

Hammersmith and Fulham Disabled People's Housing Strategy 2021

Strategy: this means a big picture plan.

Objective 1

Bring in a culture of co-production with disabled residents. This is so that disabled residents can work with the council to change housing services so that they meet the needs of disabled people.



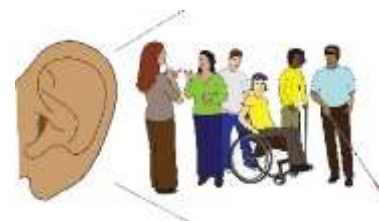
Objective: this means the Council's goals to make housing services better for disabled residents. If these objectives become a reality housing services will be fairer for everyone.

Co-production: Co-production (working together) means that disabled people and decision makers are working together in an active way. They do this to plan, design and review policy and services that affect our lives, to get rid of the barriers we face.

Resident: in this document this means people living in Hammersmith and Fulham.

Background information:

The council think it's important to work closely with disabled residents. They must work together with disabled residents to make decisions about support and services.



The council set up the **Disabled People's Commission**, which included 10 disabled people.



Disabled People's Commission: this is a group of disabled residents, councillors and council officers who make sure that the suggestions in their report happen.

The Commission wrote the '**Nothing About Disabled People Without Disabled People**' report. In December 2017, the council agreed the report.



Nothing About Disabled People Without Disabled People report: this is a report that looks at how to make independent living a reality.

The report has eight important **recommendations** about how to make sure the council uses a co-production way of working.



Recommendations: in this document, this means suggestions about how to make the lives of disabled people better.

Some members of the Commission have worked on the Disabled People's Housing Strategy too.



The council have run focus groups with disabled residents, who have given lots of feedback.

The report talks about co-production as an important way to make sure disabled residents have the power to work with the council. Together, they can look at **barriers** that disabled people face and work on getting rid of them. Then, they can review their work together.



Barriers: in this document, this means the things that stop Disabled people living equal lives.

Local authorities have responsibilities by law to make sure that members of the public can take part in making decisions. This should happen from the start.



The Public Sector Equality Duty is a law that says disabled residents must take part in making decisions about **policies** that affect their lives.



Policies: these are decisions or rules made by the council or government.

A good example of the council using a co-production way of working is the work we are doing on the West King Street Renewal project. Here, council officers work with a team of disabled residents during the whole project.



We should use this work as a good example and build on this to get better at co-production. The work from the project is leading to the updating of the Town Hall and local area which will make it much more accessible for everyone.



Part of this big achievement was a statement about co-production. It talked about what went well and what could be done better.



What is co-production?

The Disabled People's Commission's report explains that co-production means local disabled people living in an area and working together with decision makers. It means the council, disabled residents, and the community working well together.



These groups must work on planning, changing and reviewing policies and services that affect their lives. They must work to get rid of barriers.



For local authorities to use co-production, they must change the way they are doing things, step by step. They must find more and more disabled residents to take part in co-production. This Housing Strategy will be the start of this.



In housing, we know that co-production is a journey and not something that happens straight away. We want to use a co-production way of working. Lots of disabled residents have told us they are excited for this new way of working.



However, the council knows that there is a lot to do to find more disabled residents to take part. This was clear from our focus group sessions with disabled residents.



Lots of disabled residents told us that for a long time, the council has not really cared about disabled residents or tried to work with them. The council will have to build up their trust again by taking actions and meeting their promises. The council really wants to do this.



Through our survey, we found out that 94% of people who work for the council want local disabled residents to take part in the council's work.



Our commitments

Commitments: this means what the council promises to do, to make our objectives a reality.

What promises can we make about co-production?

1. We will: make sure that disabled residents and Disabled People's Organisations know about co-production and get the chance to take part in making decisions.

This will mean that: more disabled residents know what their options are.

2. We will: give disabled residents information about the different Disabled People's Organisations that they can access in the borough.

This will mean that: disabled residents will have stronger relationships with Disabled People's Organisations. Charities and organisations will also be able to make their services better for disabled residents.



3. We will: work on a co-production strategy with disabled residents. This strategy will mean that disabled residents can take part in different ways and at different levels.



This will mean that: disabled residents can take part in making decisions from the very beginning. They can make changes to council services that affect their lives.



Our Action Plan

Action plan: this means the steps that the council must take to make our objectives a reality.

What steps must we take to make co-production a reality?



Action 1:

We will spread the word about the work that the **resident involvement teams** are doing. Especially, we will spread the word about the work of **resident involvement groups**.



Resident Involvement teams: this means the teams that are working to support residents to take part in making their services and communities better.

Resident Involvement groups: this means the different groups that are working to make services better for residents in Hammersmith and Fulham. For example, the Disabled Residents housing group is one of these.

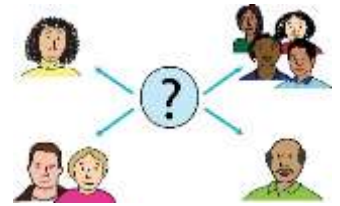
Outcome, this means the changes that our work will lead to:

More disabled residents will know about resident involvement teams.



Who is responsible for making sure this happens?

Housing services



Action 2:

We will look at the way we hire people for resident involvement groups. We want to make sure disabled residents can access all groups and activities. This will mean more disabled residents can take part.



We will also make sure that there is a **budget** that can be used for meeting disabled residents' access needs.



Budget: this means a planned amount of money that will be used for something. For example, money to meet disabled residents' access needs.

Outcome, this means the changes that our work will lead to:

This will mean that groups will be more accessible for disabled residents.



Who is responsible for making sure this happens?

Housing Services



Action 3:

We will make sure that the new plan about hiring people for involvement groups becomes a reality.



Outcome, this means the changes that our work will lead to:

This will mean that more disabled residents will be hired for these groups.



Who is responsible for making sure this happens?

Housing Services



Action 4:

We will review the work done by resident involvement groups. We will look at how their work is leading to changes in housing services.



Outcome, this means the changes that out work will lead to:

This will mean we can look at the changes that are being made to housing services.



Who is responsible for making sure this happens?

Housing Services



Action 5:

We will spread the word and make sure people know about the work that Disabled People's Organisations are doing in Hammersmith and Fulham.



Outcome, this means the changes that our work will lead to:

More residents will know about the work that Disabled People's Organisations are doing.



Who is responsible for making sure this happens?

- Housing Services
- Housing Solutions
- Adult Social Care



Action 6:

Outcome, this means the changes that our work will lead to:

This will mean that the council will work more closely with Disabled People's Organisations.



Who is responsible for making sure this happens?

The Housing Strategy Team must get in touch and work with organisations.



Action 7:

We will work on ways to collect information about housing from disabled residents.



Outcome, this means the changes that our work will lead to:

The council will have more information about housing for disabled residents.



Who is responsible for making sure this happens?

Housing Services



How could we measure the changes that our work leads to?



We could ask these questions:

- How many disabled residents took part in making changes to services?
- How many disabled residents joined resident involvement groups?
- How many Disabled People's Organisations took part in making changes to services?
- How many changes were made by working with disabled residents? What kind of changes were made?

