

Hammersmith & Fulham Disabled People's Commission (DPC)

Meeting minutes – 18th May 2017

Who was at the meeting?

Members of the commission:

Tara Flood (Chair)

David Isaac

Martin Doyle

Patricia Quigley

Ramona Williams

Victoria Brignell

Jane Wilmot

Ali Buhdeima

Kate Betteridge

Also at the meeting:

**Jane McGrath (West London
Collaborative)**

**Sarah Thomas (Interim
Director of Delivery and Value)**

For support:

Kevin Caulfield (LBHF)

Fawad Bhatti (LBHF)

Apologies to the commission:

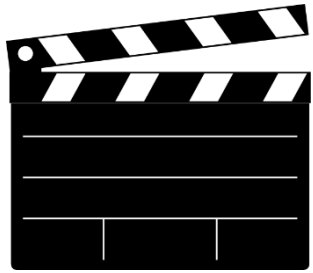
Mike Gannon

Councillor Sue Fennimore

Councillor Ben Coleman

Peter Smith (LBHF)

Introduction and Actions



The group was told that Councillor Lukey's role has changed. Ben Coleman will now come to the meetings.

Actions are on a separate sheet.

April 29 Event



There were a lot of positive comments about the event. Kevin said he thought it was a good event, and Dave said people had told him they were happy to be there. Feedback forms had a lot of positive things too.



Topics talked about included:

- Benefits
- Housing
- Rights
- Social Services



Ali and Kate said there was a good 'atmosphere'. Jane and Ramona said that the discussions were helpful and that it was good people were talking with each other.



Patricia and Victoria talked about how it had been positive and good to talk about co-production.



Tara said well done to the planning group. Now the DPC needs to get things done!



Tara thought that there could be smaller events for disabled people who might face barriers to coming to a bigger event.

Tara also thought that there could be another event to talk about the DPC's recommendations.



Kevin said that he had been asked to make a video for the website. Sarah said she can talk to the council about helping.



Jane said that someone needs to make sure that the DPC keeps talking to the people who came or wanted to come.

**action on
disability**

Victoria told the group that the Action on Disability (AOD) AGM was coming up soon – they could advertise the next event. Tara said someone could speak at the AGM, too.

Update on Surveys



Kevin told the group that 158 people have done the resident survey.



A lot more than half people said they felt like their 'quality of life' has gone down. A very small number said it had gone up.



Some of the things people have said include:

- 'I no longer have the support of a carer'
- 'I'm being forced to work again. My life is extremely stressful'.
- 'I'm worrying about re-assessments for DLA/PIP and ESA'.



A lot of people said that their support comes from family and friends. A very small number have paid jobs.

Update on Co-production



David did a presentation about co-production. A piece of law called the Care Act 2014 says that councils need to make sure that they speak to people about the services that they use.



It can be complicated! Different people think it means different things.



To make sure it is working well, you need to make sure everyone agrees on what they want to get out of working together.



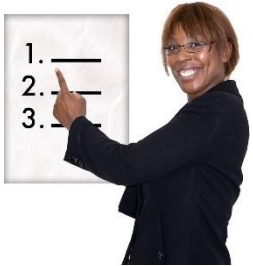
Both groups of people need to be treated as equal in co-production – for example, disabled people's voices need to matter just as much as the council's.



People have been trying to get co-production right for a long time. But, challenges keep coming up.

David explained that when we are trying to change the way a whole organisation works, you can think about it like 4 pieces of a jigsaw:

- Culture: this means the values that people believe in and how they work.
- Structure: this means how an organisation is set up to do its jobs.
- Practice: this means how the organisation and the people work together to get things done.
- Review: this means what comes out from doing the work.



To make things work properly, you need to change all of these things and make coproduction part of everyone's day to day work.



At the moment, people are normally asked what they think of a big change just before it happens. This does not give people enough time to make sure the change is a good one!



Coproduction needs commissioners to team up with people who use services or have care or support. This needs to happen from the start.



To make sure coproduction works well, the people involved need to make sure they are always talking to each other and being honest about how it is working.



Kevin told the group about the useful meeting the DPC had with housing officers. They are trying to put together a coproduction plan for the new disabled people's housing strategy.



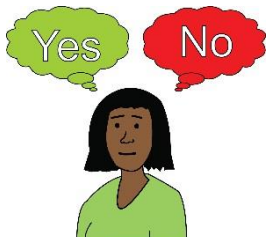
Kevin also told the group that the DPC will be working on the direct payment support service as a coproduced bit of work.

Co-production: Experience of working alongside disabled people – Jane McGrath from West London Collaborative



Jane told the group about the history of West London Collaborative (WLC):

It came through West London Mental Health Trust. There was a lot of anger because people who used the services felt that they were not listened to.



So, WLC was set up to make sure that people worked together, and so that local people had more control over services and more of a say.



A big barrier to good coproduction is the way organisations are put together – their ‘structure’. Organisations that have lots of bosses can find it hard to work on coproduction.



Other important things with coproduction are:

- How to work through it when people do not agree.
- What assumptions the people involved make about each other. You need to make sure you know what people want to get from working together.
- Evaluation – you need to make sure you keep track of what is working and what is not working.



Jane talked about working together with WLC on some health care coproduction. Jane said that it was clear that coproduction may not be perfect but you can make something work.

DPC Final Report



Tara asked the members to look at headings that she and Kevin suggested for the report, and think them.



Tara said she thought it would be good to also include stories from disabled people in the borough, from the surveys.

Next Meetings



Monday 19th June at Dawes Road Hub



Tuesday 11th July at Hammersmith Town Hall



Tuesday 12th September at Hammersmith Town Hall