

## **Second meeting of the H&F Disabled People's Commission**

**Held on 20<sup>th</sup> October 2016 at the Dawes Road Hub**

### **Present:**

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

### **Apologies:**

Rosemary Edwards (who has informed the Chair that she has stepped down as a commissioner owing to time commitments)

Cllr Stephen Cowan, Leader of the Council  
Cllr Sue Fennimore, Cabinet Member for Social Inclusion

### **Also present:**

Cllr Vivienne Lukey, Cabinet Member for Health and Adult Social Care

Kevin Caulfield, policy Consultant to the DPC

Chris Blewitt (pa)  
Georgina Martin (pa)

### **H&F Officer Support:**

Peter Smith, Head of Policy & Strategy  
Fawad Bhatti, Policy & Strategy Officer

## **1. Introductions and apologies**

- 1.1 Tara said she is still looking for a deaf person to join the Commission as well as talking to Safety Net about finding a disabled young person. She was delighted to announce that Kevin Caulfield had been offered the role of policy and research support and that he had accepted the contract. Kevin will start working from next week for 18 hours per week.

## **2. Minutes of the first meeting**

- 2.1 Victoria advised that her name was spelt incorrectly. Kevin also advised that his name card should refer to his new role.

2.2 Tara referred to the actions around next steps discussed at the previous meeting. She asked commissioners to respond to the questions seeking details of their contacts and networks by the end of the next week. This was just to get a sense of who the Commission knows collectively. Peter reminded commissioners of the questions and said a summary of responses will be shared at the next meeting.

**3. What does Success look like for the DPC – how will we know we have done a good job?**

3.1 Tara advised this had been raised by Jane at the previous meeting. We need an independent way of measuring our success as a commission. Victoria asked if the commission could survey disabled people now and then in 2 years' time to see if we've made a difference. Suggested recruiting 100 people for this purpose. Kate agreed that a baseline is needed in order to measure success.

3.2 Tara agreed to come up with a few questions and then share with commissioners for their views. She suggested that any survey should be short to ensure a good response. This could be the first task for Kevin. There could also be a couple of public engagement events organised next year to reach out to disabled residents of the borough.

**Action:** Tara and Kevin to draft and circulate survey questions

3.3 Cllr Lukey proposed doing a parallel survey of key councillors and senior managers to see if there has been an impact on decision-making processes at the end of the Commission's work. Peter agreed that asking councillors and senior managers how they feel the Council responds to people's needs would be useful to do alongside a benchmarking survey of residents' views.

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

3.4 Ramona requested that when sending the survey to visually impaired people, accessibility issues must be considered such as large print etc, and she stressed that it is vital to get the views of disabled people directly.

3.5 Tara expressed the view that, despite the diversity represented across the Commission, we still need to consult a wider group of disabled residents. The question of consulting with the families and people who support disabled people was raised but Tara expressed a view that this would be expanding the brief beyond the terms of reference. Victoria agreed that the focus of the Commission's work should be solely on disabled people themselves.

3.6 Cllr Lukey mentioned that the Council had recently consulted people who support disabled people for the Procurement Strategy. Perhaps Kevin could look at the results of that consultation.

**Action:** *Kevin to look at results of consultation on the Procurement Strategy*

- 3.7 Tara said that we could include a question around the support disabled people receive. Maybe incorporate something in to the public events.
- 3.8 Dave took the view that if you ask a disabled person if everything is OK, they are likely to say yes out of politeness but if you ask the same question of the person who supports them may say that they actually do need more help. For this reason he felt that there should be some consideration of 'carers' in any survey.
- 3.9 Ramona expressed a view that people with similar impairments/health conditions will respond differently if asked if everything is OK as the choice of answer would depend upon what they felt about requesting assistance.
- 3.10 Jane said that people need to feel that the Commission has made a difference at the end of its work and that disabled residents should be aware that we've actually changed something. For example, "have we helped in the building of homes accessible to disabled people?"
- 3.11 Peter stressed that commissioners should bear in mind timelines and the lifespan of the Commission in determining what questions should be asked to measure its success. He pointed out that accessible homes may need a 5 year timeline to come through a planning, resourcing and construction process and suggested something more achievable within a 2 year timeline as a more reliable measure of the success of the Commission. Tara agreed but expressed the view that the commission may be able to say that, in 2 years time, disabled people are co-producing accessible home developments.
- 3.12 Jane spoke about her work around planning issues and referred specifically to a recent meeting (also attended by Dave) about the refurbishment of the town hall. Any developer needed to be informed about accessibility issues at the planning stage. Peter noted that the proposed survey of councillors and officers should reveal any changes to development plans and processes.
- 3.13 Cllr Lukey said that the Council wanted to have a uniform policy regarding how we approach accessibility. Kevin suggested that all this will be part of a co-production strategy. If the Council were to address access to its own services and premises then this could be rolled out across the borough and inform businesses and other premises.
- 3.14 Patricia mentioned the lack of communication between different departments who consult residents, and not just at the design stage. Council departments must talk to each other as she had been asked the same questions by different departments.
- 3.15 Martin expressed the view that there should be some form of contract between people delivering services and users to ensure consistency. This might avoid a disabled person having to go back to square one when a staff member or a service provider changes.

- 3.16 Tara expressed her desire that the Commission develops a co-production toolkit or checklist that becomes embedded in the jobs of all borough employees and contractors. She suggested that co-production principles can be tested in a number of different areas but so much is about attitude change and to do that means changing behaviour first. We can't change the views of the general public, quickly, but we can change the views of those who make decisions.
- 3.17 Ramona brought to commissioners' attention, the fact that some councils update their policies regularly. So every time there is a policy review we need to have a disabled person present as part of the review.
- 3.18 Kate expressed a view that staff training is very important and suggested that the Commission could help employers by sharing good practice. So more an advisory approach beyond the toolkit/checklist. She added that some people may be a little scared sometimes about doing the right thing and that we can help them to develop their policies, e.g. around wording.
- 3.19 Tara agreed that this should be part of the Continuous Professional Development for staff and advised that the checklist should be practical. She will draft some early success measures for the Commission and circulate in advance of the next meeting. She encouraged colleagues to contact her with their suggestions.

**Action:** Tara & Kevin to prepare a list of proposed success measures for next meeting

#### **4. Council Decisions and Actions List**

- 4.1 Tara asked Peter to briefly inform commissioners on how decisions are made at the Council and to talk through the list circulated. Peter advised there was no single pathway to how a decision is arrived at. The recommendations of the Air Quality Commission are to be considered directly by Cabinet next month. Other routes can be via the Policy and Accountability Committees (PACs) which have replaced the traditional scrutiny committees, where a proposed policy or service change can be presented by a councillor or an officer for discussion and debate.
- 4.2 For an officer proposing a change, this might first be considered by the relevant Departmental Management Team (DMT), then either Senior Leadership Team, Business Delivery Team or Change Board (the corporate management teams). This is usually then followed up at member level by being considered by one of the PACs and/or Cabinet Members and their boards before finally going to Cabinet if the decision is such that it is required to be made in public by the Cabinet. Depending on the extent of the impact of the decision on borough residents and the financial cost of it to the Council, some decisions can be taken by individual Cabinet Members rather than full Cabinet.

- 4.3 Jane asked what the Council does to engage residents in policy development. Peter explained that the Council is involving residents in developing on the important issues via a series of resident-led Commissions. The DPC is one of five currently in operation or having already reported, the others being:
- The Heathrow Commission: essentially a task and finish group on Heathrow expansion;
  - The Air Quality Commission: set up to look into the problem of air pollution in the borough and propose recommendations for action;
  - The Poverty and Worklessness Commission: currently in its final stages and due to report in the New Year on the problems of worklessness and the impact of poverty in the borough and propose ways of tackling both;
  - The Business Commission: set up to examine opportunities for economic growth in the borough and also due to report in the New Year.
- 4.4 Peter added that there has also been a Council Housing Commission looking at the options for a stock transfer of all council housing in the borough. Mike mentioned the fact there are a lot of problematic issues holding up the work of the Housing Commission at this point in time.
- 4.5 Cllr Lukey informed commissioners that in addition to the aforementioned, there is also an Older People's Commission being planned for next year. She also gave further background to the PACs: the Council has moved away from a scrutiny committee model to bring policy development into the public arena. She noted that Debbie Domb, Brian Naylor and Patrick McVeigh are co-opted members of the Health, Adult Social Care and Social Inclusion (HASCSI) PAC in order to bring residents directly into the policy debates around the issues of concern to that PAC.
- 4.6 Tara explained that the Disabled People's Commission is linked in to the HASCSI PAC and proposed that commissioners try to attend one meeting of this PAC. She has also spoken to Christina Smyth, the chair of the Poverty and Worklessness Commission, who had advised that they have been looking at ways of helping people with mental health issues into employment. She suggested a joint meeting of both commissions to look at ways we can support each other as there were many linkages between the respective briefs.

**Action:** *Commissioners to consider the focus of a joint meeting with the poverty & Worklessness Commission*

- 4.7 Peter continued through the decision and lists, asking commissioners to note that the key decisions being considered by Cabinet are generally only published 3 months in advance. He talked through the forward plans of the Economic Regeneration, Housing and the Arts (ERHA) PAC and the Community Safety, Environment and Residents' Services (CSERS) PAC and noted that some of the actions will be at the implementation stage. He asked commissioners to let him know what areas were of interest so he can invite the relevant officer to a future meeting. He also advised that timelines are dependent on size of the proposed change. From one of the Management

Teams to Cabinet usually takes 2 months but things are pretty much agreed at that stage of the process.

- 4.8 Tara said that we can also identify possible areas to test co-production. Victoria enquired if it was worth looking at the Single Homeless Supported Housing Commissioning Strategy being considered by cabinet on 5<sup>th</sup> December. Tara replied that there wasn't much point looking at something half way down the track and we should look at things that were in the early stages. She requested a diagram of all the decision-making structures at the Council.
- 4.9 Mike noted that the TfL-funded integrated transport investment programme 2017/18, being considered by Cabinet on 7<sup>th</sup> November, had also been missed.
- 4.10 Peter proposed that the Commission just focuses on what they're interested in as trying to understand everything would be too time consuming.
- 4.11 Cllr Lukey informed commissioners that the Administration has delivered a lot of the political priorities in the manifesto but, very recently, have been looking at new priorities for the Cabinet to focus on over the coming year. She expressed a desire to share these with the Commission once they have been agreed by Cllr Cowan.

<p><b>Action:</b> Cllr Lukey to share new Cabinet Member priorities with the DPC once agreed by the Leader</p>
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- 4.12 Tara said the Commission's key policy change must be to implement co-production.
- 4.13 Mike highlighted the Housing for Disabled People report going to the ERHA PAC on 12<sup>th</sup> December as one that the DPC should be examining. Jane suggested that we need people who write these papers to document their conversations with the public, in particular any consultation with disabled people. Peter explained that the report template requires officers to detail all consultation that has taken place.
- 4.14 Martin said Safety Net First would welcome getting involved and would help to ensure it was possible that people with learning difficulties get involved in accessibility discussions. He will also start to look at the proposed survey that was discussed during the previous agenda item from the Safety Net members' perspective.
- 4.15 Cllr Lukey clarified that the Housing for Disabled People report going to the PAC in December was not for decision as such but a chance for a discussion before a policy is drawn up. The Commission can help shape that and Peter can invite the relevant officers to the next meeting.
- 4.16 Tara asked that Peter invite the lead officer presenting the item at the next ERHA PAC to the next meeting of the Commission on 21<sup>st</sup> November. She

also asked if any commissioner was interested in taking a lead on Housing matters. Mike offered to be the lead commissioner and Ramona will support.

- 4.17 Peter advised that it may be better for colleagues to meet the (to be identified) lead officer prior to the next Commission meeting. Cllr Lukey concurred that it would be better to take a “coaching” approach with officers. She will also talk to Cllr De’Ath who chairs the ERHA PAC prior to the next Commission meeting.

**Action:** Peter to discuss Housing report with relevant officer and invite to next meeting and to organise pre-meeting with Tara and Mike. Cllr Lukey to discuss with Cllr De’Ath, the PAC chair.

- 4.18 Patricia enquired about the Sports and Leisure Strategy being considered by the CSERS PAC on 16<sup>th</sup> November. Fawad will talk to Sports Development colleagues and find more information about this strategy. Ramona offered her personal experience of contacting a local Virgin gym about their disability policy. They included references to learning disabilities but not the visually impaired.

**Action:** Fawad to talk to Sports Development colleagues about the Sports and Leisure Strategy

- 4.20 Victoria highlighted the High Street Regeneration – North End Road and Bloemfontein Road item being discussed by the ERHA PAC on 1<sup>st</sup> November.

- 4.21 Peter referred to the internal Delivery Plan 2016/17 and the list of quarterly deliverables linked to the work on social inclusion led by Cllr Fennimore. Fawad spoke briefly about the Council Cabinet Member Board for Social Inclusion, chaired by Cllr Fennimore and the emerging work of the Social Inclusion Forum that involved community and voluntary sector organisations.

- 4.22 Tara will contact Cllr Fennimore directly about links to the Cabinet Member Board and the Social Inclusion Forum. Tara was keen that she attends Commission meetings.

**Action:** Tara to discuss DPC relationship with Social Inclusion Forum with Cllr Fennimore

- 4.23 Jane was interested in the Libraries item being considered by the ERHA PAC on 1<sup>st</sup> November.

- 4.24 Patricia was also interested in the Tackling Worklessness report being considered by the ERHA PAC on 12<sup>th</sup> December. Tara suggested working with the Poverty and Worklessness Commission would be a better avenue to look at disabled peoples’ issues in that area.

- 4.25 Dave mentioned the Future Waste and Street Cleansing Services item being considered by the CSERS PAC on 30<sup>th</sup> January and thought it would be

interesting to find out how they involve citizens and offered his personal experience on waste collection. Jane advised that she was aware that the Royal Borough of Kensington and Chelsea are very prescriptive about rubbish collection and was concerned about what they are proposing and the impact on visually impaired people. Peter will talk to the relevant officer leading on the Future Waste item to find out what level of consultation with residents has occurred. Ramona talked about fly-tipping problems around where she lived and the challenges for visually impaired people.

**Action:** Peter to discuss Future Waste and Street Cleansing report with relevant officer

- 4.26 Victoria referred to the Programme of work for establishing a fully integrated health and social care service led by Cllr Lukey in the Delivery Plan. Tara said that the decision had been taken but there may be options for getting involved in the implementation. Peter explained that this is an ongoing process and he spoke about the Council's position on the NHS's Sustainability and Transformation Plan (STP), which seeks to set out a five year forward plan for health and social care services.
- 4.27 Tara said it looked like we had a "wish list" for the next meeting. The first thing to consider was the Housing report. She will meet with Kevin and Peter to start developing a work plan.

**Action:** Tara, Kevin and Peter to meet to develop draft work plan

## **5. Any Other Business**

- 5.1 Mike proposed colleagues start to promote the commission. Tara mentioned the blog she had done for Inclusion London. an event to celebrate International Day of Disabled Persons was also being organised by colleagues from Action on Disability, Hammersmith & Fulham Coalition Against Cuts (HAFCAC), Safety Net and the Council. The theme is "17 changes/goals Disabled people want" (linked to the UN's 17 Global Sustainable Development Goals). It's on Saturday 3<sup>rd</sup> December at the Lyric Theatre, 6:00pm till 9:00pm. Tara asked if someone could talk at the event about the Commission as she is speaking elsewhere.
- 5.2 Ramona offered to represent the Commission at the IDDP event and this was agreed.

**Action:** Ramona to speak about the DPC at the IDDP event at the Lyric Theatre on Saturday 3<sup>rd</sup> December

## **6. Dates of Future Meetings**

- 6.1 Jane stated that the meeting room at the Dawes Road Hub is very accessible for her, compared to the Courtyard Room at the Town Hall. This was echoed by Dave and Martin. Ramona suggested the room layout could be changed at



the Town Hall so people are closer together. Fawad to talk to Facilities Management colleagues.

- 6.2 Victoria can't do 14<sup>th</sup> December. Tara to email everyone with alternative dates if possible. (This date was unable to be moved due to a Council meeting on 15<sup>th</sup> December.)
- 6.3 The next meeting is to be held at 5pm on Monday 21<sup>st</sup> November in the Courtyard Room at Hammersmith Town Hall.

DPC/HPS  
October 2016