

**Minutes of the 10th meeting of the H&F Disabled
People's Commission**

Tuesday 11th July 2017 at Hammersmith Town Hall

Present:

Tara Flood (Chair)
Victoria Brignell
Jane Wilmot
Patricia Quigley
Ramona Williams
Martin Doyle
David Isaac

Apologies:

Ali Buhdeima
Mike Gannon
Kate Betteridge

Cllr Sue Fennimore, Deputy Leader and Cabinet Member for
Social Inclusion
Cllr Ben Coleman, Cabinet Member for Health and Adult Social
Care

Kevin Caulfield, Paul Rackham

Also present:

Clenton Farquharson, National Co Production Advisory Group &
Caroline Speirs, Think local Act Personal.

Katy Murray, Lisa Redfern & Viv Whittingham - LBHF Adult
Social Care

H&F Officer Support: Fawad Bhatti & Peter Smith, Policy &
Strategy Team

1. Introductions

- 1.1 Tara welcomed everyone to the meeting and particularly the invited speakers. She briefly gave some background to how the Commission came about and what it aimed to do. Because of the relatively short time to do our work, Tara explained the focus has been on co-production across all council services with the final report to be written in the autumn. Practical, sustainable examples were needed to sell co-production to council decision makers and Tara was hoping that Caroline and Clenton would help identify some.

2. Minutes of the 9th Meeting

- 2.1 Tara asked Commissioners to email her after the meeting if they had spotted any errors or omissions.

Review of Actions

- *Kevin to contact Anna Waterman with regards to the draft Social Isolation & Loneliness Strategy.*
- 2.2 Fawad said Anna had taken up a new role as an Adult Social Care commissioner. Tara felt it might be better to drop this.
- *Kevin to fix date and book venue for autumn public event.*
- 2.3 Peter Gay is looking at a venue for a September date, possibly 19th or 21st for 5pm – 8pm meeting.
- *Kevin to discuss with Communications the suggestion from Sarah that Cllr Steve Cowan does a video for DPC.*
- 2.4 Kevin has contacted Michael Russell in H&F Communications team. Tara to follow up.
- *Focus group dates to be arranged for development of the Housing Strategy.*

2.5 The provisional dates for the focus groups are Monday 10 and Friday 14 July. One will be in the evening from 6-8pm and one will be during the day. Tara will pick up with Jane and Mike outside the meeting. Labab had sent through draft focus group questions for consideration.

- *Kevin to circulate summary of staff and residents' surveys.*

2.6 Done.

- *Kevin to post councillors' survey online once final questionnaire is agreed.*

2.7 Milan Ognjenovic from the Insight & Analytics Team is currently off sick. Tara / Kevin will get in touch with him once he is back. Peter to see if another colleague in the Team can be contacted.

- *Kevin to organise H&F staff event on co-production.*

2.8 To be discussed under the Co-production item on the agenda. Tara advised that because of the Grenfell tragedy lots of council officers had been involved with supporting survivors and residents so this was now postponed until September.

- *Kevin to circulate David's presentation.*

2.9 David circulated it.

- *Kevin to email survey respondents to identify potential interviewees.*

2.10 This needs a rethink – may be too tight for time to do this now.

- *Kevin to circulate research data on housing issues for disabled people*

2.11 Jane had sent some research from Inclusion London to Tara and Mike. Tara to circulate to Commissioners.

3. LBHF Adult Social Care (ASC) & Co-production

- 3.1 Katy (Personalisation Development Lead) advised that the Commission was already having an impact on officers as a lever for people to have conversations about working differently. To do this, we need to change dramatically how we approach things, from the political leadership down to officers but capacity needs to be addressed also for residents.
- 3.2 Viv introduced herself as the Head of Service Care and Assessment and mentioned that in adult social care, there's been a lot of talk about engagement, involvement and consultation. However, organisations then go and do what they want anyway, making the engagement a wasted effort. Co-production is a 'no brainer', especially in a time of austerity. There was no point in organising services that people don't want and don't feel are going to be of any benefit to them. If we can work together and co-produce, the costs should take care of themselves.
- 3.3 Viv identified a few opportunities to co-produce in her areas of work, a Visual Impairment Strategy and a Hoarding Strategy. Hopefully a co-production template will be developed which any council department can use.
- 3.4 Lisa, the new Director of Integrated Care, agreed with Viv that co-production should be at the heart of what we should be doing.
- 3.5 The commitment from social care colleagues was strong but our knowledge, skills and resources need strengthening. Capacity building across the council and wider with practical tools and expertise is required. A clear understanding of co-production for everyone is needed and if we want to work differently, timeframes can't drive this.

3.6 Katy spoke briefly about the ASC Personalisation Strategy, which has co-production as its fifth priority. The council also wanted to try to develop an Independent Living Strategy. Richmond Independent Living Service is doing a review across H&F Direct Payment Service but this is only the beginning. We will see how this new strategy might support the cultural shift and provide a framework for everyone. We also need to ensure financial barriers don't prevent disabled people's engagement for co-production – the culture change need is huge.

3.7 Tara spoke about the co-production framework which is a simple 'to do' list and has been previously circulated to Commissioners. We tested this framework with a couple of co-production pilots which are currently underway. One pilot is trying to co-produce a new Housing Strategy for Disabled People. The council officer leading on it recognised that he would have to significantly change the timeframe to co-produce the strategy. We will now evaluate how useful the framework was in developing this strategy and it would be really good to create a definition for co-production for H&F, that everyone buys into.

Jane asked Katy what would make the biggest difference in terms of culture change around co-production.

3.8 Katy responded that the fact we are having this discussion with the Commission is significant in itself, even if we have to put things 'in the bin' and start again.

3.9 Victoria asked Katy how she saw co-production working in practice in adult social care.

3.10 Katy replied that with co-production working well, under the Commission's guidance, we could think about broader barriers to independent living.

- 3.11 Patricia asked how council colleagues would involve private companies in co-production as she knew from her own experiences that there were problems out there.
- 3.12 Katy advised that this is where we have to think about the role of commissioning and also being clear around what we are meant to be doing under the Care Act.
- 3.13 Tara suggested that as part of the service level agreement or contract for the service being provided, co-production could be built into it. So, not just a commitment to co-production but what they will do to achieve it within the contract.
- 3.14 Ramona felt that people with sight loss seem to be missed around co-production for services for people with visual impairments. She was aware of disability training that had been delivered where incorrect information was given out around sight loss.
- 3.15 Viv agreed that in terms of culture change, who better to teach people about the impact of medical conditions or disabilities than people that are actually living with them. Colleagues agreed that disability organisations needed to be funded properly so that people can engage in co-production, whilst recognising it was a huge challenge recruiting willing disabled people and keeping them engaged in co-production.
- 3.16 Tara asked if Adult Social Care colleagues could identify a few 'quick wins' for the Commission. The recognition that a lot of capacity building was required is something we want to focus on in the recommendations and it would be good if colleagues could help look at these as well. She added that the Commission would certainly support the idea of moving to an independent living strategy that recognised disabled

people's needs as wider than just requiring social care, particularly considering younger people too.

4. National Co-production Advisory Group & Think Local Act Personal

- 4.1 Caroline advised that Think Local, Act Personal was a partnership of 56 member organisations covering the health and care sector. Spanning central and local government, the NHS and the provider sector but crucially including people with lived experience, carers and family members.
- 4.2 Clenton said that the national co-production group had many discussions around definitions, shared language, shared values and shared purpose. Another guiding principle was around equality and accessibility. Being equal partners is about sharing power. Our definition of co-production is a meeting of minds coming together to find the best way forward, including people who use services from the start to the finish.
- 4.3 Talking through the presentation, Clenton referred to 3 key documents that showed the impact co-production can make. Care and Support Statutory Guidance (under the Care act 2014) by the Department of Health, Making it Real and Engaging and Empowering Communities by 'think local act personal'. Making it Real was the most useful because it is making progression towards personalised and community based support.
- 4.4 Each local authority has a statutory duty to produce a local account for social care. The Making it Real framework can evidence if co-production has been used to develop services. Similarly, every NHS Trust has to produce quality accounts.

4.5 Examples were given of local authorities who had progressed with co-production and involving local residents, such as Solihull creating a community interest company called 'Experts by Experience' and Birmingham who had created a 'Citizens Panel' to look at commissioning using the Making it Real framework.

4.6 Tara asked if they had any information on what key performance indicators look like for co-production. The Commission wanted to gather what's happening elsewhere and apply it here in H&F.

4.7 Clenton replied that they would look at what local authorities are doing and if they are measuring anything but better to start small than try to do everything at once. There were 3 core elements which are required for co-production and apply to everyone involved.

- Good leadership
- Culture and behaviours
- Managing expectations

4.8 Jane advised that it was important to document what you are doing so you can hold people to account.

4.9 Caroline referred to Clenton's earlier examples of local authorities and advised there were many more that had signed up to the Making it Real framework. Lots have sent in case studies showing the work done and the difference it has made. These studies are on the Think Local, Act Personal website.

4.10 Tara asked what would be the response if a local authority said 'we can't afford to do co-production'. Caroline replied, 'you can't afford not to'. Co-production completely changes the conversation.

- 4.11 Clenton stressed relationships are key as it helps build trust from local citizens. Citizens may not fully understand the pressures councils are under and for officers having someone with lived experience in the room makes things more human rather than asset based. Moving perceptions on to a 'parent / parent' relationship rather than 'parent / child'.
- 4.12 David asked if Caroline and Clenton were contactable directly if any Commissioners wanted to get in touch and both were happy to share contact details.
- 4.13 Clenton also referred to some useful films and books about co-production. He mentioned a book by Edgar Cahn called 'No more throw away people' and a film on YouTube called the 'Parable of blobs and squares'.

Action: *Fawad to circulate presentation to Commissioners.*

5. Updates since the last meeting

- 5.1 Tara advised that Kevin requests Commissioners, as background to what we're trying to achieve, to email an anonymised list of barriers they have faced as disabled people. They will be compiled so we can say that, collectively, the people on the Commission experienced these barriers.

Action: *Commissioners to email Tara list of barriers they have faced.*

- 5.2 Tara mentioned that there was a meeting on 6th July between Safety Net People First (SNPF), Action on Disability (AoD) and Commissioners to plan an event for young people run on similar lines to our public event in April. She asked Martin for an update.

5.3 Martin advised that the Chief Executive of AoD was present along with Marie from SNPF MENCAP project, Georgina from the SNPF Youth Steering Group as well as Faisal and Hana. Main idea was to meet as many people as possible and find out about their experiences and expectations of living in H&F. The thinking was around an event in mid-August but also to engage young people through the AoD summer programme of activities (24th July to 18th August). The AoD Youth Manager had agreed to support us. Next steps are to look at the budget for this engagement. David offered his support if needed.

5.4 Hana said it would be great to get the Commission's support for a promotional video that was being made later in the week, venue to be confirmed.

Action: *Commissioners interested in supporting Martin with the promotional video to get in touch. Also, to advise of any dates between 24th July and 18th August, they are not available.*

6. Any other business

6.1 Ramona wanted to share an experience at Westfield earlier in the day. She was due to deliver some sight loss training in their board room in the morning but someone had apparently offered them more money for the board room. This meant this awareness training had to be delivered in an area that was not accessible. Ramona, felt pushed aside because someone had offered more money.

6.2 Jane asked Ramona to email her about what had happened.

7. Date of next meeting

Tuesday 12th September, Small Hall, Hammersmith Town Hall