

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

**Held on 14th December 2016 in the Dawes Hub, Dawes
Road, Fulham**

Present:

Tara Flood (Chair)
Jane Wilmot
Patricia Quigley
Kate Betteridge
Victoria Brignell
Ali Buhdeima
David Isaac
Mike Gannon

Apologies:

Martin Doyle
Ramona Williams
Cllr Sue Fennimore, Cabinet Member for Social Inclusion

Also present:

Cllr Vivienne Lukey, Cabinet Member for Health and Adult
Social Care
Tom Conniffe, Programme Manager, Poverty and
Worklessness Commission
Kamran Mallick, Action on Disability
Sarah Robinson, Action on Disability

H&F Officer Support:

Peter Smith, Head of Policy & Strategy
Kevin Caulfield, Policy & Strategy Officer (Disabled People's
Commission)

1. Minutes of the Last Meeting

- 1.1 Tara welcomed everyone to the meeting.
- 1.2 Before reviewing the actions, Tara asked Commissioners if there were any changes they would like to make. She noted that David Burns had requested that some amendments be made to the initial draft and these have been incorporated.

Review of actions:

Tara and Kevin to draft and circulate survey questions

- 1.3 Tara explained that the formulation of the survey has turned into a much bigger project than initially envisaged and the survey questions are not ready to be circulated to the Commission at this point. Kevin has discussed it with the Council's Insight and Analytics team and Kate has agreed to assist. The questions should be ready to circulate next week.

Tara and Kevin to draft a short survey for councillors & senior managers

- 1.4 Tara advised that this survey is also taking a little longer to prepare and that the questions will be circulated in due course.

Kevin to look at results of consultation on the Carers' Strategy

- 1.5 Kevin has a meeting with the adult social care team.

Cllr Lukey to share new Cabinet Member priorities with the DPC once agreed by the Leader

- 1.6 Cabinet Member priorities are currently being finalised and will be ready to present at the next meeting.

Tara to discuss DPC relationship with Social Inclusion Forum with Cllr Fennimore

1.7 Tara has discussed the work of the Social Inclusion Forum with Cllr Fennimore and there may be scope in the future to have a co-hosted session to look at the work of the DPC.

Future Waste and Street Cleansing report

1.8 Kevin has emailed Kathy May and is awaiting a response.

Victoria to speak about the DPC at the IDDP event at the Lyric Theatre on Saturday 3rd December

1.9 Victoria described the event as a very successful evening with a good turnout of about 70 people. It was a mixture of speeches and performing arts, so began with a performance by DanceWest, then some singers, a comedian and a variety of other entertainment. Kevin spoke on behalf of HAFCAC and Victoria on behalf of the DPC, explaining the Commission's aims and how people can get involved in future consultation events. Sarah spoke on behalf of AoD and Vivienne on behalf of the Council. Both the Chair and Jane described the event as 'celebratory'.

Kevin to contact Safety Net People First regarding work plan and to start to look at developing a Council webpage for the Commission.

1.10 SNPF needs more time to produce an easy read version of the work programme and hope to have it ready for the next meeting. DPC webpage content is an agenda item.

Kevin to contact Lee Fitzjohn

1.11 Kevin has met with the Head of Insight and Analytics and his team is assisting with the residents' survey. Lee is happy to come to speak to the Commission about the collection and use of data across the Council and is interested in the Commission's work.

Tara to share Inclusion London report

1.12 This may not have been shared with all commissioners so Kevin is to circulate.

Tara to put David in touch with Mike

1.13 This is underway.

Patricia to attend HASCSI PAC

1.14 Patricia had attended the Health, Adult Social Care and Social Inclusion (HASCSI) Policy and Accountability Committee (PAC) and strongly encouraged other commissioners seek to attend future meetings of this PAC as it is a good way of learning about what the Council is doing. The main discussion items were on community champions and social isolation and loneliness in Hammersmith and Fulham, and Patricia noted that disabled people should be included in both pieces of work. It was agreed that future dates of the HASCSI PAC be circulated to the DPC.

<p>Action: Peter to circulate dates of future HASCSI PAC meetings.</p>

1.15 Peter explained that he has just come from Cllr Sue Fennimore's Cabinet Member Board for Social Inclusion, where the draft strategy on tackling social isolation and loneliness was the main agenda item. The Board agreed that it should consult the DPC on developing the draft strategy in relation to disabled people. Peter proposed that the draft strategy be brought to the next meeting, which will be 1 February, for a discussion on how the issues around social isolation and loneliness of disabled people can be tackled in that strategy and this was agreed.

Action: Draft strategy on Tackling Social Isolation and Loneliness to be brought to next meeting for discussion.

2. Poverty and Worklessness Commission

2.1 Tom Conniffe, Programme Manager of the Poverty and Worklessness Commission (PWC) explained that the PWC was set up in the autumn of 2015 and has had 7 meetings to date, with an eighth and final meeting planned for January. The Commission has just sent out its consultation draft report. The full report is 272 pages long with an executive summary of 26 pages, containing 10 recommendations for action.

2.2 The first meeting of the Commission took place in November 2015 at which a vision and terms of reference were agreed. It was important to establish a vision that, firstly, all the commissioners could sign up to and, secondly, the leader of the council, cabinet members and officers within the Council could also understand and sign up to. So that vision composed of 3 parts:

- to identify why poverty and worklessness in the borough still exists and talk to people living in poverty and worklessness as well as professionals and leading experts and consider best practice from elsewhere;
- to propose interventions or design services to increase economic employment, social and other opportunities for everybody living in the borough;
- to make proposals to politicians and other decision-makers for flexibility, delegations, changes to the way we do things and funding if necessary for these changes to help save money, because obviously the overriding political ethos of the time is to save money, and to support people to be more independent.

- 2.3 Tom went on to explain that some of the commissioners were appointed fairly far into the lifespan of the commission because, as the work unfolded, it became clear that there needed to be further representation, additional expertise in areas that weren't covered from the beginning of the process.
- 2.4 The preparation stage involved evidence gathering and there is an awful lot of data out there to gather, process and analyse to help paint a picture of what poverty and worklessness look like in Hammersmith and Fulham. Alongside that, the PWC wanted to look at past programmes where various government initiatives have brought money into the borough to invest in different initiatives, to effectively capture the learning from the 40 years of different programmes that have taken place in the borough.
- 2.5 The PWC commissioners were tasked with carrying out an evidence review. The data analysis enabled the Commission to identify a number of priority areas for further investigation. Fortunately, there were 12 commissioners and 12 priority areas selected, so they were each tasked with looking into one of these areas and producing an issues paper.
- 2.6 The investigation phase consisted of research and analysis. This involved a series of 104 one on one, in-depth interviews of an hour each, with people living in poverty or in worklessness or both, carried out by an independent social research company. That independence was important because the PWC wanted people to be certain that they were being treated in accordance with a prescribed ethical model.
- 2.7 Of the 104 interviews, 10 were conducted on a more in-depth basis, using a customer journey mapping technique.

This maps out people's lives, the points at which they fell into poverty or long term unemployment, the agencies that they spoke to, the trigger points in their lives that led them to where they are now.

- 2.8 Tom explained that interviewees were also asked about their aspirations for the future, because it is critical that as well as mapping how people have arrived at their particular point in time, that we know what their aspirations are, what their chosen pathway is, so that we, as the Council and as a commission can position ourselves in order to support them with a positive transition.
- 2.9 Alongside this field research with people living in poverty and worklessness., the PWC ran a programme of 18 focus groups with agencies working with people in poverty and worklessness, which provided a rich body of qualitative evidence that the Commission was able to mine to inform its deliberations and to help it to formulate recommendations.
- 2.10 Tom admitted that, with hindsight, he would have preferred to have started this qualitative research process earlier because it would have helped to steer the Commission's deliberations more precisely to the concerns and the real life experiences of those in poverty and worklessness. The desktop research and field research might have better been conducted in parallel as they inform each other.
- 2.11 The fourth phase of the process, which Tom described as one of testing and evaluation, was the drafting of the report and its recommendations, 10 in total. The final Commission meeting is to be held on 18 January to agree the contents of the final report, before it goes through a process of council approval, including its submission to a

PAC meeting on 31 January. A launch conference for the final report is being planned for some time in April.

- 2.12 As poverty and worklessness are such large areas to cover, the 10 recommendations are quite high level and strategic. One recommendation proposes the creation of community hubs so that people with complex needs can access more than one service under one roof. There is also a recommendation around transforming the volunteering offer, recognising that not everyone who lives in worklessness is able to undertake or wishes to undertake paid employment, but may need the provision of path ways to improve their skills and to undertake meaningful activity wherever they feel able to do so.
- 2.13 There is a recommendation relating to personal money management and reducing the cost of living, a recommendation around skills and employment support, which ties back to volunteering, and there is a recommendation of the different housing tenure options, which is important in a borough such as Hammersmith and Fulham with such high land values.
- 2.14 The Commission is also looking at a recommendation around supported housing, one around potential estate regeneration, one around more preventative services, in particular improving and increasing floating support, tackling problems before they arise, a piece around strategic leadership coordination, and finally one around the Council lobbying for a number of changes from central government in order to pilot some of these new approaches.
- 2.15 In response to a question from Jane, Tom described the three main lessons learned as:
- start the qualitative research process as early as you can because the sooner you bring people into that

process, the richer the deliberations that the commission will have;

- make sure that everyone has a role within the Commission so that it doesn't become a talking shop: keep everyone involved to give them a sense of ownership and to grow the group dynamic
- be flexible and don't be afraid to change the initial work plan, because pieces of work that seemed important at the start of the process lost relevance as the commission unfolded.

2.16 Jane asked how many of the 104 interviewees for the qualitative research were disabled. Tom agreed to find this out and report back to the Commission.

Action: Tom was later able to report that 18 of the 104 interviewees were registered disabled.

2.17 In response to a question from the Chair, regarding the extent to which the successful implementation of the PWC's recommendations is reliant on government action, Tom noted that the PWC had sought to stay away from government 'red lines', such as welfare reform, but there are recommendations that will prompt lobbying for freedoms and flexibilities. In the main, though, the recommendations can be implemented locally.

2.18 In response to a further question from the Chair, on how people can respond to the consultation on the draft report, Tom suggested that Kevin circulates, with his presentation, a copy of the Executive Summary and recommendations. He asked that any comments be fed back to him by email by 5 January and these would be passed on to the PWC chair.

Action: Kevin to circulate a copy of Tom's presentation to the Commission along with a copy of the Executive Summary of

the draft PWC report and Tom's email address for feedback and comment.

3. Call for Evidence: Action on Disability

- 3.1 Kamran Mallick, Chief Executive of Action on Disability (AoD) explained that AoD is the borough's disabled people led organisation. The board of trustees are majority disabled people, the constitution states that 75 per cent of the board must be disabled people who guide and set the vision and direction of the organisation. The organisation has a long history in the borough, starting in 1979, and 2 ex-trustees, Tara and Jane, sit on the DPC.
- 3.2 AoD exists to promote the social model of disability and its aim is to remove the barriers that disabled people face in everyday life so that people with disabilities have an equal footing with everyone else in society. The organisation works with people of all ages from zero to no upper limits. It has a long-standing and vibrant youth service that works with zero to 25 year olds and its adult services include employment service, advocacy, welfare benefits, peer support and information, advice and guidance.
- 3.3 Kamran expressed the view that, during the time that he has been Chief Executive of AoD, it has probably been one of the hardest periods for disabled people in the country and in London. When he joined there was a change of administration at the council, resulting in a very harsh environment where the future of the organisation was at risk. Then the financial climate changed and government policy became incredibly harsh towards disabled people.
- 3.4 Kamran said that the media have often victimised and vilified disabled people as scroungers and layabouts,

unwilling to work. He noted, however, that locally we now have an administration that is listening and wants to involve disabled people in decision-making, although he suggested that there is no current unified and structured approach to that. He expressed a view that disabled people are often asked at very short notice to contribute to a consultation or to get involved in some new programme that the local authority or the NHS and the Clinical Commissioning Groups (CCGs) are leading on. This can be problematic for organisations such as AoD, as they are no longer provided with the core funding that creates some capacity to do that kind of work.

- 3.5 Kamran reminded commissioners of how effective the local disability forum had been while it was funded with an actual officer, who was responsible for getting the views of disabled people. His experience of public bodies involving disabled people has been that it is piecemeal and that it requires organisations like AoD to be an expert on everything at very short notice.
- 3.6 Kamran gives as much time as he can to engagement with local processes and has been part of Healthwatch but he does not see this engagement as co-production. AoD was involved with the NHS procurement of wheelchair services but this happened because Jane is a lay member of the CCG governing body and alerted Kamran to what was going on. He then gave his opinions as to how he thought the wheelchair service should be delivered and what the problems were with it, which led to a good model of involving disabled people as part of the procurement of the service from the design of the specification through the procurement process through to the appointment of the successful companies. They are now moving to a phase of monitoring the service and disabled people are going to be continuously involved in that. Kamran described that experience as a good process by which disabled people

were involved in the design and commissioning of a service but it is not something that happens systematically.

- 3.7 Jane noted that at the very beginning of the process there were workshops and that Kamran was very influential in encouraging wheelchair users to turn up and to then become part of a focus group. She said that those involved had told her that they were being listened to by the policy-makers and that their advice was heeded and acted upon.
- 3.8 Kamran noted that the process doesn't always create the perfect service but it creates services that better meet the needs of those people who are eventually going to use them. He described the procurement process for the wheelchair service as a good practice model that has been picked up by NHS England and involved Tanni Grey-Thompson.
- 3.9 Sarah highlighted the influence that AoD can have in talking to local commissioners, in health and the local authority, and in talking to local councillors. She noted, however, that the level of influence is often dependent on the relationships that have been built up over the years and that there can be breaks and gaps in when somebody leaves.
- 3.10 Kamran suggested that what is needed is some form of agreement with the third sector, with DPOs, to identify partners in consultation and co-production. He referred to the third sector 'compact' that used to exist as an agreement between the local authority and the voluntary sector. He noted that compacts do still exist elsewhere, referring to one from Hounslow that was updated in 2016, suggesting that Kevin might seek to obtain a copy.

Action: Kevin to obtain a copy of the new Hounslow compact.

3.11 Jane asked how AoD engage with disabled people.

Kamran explained that the organisation has a very vibrant peer support group or network that brings large numbers of disabled people onto its website. In addition, the organisation's advocacy teams, including its welfare benefits teams and employment teams, are feeding back some of the challenges that they are facing when they are supporting people but also things they are picking up from them in conversation.

3.12 Kamran went on to suggest ways of involving local disabled residents in the Council's decision-making processes and pointed to Tower Hamlets as an authority that is working with a local DPO (Real), in a scheme called Local Voices, funded by the Council. Disabled residents set a yearly work programme, for engagement with the local authority, and are able to build the capacity of individual disabled people over time to enable them to engage more effectively with the council on a strategic level. He suggested that something similar is needed in H&F with ongoing investment from the local authority. Kamran agreed to send a web link.

Action: Kamran to forward a web link to Local Voices.

3.13 Kamran also suggested that the Council could make use of existing user involvement groups that AoD operate with partner agencies such as Mind and Mencap. He further suggested that a part-time post might be funded with the sole purpose of capturing the views of disabled people through existing advocacy services and structuring them in a way that can then be fed into policy and decision-making processes.

- 3.14 Kamran described the difficulties in engaging with the Council's Policy and Accountability Committees. Agendas are often not distributed early enough to enable AoD to formulate all views on very varied topics so they are sometimes criticised for not saying much at PAC meetings. The example of Local Voices, might be a way of tackling this problem and Kamran suggested that the DPC may want to invite them to speak to the Commission about what they do, how they have been successful and what they have learned.
- 3.15 Sarah highlighted what is needed to build the capacity of DPOs: capacity for policy work; support for training on robust consultation methods and secretariat or administrative capacity. There also needs to be training provided for members, residents and disabled people on the social model of disability, the Equalities Act and the decision-making structures locally.
- 3.16 In relation to co-production, Sarah stated that, while it sounds great, AoD's experience of commissioning in the borough has really been quite poor. She questioned whether we can you go from the level of commissioning that we have experienced to date to co-production in one step. She suggested that secondments between DPOs and the local authority and health authority can be effective.
- 3.17 In response to a question as to what impact a co-production process might have on AoD's capacity, Sarah revealed that she estimates that AoD has spent about £50,000 over the past 5 years in commissioning processes which did not result in a contract award.
- 3.18 Tara explained that the DPC want to pilot a couple of co-production exercises and she pointed to the Council's plan to develop a housing strategy for disabled people as one

of the possible pilots. Mike will be leading on this for the DPC, along with the Council's new Head of Housing Strategy, David Burns. Tara also said that the DPC will seek to develop a clear and understandable definition of co-production. Sarah pointed to the Hounslow compact as an agreement that might be helpful.

4. What Will Success Look Like?

- 4.1 Kevin's paper on success measures was considered. Peter asked that the reference in paragraph 4.1 be changed from 'council manifesto' to 'council corporate plan'. Otherwise the success measures were agreed, to be monitored in 18 months time.
- 4.2 Tara asked for volunteers to assist Kevin with the planning of the public events for March/April time. Jane, Patricia and Virginia all volunteered to assist Kevin with the planning and it was agreed that these might be brought forward in light of Tom's suggestion that both quantitative and qualitative research work should be conducted concurrently.

5. DPC Webpage Content

- 5.1 Photographs were taken at this meeting to go up on the webpage and Kevin will circulate a request for short biographies from all commissioners after the meeting to accompany the photos. It was also agreed that the terms of reference be posted on the webpage.

<p>Action: Commissioners to submit short biographies (of about 100 words) to Kevin by 15 January.</p>
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- 5.2 Tara expressed a desire to see minutes of meetings published also, in seeking to promote transparency, although she accepted that these might need to be edited on occasion to remove sensitive or confidential comments. Ali also suggested that some commissioners may not want to be identified in minutes and it was agreed that commissioners would be given the opportunity to remove references to them in minutes before they are published.
- 5.3 Victoria reported back from a meeting with the Council press officer who will be working on the DPC's communications. She also revealed that she has been in touch with Fiona Anderson, a freelance journalist who has been doing work for AoD. Fiona has agreed to write an article about the DPC to offer to local press and this was welcomed by commissioners. The article could be a straightforward news article on the forthcoming public consultation events or it could be a feature article including a profile of the Commission.

6. Work Plan

- 6.1 Jane asked whether the DPC has the budget to commission in depth interviews with disabled people in the borough in the same way as the Poverty and Worklessness Commission has done with 104 people experiencing poverty and worklessness. It was agreed that this should be added to the work plan as a possible piece of research.
- 6.2 Kevin reported that he has been in touch with Deafplus following the discussion about the lack of capacity of the organisation at the last meeting and he has learned that they have a new worker in post and they are willing to meet with members of the Commission on 5th or 12th

January. Ali expressed surprise as he had been informed that Deafplus in Hammersmith had closed down.

Action: Commissioners who wish to attend the meeting with Deafplus to let Kevin know and Kevin to organise meeting for 5th or 12th January.

7. Any Other Business

7.1 There was no other business.

8. Dates of Future Meetings

5pm Wednesday 1 February, Dawes Road
5pm Monday 13 March, Small Hall, HTH
5pm Thursday 13 April, Courtyard Room, HTH
5pm Thursday 18 May, Courtyard Room, HTH
5pm Thursday 15 June, Small Hall, HTH
5pm Thursday 13 July, Courtyard Room, HTH
5pm Thursday 17 August, Courtyard Room, HTH
5pm Thursday 14 September, Courtyard Room, HTH

HPS/DPC/LBHF
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