

**Minutes of the 9th meeting of the H&F Disabled People's
Commission**

Monday 19th June 2017 at Dawes Road Hub SW6

Present:

Tara Flood (Chair)
Victoria Brignell
Jane Wilmot
Ali Buhdeima
Kate Betteridge
Mike Gannon

Apologies:

David Isaac
Patricia Quigley
Ramona Williams
Martin Doyle
Cllr Sue Fennimore, Deputy Leader and Cabinet Member for
Social Inclusion
Cllr Ben Coleman, Cabinet Member for Health and Adult Social
Care

Also present:

Eva Psychrani & Carena Rogers, Healthwatch
John O'Rourke, H&F Human Resources

H&F Officer Support:

Kevin Caulfield, Policy & Strategy Team
Peter Smith, Head of Policy & Strategy

1. Introductions

1.1 Eva Psychrani, Carena Rogers and John O'Rourke were welcomed to the meeting.

2. Minutes of 8th Meeting

2.1 Previous minutes were agreed as an accurate record.

Review of Actions

- *Kevin to contact Anna Waterman with regards to the draft Social Isolation & Loneliness Strategy.*
- 2.2 Kevin met with Anna at the beginning of June and she is updating the Social Isolation and Loneliness Strategy and will forward it for circulation to commissioners in early July.
- *Kevin to fix date and book venue for autumn public event.*
- 2.3 Still to be done.
- *Kevin to discuss with Communications the suggestion from Sarah that Steve Carroll does a video for DPC.*
- 2.4 Kevin has emailed Michael Russell in H&F Communications team.
- *Focus group dates to be fixed 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.
- *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 The survey of Councillors is online with a deadline for responses of 1 July.

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

2.8 To be discussed under the Co-production item on the agenda.

- *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.

3. Hammersmith & Fulham Council Human Resources - John O' Rourke

3.1 John O'Rourke, Head of HR Operations looks after employee relations, deals with trade unions and all sorts of casework, recruitment, equalities, occupational health, and HR business partners. He presented to the meeting on the work that HR is doing in H&F to improve life for disabled staff and then went on to discuss opportunities to embed co-production across the council.

3.2 John explained the HR programme that has been called 'The Way I See It'. This is a programme of shadowing of staff with disabilities by senior managers in order for those managers to better understand the challenges that disabled staff are facing in their work. The feedback will assist in a review of policies and procedures and to improvements in these to make things easier for disabled staff. The Chief Executive, Kim Dero, has agreed to be one of the senior managers who will shadow a staff member.

- 3.3. New guidance has been developed over recent months around the Council's disability policy, including the reasonable adjustments policy checklist and tailored support plans. The Council also has access to an advice line for managers run by the Business Disability Forum (formerly the Employer's Forum on Disability). There is also a staff Equality and Diversity Network that meets quarterly to discuss issues of concern.
- 3.4 In response to a question from Kate, John said that the council does not have specific 'disability leave' but that if any member of staff required leave for regular medical appointments or due to the flare up of a particular condition then this would be discussed as part of any sickness absence interview, which is triggered after six days of sickness absence in any one year.
- 3.5 In response to a question from Mike, as to what input disabled staff have into HR training programmes, John explained that the Equality and Diversity Network has input to training programmes – informing HR as to what training is required and feeding into how it is delivered.
- 3.6 HR is currently looking at altering recruitment processes to put greater weight on attitude and approach to work rather than just concentrating on whether people have the right qualifications or the right experience. This is currently being piloted.
- 3.7 John fed back some data from the 2016 staff survey: 71% of disabled staff agreed that H&F is an equal opportunities employer compared to 81% of non disabled staff. Only 68% of disabled staff stated that they were treated with fairness and respect by the people they work with compared to 87% of non disabled staff. HR is looking into why these discrepancies exist. The previous year's survey showed similar disparities. The only available comparisons with

other councils are Westminster and Kensington and Chelsea and their disparities are slightly less than in H&F.

- 3.8 John agreed with a suggestion from the Chair that new disability policies could be co-produced. He expressed a desire to see co-production built into all of the departmental business plans and feeding on through into appraisals and 1:1s. He suggested that Innovation and Change Management (ICM) and Internal Audit may have roles to play in embedding co-production.

4. HealthWatch & Co-production – Eva Psychrani & Carena Rogers

- 4.1 Eva is the HealthWatch officer assigned to H&F and Carena is assigned to Westminster. Eva explained that HealthWatch is an independent body and a membership-led organisation. She and Carena are part of HealthWatch Central West London, Hammersmith and Fulham, Westminster and Kensington and Chelsea and there are local HealthWatch bodies all across England - 152 in total.
- 4.2 The role of HealthWatch is to listen to the voice of members of the public on the way health and social care services are designed and delivered. So co-production is at the heart of what they do and what they aim to do. Eva explained that by listening to people that are using local health and social care services they can monitor providers to ensure that they consult and involve the public in service design.
- 4.3 HealthWatch has a local committee in each of the three boroughs. They are comprised of local residents and representatives of voluntary organisations and community groups and meet every 2 months. Among other activities the committees respond to Imperial's annual quality accounts.

- 4.4 Carena then went on to talk about the specific work that Westminster has been doing to inform changes to their mental health services. There was consultation with users of the recovery and support service that informed the changes but it was not co-production nor co-design, even though the will was there to deliver it. The problem was the timeframe within which the changes needed to be determined in order to meet commissioning deadlines.
- 4.5 Carena also noted that there wasn't clarity around what decisions were open for people to influence. She explained that it became much more that the co-design workshops were where professionals went to tell service users what was happening and then there was a bit of time to comment, but in no way were they fully involved in the decision-making. Carena is now working with some of the service users who went through that process to develop a workshop on co-production for some of the strategic commissioners in Westminster.
- 4.6 An initiative that HealthWatch developed in Westminster last year brought service users and members together in a series of forums to draw up a list of service areas to look at. Two of these were mental health services and support for people living with long term health conditions. People were saying that there wasn't enough support for themselves or their families and that they didn't know where to go to get help, what they could ask for and what they were eligible for.
- 4.7 A small project group was set up of people with long term health problems to examine what was being delivered. In addition to finding out what the experience of those service users was the group also sought the views of GPs as to what they think about the services that they are able to offer.

- 4.8 The service users questioned the care navigators about how the service operated and identified a number of difficulties. The very first one being that their care navigators don't even meet with the people that they are offering support to, it is all on the phone and it takes about a 30 minute phone call to talk through someone's health needs.
- 4.9 Focus groups are now being set up to gather more information on the service user's experience and a survey of GPs is about to go out in the next two weeks. The longer term aim is to embed a group of service users within the decision-making process, allowing HealthWatch to stand back and move on to the next priority. The findings of the project will be reported to the Health and Well-being Board and possibly the Scrutiny Committee.
- 4.10 In response to a question, Carena said that all GPs in Westminster will be sent the survey questionnaire – it will go to the practice manager at each of the 34 practices in the borough.
- 4.11 In response to a question from the Chair, Carena said that it is not HealthWatch's job to co-ordinate the various patient participation groups and user forums. HealthWatch does not have sufficient resources to do this and user groups will often spring up for a particular purpose and will then disappear again.
- 4.12 In response to a question from Mike, Carena said that the three boroughs have their own separate identities and differing priorities. Eva added that, in H&F, HealthWatch has just been through a process of resetting its priorities and will be focussing on mental health services.
- 4.13 In response to a question from Kevin, as to how service user input is being recognised or recompensed, Carena

reported that in Westminster they have a time credit scheme where vouchers for use in arts and leisure facilities, the Tower of London and other local attractions are exchanged for a volunteer's time. HealthWatch is looking into obtaining time credit vouchers for their volunteers' time commitment and they have paid volunteers in the past when they have been delivering presentations or speeches.

5. Update on Co-production

- 5.1 Tara reported that she is due to present the DPC's draft findings to the Strategic Leadership Team of the Council, which is the senior managers, on 26 July. She has been meeting with individual Directors in advance of that meeting to lay the ground for a discussion on co-production at the SLT meeting. She has met with Jo Rowlands, the Director of Housing, Planning and Regeneration and Sarah Thomas, Director of Delivery and Value.
- 5.2 David Burns, Head of Housing was also at the meeting with Jo Rowlands and various discussions took place around housing and parking which were very helpful. One proposal is that there should be a full time access officer at the council who is not just stuck in planning.
- 5.3 Sarah Thomas has said that it will need to be made clear to SLT, and in the final report, as to what the DPC means by co-production. She was particularly concerned that the difference between co-design and co-production was made clear.
- 5.4 Jane, Mike and Kevin have had a second meeting with Labab Lubab to take forward plans for a focus group to develop the new Housing Strategy for Disabled People. Kevin reported that Labab has produced some headline research data on the kind of breakdown of housing issues

for disabled people in the borough and that he would circulate this after the meeting.

Action: *Kevin to circulate research data on housing issues for disabled people.*

- 5.5 A meeting has also taken place to discuss communication around sensory impairment service provision, involving David, Ramona, Ali and Kevin. A new H&F strategy will be developed for these services, as the tri-borough service is broken down, and it has been agreed that the renewal of those strategies should be conducted from a co-production perspective.
- 5.6 Tara reported that Victoria has written a blog about co-production for the Social Care Institute for Excellence (SCIE). She went on to report back from the West London Collaborative event last week.
- 5.7 Kevin reported that the co-production event for staff is to be held on Monday 3 July from 12:30-2pm in the Courtyard Room at the Town Hall. He invited commissioners to attend.

6. Final Report

- 6.1 Kevin circulated the draft report headings for comment and there have been two responses so far. It was agreed that the report should be short and concise and that it should explain what is meant by co-production and how it is more than engagement. A discussion ensued on possible recommendations to be included in the final report.
- 6.2 Victoria said that she thinks the message is coming across quite clearly that more needs to be done to make businesses and venues accessible. She would like to see the Council carry out a survey of businesses and shops and

cafes in the borough. When it identifies premises that are not accessible it should send those companies a fact sheet or a manual of how they should improve access and then, ideally, offer grants to encourage them. Or have a 50/50 arrangement, so they contribute half the costs.

- 6.3 Victoria would also like to see an audit of pavements across the borough as their quality varies widely for wheelchair users. The audit should lead to a five-year programme to bring all pavements up to a common standard. She also wants to see an increase in the amount of accessible housing in the borough.
- 6.4 Jane would like to see the Council introduce a policy of retaining adaptations to properties and letting those properties to other disabled people when they become vacant. A register should be kept of all adapted properties and of those residents that are in need of adaptations.
- 6.5 Kate suggested a recommendation relating to customer service and attitudes across businesses. She also recalled feedback from the consultation event about communication issues and having navigators.
- 6.6 Jane reported that there is a focus group at Westfield to improve the customer experience for disabled customers in the shopping centre. She is trying to create a co-production culture between the team leaders responsible for different parts of Westfield and the focus group and she is hoping to have a training day for both disabled members and the team leaders.
- 6.7 Jane also raised concerns about the lack of take-up of a business grant to implement step-free access for businesses around Shepherds Bush Green. There was no take-up of the grant due to an unwillingness to meet the 50% contribution required from the businesses. There

needs to be action to encourage more small businesses to introduce step-free access. Tara suggested an approach to the three business forums in the borough.

- 6.8 Ali would like to see the borough have its own independent deaf service that will assist deaf people find work, that will make phone calls for them and make appointments. He noted that simply making a GP appointment can be difficult for a deaf person.
- 6.9 Ali also wants to see changes on the public transport system, especially around communications. If there is an announcement on a train of a route or destination change, without any visual message, then deaf people will not know about it.

7. **Any Other Business**

- 7.1 There was no other business.

8. **Dates of Future Meetings**

Tues 11 July, Small Hall, Hammersmith Town Hall
Tues 12 September, Courtyard Room, Hammersmith
Town Hall