

ANNEX 2 - GM Big Disability Survey - Summary of work across Greater Manchester

1. Bolton

At Bolton Council we are currently using the findings from the GM Big Disability Consultation to inform and address inequalities across different workstreams. This includes the following:

- The evidence base has helped to inform the Cost-of-Living borough wide events – delivery, content and accessibility.
- Additional consultation has taken place at a local level to look at the cost-of-living impact and subsequent support needed.
- Information cascaded to officers and partners to inform local Directorate programmes of work.
- Informing the development of a Poverty Strategy, which is currently in development.
- The datasets are supporting the delivery approach for the Household Support Fund, with a proposal to set aside funding for residents with disabilities.
- Currently monitoring our funding programmes, including the Hardship Fund, to determine which protected characteristics are accessing support and determine whether there are barriers to access.
- Informing our marketing, communications and event plans for inclusivity, this included the King's visit in January 2023 and the forthcoming Food & Drink festival in August 2023.
- The datasets are informing the delivery of the UKSPF projects, with reference to infrastructure.
- The dataset is helping to support service delivery in Children's & Adults Services.
- Informing our training delivery model for frontline staff in customer service and Equalities.
- Regularly monitoring of our website for accessibility.
- Digital Champions staff have undertaken Ability Net training, looking at ways to improve digital accessibility. This training will be cascaded to the Council's volunteer network to support community engagement in digital accessibility.
- Informing workforce support for disabled employees, as well as inclusive recruitment practices.

2. Bury

2022 was Bury's year of focus on Disability, during that time we have a Disability Action Plan (produced through our Inclusion Working Group which includes a disabled employees' Staff Group and which promotion of the survey and review of findings were tabled focusing on:

- Making Democratic Services more accessible - We are actively encouraging groups who work with people with disabilities to attend committee meetings We are currently looking into making committee papers Read Easy and printing in different formats.
- A toolkit is being created on how to build and make already existing buildings more accessible.

- Developing a guide to make consultations accessible and inclusive (quiet spaces, description of space and layout, virtual and in person events, digital exclusion etc)
- We are creating a steering group with local VCFSE groups who support people with disabilities to check and challenge our policies and processes.
- In December we hosted a conversation with staff with disabilities on how we ensure we're a safe organisation to work for, for people with disabilities. From this we are looking into the way we recruit by actively sending emails to interviewees with a list of reasonable adjustments for them to choose from (with other as an option) so that the onus isn't on them to reach out to us.
- We also have an e-learning module on disability which is being actively promote.

3. Manchester

Manchester City Council has used headlines from the survey for the past few months when presenting on the need to embed an addressing inequalities approach within health and care programmes and to support the production of meaningful Equalities Impact Assessments. This has included the Manchester locality GP Board, locality primary care groups, the GM Elective Care Reform and Recovery Programme Board and the GM Community Diagnostic Centre programme leads meeting. Key issues discussed have included disabled people still not wanting to leave the house and the need for service providers to make adaptations and analyse who is attending appointments (and not).

The survey was used to inform the transition of the Our Manchester Disability Equality Plan and Board into the [Manchester Disability Collaborative](#). This is the strategic group which leads on progressing the equalities agenda for disabled people in the city. The results of the survey fed back into the coproduction and supported the final collaboration event, giving our stakeholders a broader, GM-wide context of the issues faced, and ultimately supporting the creation of the workstreams and annual priorities for this and next year for the Collaborative.

[The Our Manchester disability plan | Manchester City Council](#)

4. Oldham

- Following the Big Disability Survey, we are reviewing our Equality, Diversity and Inclusion Strategy, ensuring it reflects the findings and recommendations of the survey report. We are also taking an item on the Big Disability Survey findings to our Oldham Partnership meeting in June to explore how the wider partnership can better support disabled people across the borough.
- A Health Inequalities Plan for Oldham has been developed and signed off by the Health and Wellbeing Board in June 2022. The primary outcomes which the plan is aiming to achieve is to reduce the gap in life expectancy and health life expectancy within Oldham, and between Oldham and the national average, ensuring that all residents, including people with disabilities, can experience the best possible health and wellbeing throughout their lives.

- In Oldham we have also committed over three million pounds of new funding to help residents through the cost-of-living crisis. This investment aims to help our communities, especially our more vulnerable communities, including people with disabilities to get the support they need, while also providing longer-term help, ensuring that our most vulnerable residents don't fall into crisis and are accessing all the support they are entitled to.
- Following the findings of the Big Disability Survey, we are forming a task and finish group to develop a fair approach to accessing our services, with consistency across the council embedded through our Resident First approach. This includes consideration of:
 - Physical disabilities
 - sensory impairments including hearing impairments, visual impairments and deafblindness,
 - learning disabilities,
 - neurodiversity including Autism
 - English as a second language and
 - Dementia.

This represents an initial identification of access needs. There will be further access needs to consider and address as we engage with residents, members, services, and partners.

- We currently use several forums to engage with residents with disabilities, including through our VCFSE partner, Action Together, and through Oldham's disabled people's panel, facilitated by the GM disabled people's panel.

5. Rochdale

Rochdale is using the finding and recommendations from the GM Disability Report in the following ways:

- It helped inform the warm spaces sustainability assessment and Rochdale's subsequent approach and offer.
- It is informing Rochdale's Poverty Strategy, which is currently in development.
- It has helped inform the offer we have made through the Household Support Fund. Rochdale has specifically targeted organisations assisting households, which are reliant on medical equipment to assist with a disability/medical condition making fuel and food vouchers available.
- It has informed the criteria for assessment for Rochdale's Warm Homes Scheme, which offers assistance in replacing boilers, windows etc to households facing hardship.
- Rochdale Council's customer services team (recognising the impact of digital exclusion) will shortly provide a face-to-face offer around the borough, to ensure that residents are in receipt of all the financial benefits, which are available to them.
- Adult care team has have committed to reviewing the care charging policy in summer 2023 and have developed a new Financial Wellbeing Team who are working on a resource around pro-active benefit checks and support for Adult Social Care service users.

6. Salford

We've been busy in Salford with a number of areas identified from the recommendations. Some work is council specific, some VCSE-led and some were CCG – now Integrated Care Partnership.

As a council

- Equality Impact Assessments – are carried out part of this process issues impacting on disabled residents are identified are addressed or mitigations identified. As Salford has become more diverse and a large population growth, we are also identifying more intersectional issues.
- We have a robust digital Inclusion strategy – council led, but delivered via a partnership network across Salford, with key focus on the most excluded.
 - Targeted actions to support disabled residents have included Tech and Tea drop in's in community venues which are low-level digital skills community programme,
 - support delivered by Henshaw's within a community venue with the view to rolling the specialist support out across the city.
 - Equipment and support have been given to Salford Disability Forum and also to Salford Deaf Gathering.
 - The digital inclusion team carry a broad range of mainstream and specialist hardware/software to ensure they deliver a tailored approach to our residents.
- Salford Disability Forum are one of the 4 organisations to receive a grant from the council which contributes to their running costs. A good working relationship between the SDF board and the equalities and inclusion lead is well established.
- Work in partnership with Salford Deaf Gathering is being developed. The work is focused on; improving council processes when engaging with our d/Deaf residents, inclusive communications, ease and access of council services and support needs of the d/Deaf community, raising staff awareness of how to book and access to BSL and trialling video relay.
- Work with Public Health – As part of the Covid response in Salford, a number of community organisations were funded to engage with their communities to get key messages into communities. Post Covid, this work with our “Trusted Voices” organisations has developed in order to build skills and capacity for the grassroot organisations in order to address health inequalities and barriers. (these have included a series of equity engagement events and skills development) Members of disabled organisations have been part of this initiative.
- As part of the skills and employment workstream Salford supported employment service has secured funding to support 140 participants over 2 years. Salford Supported Employment Service ran by Salford City Council and the Growth Company will help adults with autism or learning disabilities who are currently unemployed to find suitable paid jobs. The service will provide people with one to one support, including in-work training and guidance for both the new recruit and employer, which can include minor workplace adjustments which could benefit all their employees.
- Salford Women and Girls' commission - As part of an initiative to identify and address issues impacting on women and girls who live or work in Salford, targeted

engagement sessions were carried out to consult with disabled women's groups and attend listening events to ensure disabled women's experiences were included. Identified Issues were fed into the final report and recommendations and have informed wider equalities work.

- A presentation from the disabled people's panel to the council's corporate steering group which is chaired by our CEO is being arranged.
- Salford workforce disabled staff forum, Equal In Salford – is rescoping and reviewing its TOR and wants to strengthen how it informs and contributes into the council.

Salford CVS with support from the council secured funding for;

- A development worker to provide bespoke development / capacity-building support over a 12-month period for Disabled-people led and impairment-focused groups, specifically sensory and physical impairment-focused disabled groups.
- A funding pot to strengthen sensory and physical impairment focused community and voluntary groups / organisations in Salford.
- Create, develop and support a Network for groups / organisations to participate in with the aim of it becoming self-sustaining after 12 months
- Set up a network for Disabled-people led and impairment-focused groups, specifically sensory and physical impairment-focused disabled groups
- Commissioned inclusive communications training, disability awareness training, funding a support worker for the D/deaf community 2 days a week and grants to a number of disabled led VCSE organisations.

Salford system

- Our Salford wide equality strategy has a robust action plan linking to the objective. Three of the objectives within the strategy, clearly cross with the panel's recommendations. These are -
 - People are visibly represented in decision-making and have their differences valued,
 - People have equal physical and digital access to services and spaces
 - People are communicated with in the right language while receiving support to access mainstream information

Council officers are meeting with the new chair of the Salford Disability Forum to look at how we can further the recommendations in Salford.

7. Stockport

- Social Care Charging project – 6-month project with the aim of maximising disabled people's benefits and supporting people to navigate the social care charging process and submit claims for Disability Related Expenditure (DRE) to reduce charges responding to concerns from the disabled community in Stockport. Disability Stockport is working with the Social Care team at Stockport Council to improve internal systems for disabled people.
- Direct Payment Action Group – This group was established following the announcement of the new direct payment policy in Stockport (Sept 2021) to ensure compliance with the

Care Act. The information from the survey has been shared with members and has helped to add weight/justification to work to revise the policy.

- Bus pass renewal – Disability Stockport is working with the council and TfGM to improve the accessibility of transport services for autistic people, by ensuring that discretionary travel pass forms are stamped for people known to their services. The information from the survey has highlighted the cost-of-living crisis experienced by the majority of disabled people and subsequently has assisted us in our conversations with the LA.
- Warm spaces - Stockport Council is rolling out a communication campaign targeted at elderly and disabled residents to provide information on prepayment meters, their rights as consumers related to being forcibly switched onto prepayment meters and around 'self-disconnection'. We have supported the GM work to influence energy companies to prevent forcible switching onto pre-payment meters and wrote to the appropriate Magistrates Bench about this.
- Advice services - in Stockport, we are consolidating our core debt support, welfare advice and information offer, adding a cost-of-living advice line, and investing in both benefits uptake work and Neighbourhoods based outreach.
- Retrofit - The Council's on-going relationship and coordination with Age-UK and our Climate Action Now strategy is helping us offer small-scale retrofitting support across the borough.
- Engagement with disabled people – Stockport Council is working closely with Sector 3 (our VCFSE support agency) to re-launch a disability network which we will fund. The network will focus on engaging DPOs and people living with a disability. We are considering how we can incorporate the voice of lived realities into our EDI training and would support the GM Panel if they rolled this out.
- Learning difficulties - Stockport has strong disability focused programmes, e.g. SEND, Autism, etc. which include the voice of lived experience.
- Household Support Fund - Disability Stockport has been nominated as a Trusted Partner to help distribute 100k of the Household Support Fund to disabled people within Stockport. Each payment can be personalised to meet the needs of the recipient.
- The Big Disability Survey has been used by Disability Stockport in a funding bid. They received £70 each for 300 disabled people in the borough, and although a small amount, this can make a difference. It also helps to forge relationships with commissioners within the LA.

8. Tameside

Tameside Council has used the survey findings as part of the evidence base in the establishment of a number of new Strategies that are either in development or launched, specifically:

- Equalities Strategy - launched in February.
- Poverty Needs Assessment - Launched in November
- Tackling Poverty Strategy – Launched on 16th March.
- Engagement Strategy – In development
- Adult Social Care Strategy – In development
- Carers' Strategy – In development

The Report has also been circulated to our Inequalities Reference Group and will be used in the development of some new workstreams for the next 12 months.

Tameside's Poverty Needs Assessment includes using the "GM Big Disability Survey 2022" to push for changes across the city region and they have used the recommendations to drive several actions: These include: Promoting the independence, rights, choice and inclusion of people who have learning disabilities in the local area and across GM; Routes to Work, a Supported Employment service provided by Tameside Council, offering advice, support and practical assistance to local disabled residents, Learning Disability and Autism Partnership Boards and establishing a GM Partnership with Activity Alliance to improve participation of disabled people in sport.

Tameside has a Shadow Learning Disability Board. This is run by People First Tameside and is a user-led group independent of the Council. This has a supporting function to our Learning Disability Partnership Board.

Other engagement arrangements include:

- In Adult Social Care, there are Autism Post-Diagnostic Peer Support Groups.
- All Learning Disability supported accommodation schemes have user-led meetings which meet regularly.
- In Children's Services, there are Parent-Carer forums for parents/carers of children with SEND.
- There are informal networks around children with disabilities ran by an organisation called Our Kids Eyes.
- A loose partnership of providers is run by the Together Centre.

The Council also holds Big Chat events, where a variety of engagement of activities for people with lived experience can attend.

9. Trafford

Engagement activities in Trafford which have been informed by the Survey include the following:

- Trafford Deaf Partnership (TDP) which brings deaf residents together with representatives of organisations such as GMP, Trafford NHS ICB Locality, (formerly Trafford CCG), Healthwatch, various Council service areas e.g., Adult Social Care, Licensing & Taxis, Bereavement Services and Manchester Deaf Centre. The aim is to advise on how to make services more accessible to deaf people especially those who use BSL and require BSL Interpretation services. The TDP meet bi-monthly at Trafford Town Hall.
- Beyond Empower / Empower You who support healthy, active lives for disabled people and work to make activities more accessible for disabled people learning from their lived experience. [Empower You - Beyond Empower](#)
- We have an extensive list of groups run by and working with disabled people in Trafford and share these lists with lead officers who organise consultations on local initiatives and improvements. For example, our Planning Team are currently working on a bid for

funds to improve Longford Park and Stadium in Stretford, so these groups are being invited to put forward suggestions on design improvements and accessibility etc.

- Trafford Deaf Advocacy Service is funded by our Commissioning Team, and work closely with TDP and partners, providing a liaison and advocacy service between individual deaf residents and service providers particularly in health care, local businesses, Council Tax team, DWP etc.
- We have BlueSci that offers that is Trafford Community Mental Health Services – some activities commissioned by the Council and work closely in partnership.
- Voice of BME Trafford offer exercise classes such as ‘healthy hearts and hips’ to local people particularly those from African, African-Caribbean and Asian communities. Some activities commissioned by the Council and work closely in partnership.
- Trafford Disability Drama Group for adults ‘living with disability labels’ - [Trafford Directory | Trafford Disability Drama Group](#)
- Lived Experience Advisory Panels (LEAP) - Parents Forum's Lived Experience Advisory Panels are for Trafford parent carers who have lived experience of SEND services, and who can share their insights and experiences.
- We have a concessionary leisure pass for disabled people.
- Trafford Carers Centre [Contact us \(traffordcarerscentre.org.uk\)](http://traffordcarerscentre.org.uk)
- We have had discussions with Beyond Empower and Trafford Community Collective together with the GM Coalition of Disabled People with about forming an umbrella organisation that could be voice for disabled people living in Trafford – more work to be done but capacity is a barrier to progressing this.

10. Wigan

Wigan Council has noted that the recommendations came at a great point for Wigan, it will influence the new equality approach and the new era of the Deal. We are connected with the GM Disability Panel through our EDI member – Embrace and we also have great working relationships with other local groups who are championing disability equality.

Specific pieces of work include:

- We will be working with our preferred providers to develop the new era of The Deal. With specific focus on:
 - inequality and a commitment to address it throughout our philosophy, strategy, and approach.
 - community health and wealth building and sustainability as key ingredients to improving outcomes for residents, communities, and businesses.
 - a more confident, mature, and systematic approach to deep engagement and co-production at strategy, service and operational levels.
- Through the Deal for adult social care and health we take a proactive approach to supporting people to live their best lives.
- We focus on people’s strengths, assets and skills to help them achieve their aspirations and support overall health and wellbeing.
- Shared lives service - [What is Shared Lives? \(wigan.gov.uk\)](http://wigan.gov.uk)

- We have two health development officers working with our supporting living teams who work closely with both residents and staff and have been using a test and learn approach to supporting them with changes and improvements in health and wellbeing, including food, shopping, cooking, being active, getting connected etc. They are seeing positive changes and engagement from residents and staff.

Disabled people's living conditions.

- We are currently in the process of completing a new asset management strategy which will focus on providing quality homes for all.
- We also have an ambitious new build programme which includes extra care facilities in the heart of communities.
- In addition to this we have a committed aids and adaptations team whose prime aim is to ensure people can remain in their own homes and receive the adaptations to do this- this is a positive step and we have seen an increase in referrals as we recognise that being in your own home has a positive impact on individuals long term health.

Social care (charging)

The council continues to contribute to national work and lobbying for changes to the way adult social care is funded to reduce the burden on local residents, and for a sustainable funding settlement for local government and adult social care.

Training (culture change)

- Our Senior Management Team took part in a Leadership training day (Nov 2022), which was hosted by two local groups (including a local disability training provider CIC). We intend to repeat this again in 2023.
- An internal inclusion plan has been drafted and been codesigned with staff.
- We are working to commission a local provider to work alongside us and increase knowledge and understanding around EDI, and the protected characteristics including disability.
- We also currently work currently with a local provider who delivers bespoke disability awareness workshops to some areas of the organisation and specific training. For example, around positive risk taking when working with disabled people.

Voice of the disabled People

- Community Capacity Officers (CCOs) in neighbourhoods can support residents to set up their own group or to connect with existing groups. Help with setting up a constituted group.
- CCOs can work with VCFSE organisations who are supporting disabled residents to ensure they can be fully accessible. For example training, adaptations.
- CCOs linking groups into different Council departments, e.g. events team.
- Provide external funding support to community organisations supporting disabled residents, some recent examples include (but not inclusive) The Hamlet £10k, Standish Lip Reading Society £10k and Ashton Deaf Club.

- Support other Council teams looking to access funding to support disabled residents – The Communities team have worked with the 'Be Well' team to identify funding to install new pool pods for wheelchair users.
- Making sure that groups have the opportunity to network with each other through neighbourhood networks and our boroughwide network.
- Wigan Council attends Wigan Access Committee, a local advisory group. We address and issues raised and currently supporting them to recruit new members.

Digital

- Henshaw's are providing a provision of digital enablement support for adults with visual impairments. This includes assessments, technology training, help with grant applications (to support purchasing digital equipment), skills for seeing training, digital information, advice, and guidance. Our web and innovation team are shadowing some of this work so we can learn from the lived experience of those with visual impairments (trying to use tech and get online). This project is for 12 months which started in January 2023.
- We are continuing to look how we gift tablet devices and Echo Shows to disabled adults (over 18s) or over 50's. Recipients will receive volunteer support to use the device and learn basic digital skills. We are also developing further training for our TechMate volunteers and the council team. staff on the different software/assistive tech to help people to get online.

Leisure

- The local Be Well leisure offer for disabled people [Active Inclusive \(wigan.gov.uk\)](https://www.wigan.gov.uk/active-inclusive) alongside the wider leisure offer.

Cost of living/ Maximising income

- Adopted the Socio-Economic duty in Wigan in 2019.
- Carer is also a local protected characteristic in Wigan.
 - Staff support who are carers include Carers Champions
 - Carers are entitled to 10 days(pro-rata) carers leave per year. This is in addition to Special Leave, this offers vital support for our staff who are carers at those times when they need it most.
- Working with and principal member of the GM Poverty Alliance.
- Within the Household Support Fund October 2022 to March 2023, Authorities had the flexibility within the scheme to identify which vulnerable households are in most need of support and apply their own discretion when identifying eligibility, in doing so particular consideration should be given to households who cannot increase their income through work. Wigan's HSF for this period for households with disabled family members was households in receipt of Council Tax Disabled Band Reduction received a single award of £80 (awarding £104k across the borough). There will be no application process with payments being made by Post Office cash voucher or directly into bank accounts. (Cash first is a key priority in Wigan).
- Income Maximisation is a priority, engaging with our residents making sure every contact counts, through our welfare rights teams, welfare support and our Here for You campaign.

- Age UK offer income maximisation for older adults and older adults with disabilities; as well as handyperson services to help people stay safely at home for longer.
- Money Advice Referral Tool developed in partnership with Greater Manchester Poverty Action Group (GMPA) – the aim of the tool is to help identify appropriate expert organisations to refer residents struggling financially to, to maximise their income and reduce their need for emergency assistance in the future. We have launched the tool in Wigan, and this is being used across our warm welcoming spaces and other VCSE organisations.
- We cascaded the GM Winterwise booklet to support older adults and older adults with disabilities with advice and guidance for keeping well during winter, which included a wide range of information from income maximisation (e.g., promotion of pension credit top up); strength and balance; eating well; etc [Winterwise guide - Greater Manchester Combined Authority \(greatermanchester-ca.gov.uk\)](https://www.greatermanchester-ca.gov.uk/winterwise)
- The council has developed a programme of support '[Here for you](#)' and organised a large scale partnership event on 15th November.
- Our [Supported Employment Service](#) (SES) is to support people with a disability or long-term health condition to gain and sustain paid employment.

Data

Data gathering forms a key part of the part of our Equality Impact Assessments. Specifically, the Impact Analysis action plan which requires decision makers to gather the existing information available, to identify whether the proposed strategy/project may give rise to a discriminatory outcome or unmet need. All projects/changes are expected to have an EIA.

- We are refreshing our approach to EIAs and support given to staff. Within this review we will be looking how best to undertake an annual cumulative impact assessment
- In Wigan, as an employer, our Organisation Development Inclusion and Talent Team have been reviewing how to improve the recording of equality information of our staff to help us support individuals.
- We are currently developing interactive Census based datasets which will be made available online for staff and communities to use. Included in this will be data on age, sex, race, religion/belief, gender identity, sexual orientation, disability, legal partnership status and armed forces.

Disabled people's voices

- Funding to support disabled residents
- In Wigan we are about to embark on a large engagement project to influence a new Wigan borough equality approach. Happy Smiles CIC (Disability equality training provider) are joint Independent Facilitators for the engagement project (With Everything Human Rights). We also have a few additional VCFSE members with a focus on disability as members of the EDI Steering Group and Equality Strategy Design Group.

Working with the **Greater Manchester Disabled People's Panel**

- Membership on the GM Equality Officers group

- We are due to meet with Wigan and Leigh Embrace who sit on the GM Disabled Peoples Panel to discuss how Wigan can implement the recommendations and how the report can influence the new Wigan borough equality approach.
- Disabled people equality community groups, including Wigan and Leigh Embrace on local EDI Steering Group.

Disabled voters

We have written to all residents with a household notification letter with a postal vote application for non-postal voters, this gives an alternative option for disabled voters.

Other communication include:

- Council Tax booklet, borough life magazine,
- housing residents' weekly newsletter,
- social media,
- internal comm's to staff,
- posters in libraries,
- Posters in Libraries,
- Wigan Council video channels – targeted for Instagram and TikTok but usable across all channels

Wigan has been working in collaboration with GMCA and the other nine local authorities to ensure voting is accessible to disabled voters.

We have used the BSL video link on our website.