

# Our response to the Greater Manchester Disabled People's Big Disability Survey



**GMCA** GREATER  
MANCHESTER  
COMBINED  
AUTHORITY

# DISABLED PEOPLE'S PANEL

DOING THINGS DIFFERENTLY  
FOR GREATER MANCHESTER

## Background

In 2022, Greater Manchester Disabled People's Panel did their Big Disability Survey. This looked at the impact the Covid pandemic and the cost of living crisis had on disabled people in Greater Manchester.

They did a report, which gave recommendations about what they thought needed to be done by the Mayor of Greater Manchester, the Greater Manchester Combined Authority, the 10 local councils in Greater Manchester and health and social care services.

You can see their report at:

<https://gmdisabledpeoplespanel.com/gm-disabled-peoples-survey-2022/>



## What this report is about

In 2023, Greater Manchester Combined Authority looked to see what had been done to meet the recommendations.

This report is about what has been done across Greater Manchester.



We have also collected together reports from each of the 10 council areas that make up Greater Manchester.



## Examples

These are some of the things that are being done across Greater Manchester to meet what was said in the Disabled People's Panel Report:

### Ring and Ride



- Ring and Ride is now part of Transport for Greater Manchester, who are looking at how to make the service better.
- All buses will have ramps, new buses will have hearing loops and audio visual announcements and 2 wheelchair spaces.
- There is work being done to look at the English National Concessionary Travel Scheme (ENCTS).



### Work and Skills

- Telling people about the Access to Work Scheme.
- Carrying on work about the Health Adjustment Passport.
- Making the Working Well: Work and Health Programme accessible to more people.
- Trying to increase the employment rate for everyone, including disabled people.





## Poverty and Public Services

- Clinically vulnerable residents and users of medical devices asked to apply for the Priority Service Register.
- GM Text Line Relay Service will run for another year.
- Good practice being shared between areas.
- Have a 'cash first approach'.
- Carry on the work the Mayor of Greater Manchester and the Cost-of-Living Response Group are doing with big utility companies.



## Advice and Welfare

- We are looking at gaps in Greater Manchester Advice and Welfare Services. Local councils can spend some of their budget on welfare advice.



## Health and Care

- There is a lot of work going on to check how these services are doing.
- A 'Fairer Health for All Framework' is being designed.
- The Disabled People's Panel is looking at how it could work closer with NHS Greater Manchester.



## Mental Health Services

- Doing things about negative language to give better outcomes.
- Gaddum, the advocacy and carer support charity, will support people with lived experience in changes to services.



## Housing and Planning

- Our standards for accessible homes are part of the Places for Everyone Joint Plan.
- The Greater Manchester Healthy Homes framework is being developed. This aims to make sure homes in all parts of Greater Manchester can get the same sort of adaptations.
- In Autumn 2023, we will be asking people what they think about a us having a 'Good Landlord Charter'.



## Crime and Community

- In Autumn 2023, the Greater Manchester Partnership will be updated. This will include the GM Plan to Tackle Hate Crime and a campaign to support Hate Crime Week.





## Work to Tackle Inequality



- Find out what needs to be done to make polling stations accessible to disabled voters, and then do what is needed.
- Tell people about the different ways they can vote, especially in the next election of Greater Manchester's Mayor in May 2024.
- Carry on work to make Voter ID more accessible.

## Working together



The Disabled People's Panel has played a big part in a lot of the work that has been done. The people in Greater Manchester who lead the work on different policies have talked openly about the problems disabled people have and how they can be solved.

This makes the voice of disabled people stronger. We can work with Disabled People's Organisations and use their knowledge and experience.

## How things are linked

It is important to understand that things in different policy areas such as transport or housing, work together to affect the lives of disabled people. Disabled people can also belong to other identity groups based on age, sex, gender, race and ethnicity, or socio-economic situation. These can add together to have a bigger impact.



Each policy area has been looked at to see how it can make things better for disabled people. But we know we must look across different policy areas and get them to work together.

GMCA has brought together some of the people who lead policy from different public bodies in Greater Manchester such as health, housing and transport. This will help the different parts to work together.

These are some of the main ways things are linked together...



### Accessibility and Work

- The accessibility of public transport has an impact on employment opportunities for disabled people.
- The Disabled People's Panel and GMCA officers are working with Transport for Greater Manchester to see how the planning of the Bee Network could help.



### Support Services and Economical Equality

- Lack of support services that meet the individual needs of people can make it harder for disabled people to get better paid jobs and promotion.
- GMCA has a new officer role who works with Disabled People's Organisations about inclusive employment.



## Lived Experience and Representation and Policy

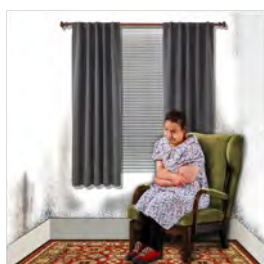
- We know that if disabled people are not included, policies can overlook or not understand their needs. So, the Disabled People's Panel works with GMCA and its partners and Disabled People's Organisations work in the local districts of Greater Manchester.



## Mental Health Services and Cost of Living

- The cost of living crisis and the problems services face can have a bad impact on people's health.

## Housing and Health Services



- Poor quality housing can have a big impact on people's health. This can be made worse if issues are not dealt with as a whole.

Things such as the Good Landlord Charter put people's health at the centre of what we are doing.

## Planning and Health



- Local Plans and how planning applications are dealt with can have a big impact on the lives of disabled people as well as people who are not disabled.

It is important that there are joint discussions with colleagues in health and care about local planning.



## Things we need to do

There are a lot of things that need to be done across Greater Manchester to deal with the issues brought up by the Big Disability Survey. We can split these into 2:

- Powers to Act
- Capacity to Act

### Powers to Act

- Many of the barriers faced by disabled people are outside the control of GMCA.
- Resources are already very stretched.
- The Mayor and Portfolio Leader have written to the Minister for Disabled People and the Secretary of State for Work and Pensions, telling them how things the government does has a bigger effect on disabled people.
- The findings of the Greater Manchester Big Disability Survey were backed up in a report the Equality and Human Rights Commission sent to the United Nations.
- The UN has made recommendations, but many of these are to do with things the government controls, such as welfare benefits or employment law.
- We are able to do some things in Greater Manchester such Cumulative Impact Assessments, making cost of living support for disabled people a priority, having accessible communication and involving disabled people in service planning and design.

**ANDY BURNHAM**  
MAYOR OF  
GREATER  
MANCHESTER



## Capacity to Act



There are a lot of things locally that make it hard to do everything that the report has asked for. There is a limit to how much the Disabled People's Panel and other Disabled People's Organisations can take part in the system.

Sometimes they do not have the capacity to do more. Often this is because they do not have enough funding.

In the public sector there are problems around officers not knowing about important disabled people's issues, or having enough time to spend on them.



One of the main issues that the public sector needs to know about is the Social Model of Disability. This gets services to reduce barriers that disabled people face, rather than focussing on a people's disability or condition.

Public sector organisations often do not have the capacity to involve disabled people in designing and running services.



This makes it harder to check that services are meeting people's needs.

It is important that the same quality of service is available in all areas of Greater Manchester. This will stop disabled people facing a 'post code lottery'.

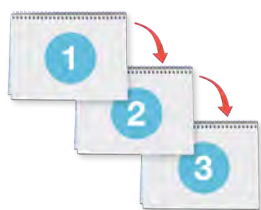
Partnerships such as the GM Cost of Living Response Group, GM Housing Providers' Partnership, Directors of Adult Social Services and GM Tackling Inequalities Board help services to be available equally to everyone across Greater Manchester.



GMCA will check how we are doing. We think it is very important that districts and partners check how they are doing so we can share this information in future reports.

The aim is for disabled people to have a real say in the services that are run for them.

## Next steps



GMCA and others in Greater Manchester will carry on working together with the Disabled People's Panel to improve the lives of disabled people. But, as the Independent Inequalities Commission said, Greater Manchester needs to go further and faster, deeper and wider in tackling inequalities.

To get the best outcomes for disabled people and overcome all the barriers we have talked about in this report, we need a strong leadership that is accountable to disabled people.



There will need to be resources available to be used in well planned ways. To do this we will need better information about what is happening, the knowledge of residents and an inclusive workforce to carry out the work.