richard works with local and national government to help develop policies and procedures to improve the life chances and self-esteem of disabled people. He has taken leadership roles of a variety of boards and executives. Richard has contributed to the development of the Our Manchester Disability Plan is a member of the Our Manchester Disability Plan Partnership Board, Richard also is a member of a number of work streams including Transport and Work & Skills.

Having gained an MA (Hons) in Diplomacy Law, Change and a BA (Hons) in International Relations and Politics, Richard also offers social model peer support to other disabled and non-disabled people. This enables them to gain a greater understanding of disability as a social construct. At the core of his work over the past 10 years has been to ensure that disabled people have equality of opportunity, equality of choice, access to mainstream employment and achieve independence and health and wellbeing. He is recognised as a local expert in disability issues and removing the barriers

that enable equality. He has a particular skill in influencing others to think differently about disability and recognize their responsibility in removing barriers.

### **Richard Jones**

Richard is the Executive Director at the Manchester Deaf Centre which supports deaf and hard of hearing people become more skilled, independent and have improved quality of life. The centre provides advocacy, employment, well-being and youth services for deaf people and at same time provide Communication Support, Deaf Awareness and BSL courses for hearing people. Richard has been a leading supporter of the OMDP since its inception and has supported the development of the plan to its current form. In addition Richard is a leading member of the Partnership Board, as well as chairing the OMDP Engagement group which is a key link between the work of the plan, the Partnership Board and disabled people & Disabled People's organisations in Manchester. In addition to these roles Richard is also a member of a number of OMDP work streams, including Health & Care and Work and Skills.

### **Michele Scattergood Chief Executive Breakthrough UK**

Michele has nearly thirty years' experience of working within disability issues and disabled people's organisations. Michele is currently the Chief Executive of Breakthrough UK, a successful disabled people's organisation, based in Manchester, which promotes independent living and employment. In her role as CEO and driven by her passion and commitment to ensuring choice and control for disabled people, Michele aims to influence local, regional and national policy and practice and remove the barriers that prevent disabled people living independent lives.



Michele began her career volunteering for a disabled people's organisation in the 80's as a young woman with a hearing impairment who had decided she didn't want to be a social worker after all. There she was introduced to the Social Model by other disabled people and from then she says – 'it all made sense'! Eventually she became the Manager at Greater Manchester Coalition of Disabled People and then moved onto Local Government where she spent 10 years in corporate roles, first as a Disability Equality Officer and then in a managerial role developing and leading best practice in service delivery – whilst there she obtained her Masters in Management.

Her recent interests include influencing the strategic and cultural shift in social care and health delivery in Greater Manchester as part of devolution and Michele has recently lead a significant piece of work to integrate the Voluntary and Community Enterprise Sector into the Manchester Local Care

Organisation. Michele is keen to ensure the barriers that prevent disabled people being in control of their health, wellbeing and independence within their own communities are addressed in the new approach to delivering health and social care.

Michele is a member of the Disability Advisory Committee at the Equality and Human Rights Commission, The Manchester Leaders Forum and she is a co-founder of the North West Network of Disabled Peoples Organisations who are currently developing and testing Care Co-operatives in 2017. Michele was recognised as one of the top 100 most influential disabled people in the UK.

## **9. Next Steps for OMDP**

- 9.1 It is considered that great progress has been achieved over the past 2/3 years despite very limited resources and investment. This has led to some recent discussions on the strategic direction and delivery vehicle for the work as the current lead sits within adult social care.
- 9.2 The Plan and underpinning partnership supporting its delivery is a good exemplar of Our Manchester in action. The plan was developed in co-production with disabled people and their organisations and the strong role of DPO's continues with the inclusion of a disabled people's Engagement Group as part of the Governance. This work has supported increased visibility across partners and within the Council.
- 9.3 It is considered that there is an emerging opportunity to commission a different delivery vehicle for OMDP to develop the oversight and co-ordination of the Plan as the overriding objective of OMDP is to remove barriers and promote accessibility for all is more than an adult social care issue. As commissioners, adult social care is well placed working with the DPOs to lead this next phase, but it is felt that a different model is warranted and will help lever in vital resources which are now required.
- 9.4 This work is currently underway and in full discussions with the Our Manchester approach and the Deputy Chief Executive.

## **10. Conclusions**

- 10.1 Manchester can once again be proud for tackling some of the most complex issues in the city in the Our Manchester Disability Plan. This is an ambitious plan to remove the plethora of barriers that exist which reduce life chances for disabled people and can be discriminatory in nature. Our Manchester is about everyone playing an equal part in society, in what Manchester has to offer, however, where physical and institutional barriers exist, this is not possible.
- 10.2 Good progress has been made so far to listen to disabled people and those with expert knowledge – the DPOs. Yet a new approach is also now warranted and timely to invigorate this work and explore new ways to fund the next exciting phase.

## **11. Recommendations**

- 11.1 Members are requested to note the report, listen to the views of disabled people invited to Scrutiny to tell their stories and also hear from the Co-Chair and workstream leads on what has been achieved to date.

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<sup>i</sup> <https://www.gov.uk/definition-of-disability-under-equality-act-2010>