



## Manifesto for a Better Normal

The COVID-19 crisis has been a terrible, damaging time for many disabled people in our region. The impact has been felt in many ways – physical, mental and financial. However, this period has also opened up some new ways of delivering services and introduced new ways of working that are more accessible for many disabled people.

As we head into a huge recession, with backlogs in healthcare and the threat of further waves of COVID-19, disabled people face more damaging impacts that threaten to erode any progress we have made towards equality over recent years.

**Now is the time to take stock, learn from our mistakes and plan for a fairer, better normal for disabled people.**

A group of North East disability and human rights charities, including Difference North East, Disability North, Inclusion North, United Response, Just Fair, Recoco, Skills for People and Newcastle Vision Support, have worked together to come up with a 'Manifesto for a Better Normal'. Based on our experiences of supporting disabled people before and during COVID-19, we have set out aspects of policy and practice that have let disabled people down, and those that have helped and could continue to help as part of a new approach.

### Call to Action

In response to this work, we call on organisations across all sectors to produce an **EPIC** response for their disabled customers, service-users and employees:

**E**xtra investment and support to ensure disabled peoples' rights are protected both during and after the current crisis.

**P**ersonalised support that is flexible enough to meet individual needs. Disabled people have a vast range of different needs –an individual, person-centred approach is key.

**I**nvolvement of disabled people in planning and decision-making, at an individual and community level. Nothing about us without us.

**C**ompliance with existing disability and human rights legislation to make reasonable adjustments, reduce discrimination and protect human rights.

See our Full Report on the [Difference North East](#) website.

