

Hammersmith & Fulham Disabled People's Commission (DPC)

Meeting minutes – 19th June 2017

Who was at the meeting?

Members of the commission:

Tara Flood (Chair)

Victoria Brignell

Jane Wilmot

Ali Buhdeima

Kate Betteridge

Mike Gannon

Also at the meeting:

Eva Psychrani (Healthwatch)

Carena Rogers (Healthwatch)

John O'Rourke (LBHF)

For support:

Kevin Caulfield (LBHF)

Peter Smith (LBHF)

Apologies to the commission:

David Isaac

Patricia Quigley

Ramona Williams

Martin Doyle

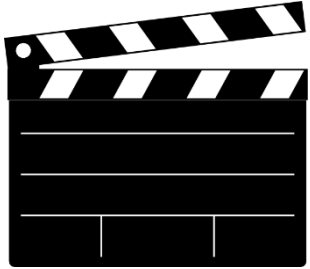
Councillor Sue Fennimore

Councillor Ben Coleman

Introduction and Actions



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



Actions are on a separate sheet.

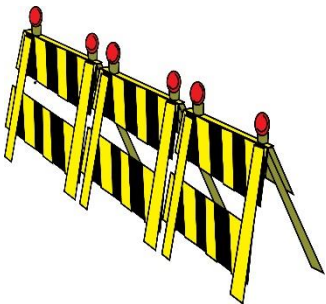
Hammersmith & Fulham Council Human Resources



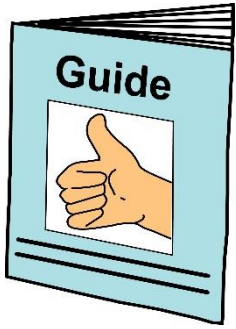
John O'Rourke is in charge of employee relations. This means he works to make sure staff at the council get what they need.



John told the DPC about the work he is doing to support disabled staff at the council.



John explained a project called 'The Way I See It'. Senior managers shadow disabled staff so that people at the top can try to understand more about the challenges and barriers disabled staff face at the council.



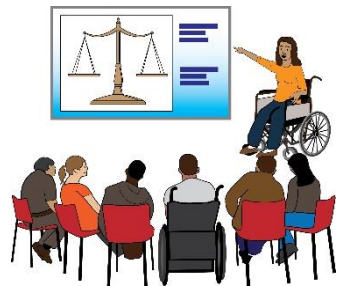
There have been some new guidelines for the council's disability policy in the last few months. There is a 'Reasonable Adjustments' policy checklist and support plans.



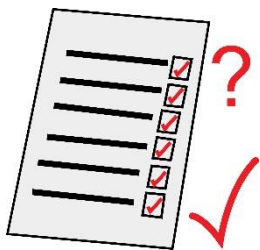
The council also has advice from Business Disability Forum and there is a staff Equality and Diversity Network that meets 4 times a year.



After Kate asked a question, John explained that there is no 'disability leave'. If someone needed leave for a lot of medical appointments it would have to be talked about in an interview about sick days.



After Mike asked a question, John explained that the staff Equality and Diversity Network has some input into the staff training.



John told the group about the 2016 staff survey.

Just over 7 out of 10 disabled staff thought that H&F was equal in how it employed people. Just over 8 out of 10 non-disabled staff thought the same thing.

Just under 7 out of 10 disabled staff felt like they were treated fairly and equally at work. Nearly 9 out of 10 non-disabled staff felt treated fairly and equally.

John said that they are trying to work out why there are these differences to change them.





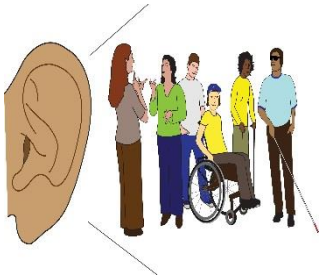
John agreed with Tara's suggestion that disability policies should be co-produced.

He said he wanted to see this built into all areas within the council.

Healthwatch and Co-production



Healthwatch is an independent, member-led organisation. Eva works mainly in H&F and Carena in Westminster. Together they work for Healthwatch Central West London.



Healthwatch's job is to listen to the public to hear about how health and social care services are working. So their aim is to co-produce work by listening to local people.

They do this mainly by having local committees in each borough.



Carena told the DPC about work going on in Westminster around mental health services.

Carena said that there was not enough time to make it proper co-production or co-design.



Carena said it was also not clear what decisions people could change and what decisions had already been made by professionals.



Carena told the DPC about working with service users to develop a workshop about co-production for commissioners in Westminster.



Carena explained that in Westminster they have been building up service user forums so that they can look at the challenges people face in the borough, especially with mental health service and long term health conditions.

Update on Co-production



Tara told the DPC that she is due to present the draft findings to the Strategic Leadership Team of the council on 26th July.

Tara has met with senior leaders to prepare for this presentation.



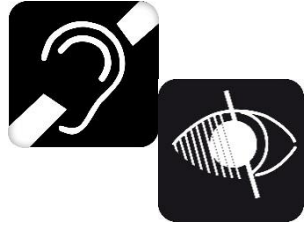
At the meeting with Jo Rowlands, Director of Housing, Planning and Regeneration, and David Burns, Head of Housing, Tara said they had a good discussion about having a full time access officer at the council.



Sarah Thomas, Director of Delivery and Value, said that the DPC needs to make it clear what co-production means, and how it is different to co-design.



Jane, Mike and Kevin have had a second meeting with Labab Lubab about the new Housing Strategy for Disabled People.



David, Ramona, Ali and Kevin had a meeting to talk about services for sensory impairment. There will be a new plan for H&F and this should be co-produced.



Tara told everyone that Victoria has written a blog about co-production for the Social Care Institute for Excellence (SCIE).



Kevin told everyone that the co-production event for staff is on Monday 3rd July, 12.30pm – 2pm at the Town Hall.

Final Report



Kevin shared the draft headings for the report. Two people had given feedback so far. People thought that it should be short and clear, and explain co-production.



Victoria said it was clear that more needed to be done around accessibility for businesses and venues. The council needs to take stronger action to tackle inaccessible venues.



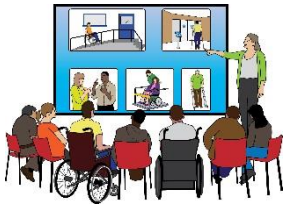
Victoria said that she would like to see a check on the pavements in the borough and more accessible housing.



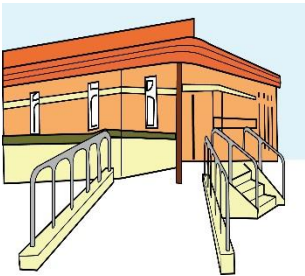
Jane said that she thinks that once a house has been adapted, it should be kept on by the council and then let to other disabled people later. Then a register of properties should be kept.



Kate suggested a recommendation related to customer service and attitudes at businesses.



Jane reported that Westfield were holding focus groups to try and improve customer service for Disabled people. Jane is trying to improve a co-production culture at the centre.



Jane also said that she was worried because there didn't seem like many people had taken up a grant to make businesses step-free around Shepherd's Bush Green. Businesses need to give 50% to the cost, and don't seem to want to. Jane said more should be done and Tara suggested approaching the 3 business forums in the area.



Ali would like the borough to have its own independent deaf service that would assist deaf people in finding work. He said that even making a GP appointment can be very difficult.



Ali also wants to see changes on public transport, mainly with communication – if there are announcements spoken then deaf people will not always know what's happening. There needs to be a visual part too.

Next meeting



Tuesday 11th July, Small Hall, Hammersmith Town Hall