

Hammersmith and Fulham Disabled People's Housing Strategy 2021

Strategy: this means a big picture plan.

Objective 3

The council must work with disabled residents to make housing services better.



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.

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

Background information:

There is lots of evidence that bad housing can make health and social care needs worse. Bad housing means that people lose their independence. Often, if someone is given bad housing, it costs a lot of time and money to help them.



Some housing in the borough already meets the needs of disabled residents. This housing has either been designed or **adapted** to meet disabled residents' needs.



Adapted: here, this means when houses are changed to make them more accessible for disabled people.

The council wants to adapt more housing. This is because they want to support disabled residents to have choice and control in their lives.



Unfortunately, some of the council's housing does not meet the needs of disabled residents.



The Disabled Facilities Grant is funding from the government. This funding is used by the council to make housing better for disabled residents.



In the past few years, the council have been given more money for this grant. However, the most money one person can get is £30,000. This has not changed since 2008.



Training council staff

Why should we train council staff?

How can we make sure they understand the needs of disabled residents?



The council really values its staff. However, many disabled residents talked about staff not understanding them when using housing services. Some people said that council staff didn't even listen to them or said they couldn't help them.

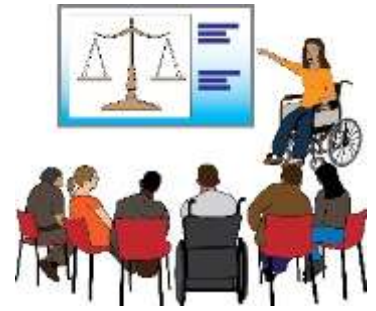


Residents said that builders who were hired by the council to do repairs and **adaptations** on their homes did not understand their needs.



Adaptations: here, this means when houses are changed to make them more accessible for disabled people.

This shows that the council needs to keep training its housing staff. They must do Disability Equality Training. They must make sure that the staff and builders that they hire know how to treat disabled residents.



As we said in Objective 2, it must be easy for disabled residents to get in touch with the council about housing.



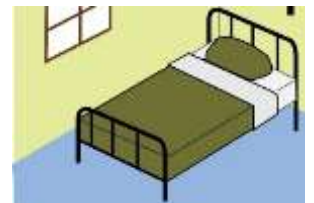
What about the homes that the council already owns?

The council is the biggest **landlord** in the borough. The council has over 11 thousand homes. Three quarters of these are flats. Almost half of them have no entrance on the ground floor. Some have no lifts.



Landlord: this means people or groups who own houses and rent them out to people. The council owns homes and rents them to residents. This means the council is a landlord.

More than 1 in 3 council homes only have one bedroom. This is higher than the whole of London. Lots of the council's homes need to be adapted and made better. They need to be made more accessible for disabled residents.



In the future, the council must build housing that meets the **Lifetime Standards**. This should be the very least that happens. Housing in the future must be built to meet the different needs of lots of different disabled residents.



Lifetime Standards: this means a set of standards that must be followed to make sure housing is accessible.

This should be based on good data and information. Adaptations should meet the changing needs of the borough.



What are Disabled Facilities Grants?

Disabled Facilities Grants are given to the council to help disabled residents adapt their homes.



Adaptations lead to a better standard of living for 9 out of 10 people. Adaptions lead to a better standard of living for carers and other family members too.



If disabled residents want a grant, they must be tested to see how much money they have. The amount of money people get is different for each person.



From our focus groups, we found that some disabled residents:

- Don't know about Disabled Facilities Grants
- Don't understand how the grants work
- Don't understand what steps they need to take to get the grant
- Had to wait a very long time for adaptations to be made to their homes, even after they got the grant



Disabled residents said that their standard of living would be better if adaptations were done quickly, to a good standard.

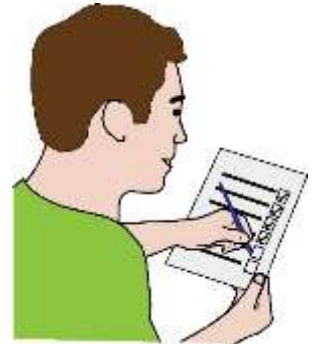


Adaptations are not just about making it easier to get around the home. Adaptations help people to have more control, be independent and feel safe in their homes.



What is the accessible Housing Register?

The Accessible Housing Register is a list of all the accessible homes that the council owns. In 2017, the council promised to update and keep information about housing on its Accessible Housing Register.



This will help people to see which houses in the borough are accessible for disabled and older residents.



Our commitments

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

What promises can we make about housing services?



1. We will: make our system better, so that disabled residents can find accessible and adapted homes.



This will mean that: disabled residents who want to move to a new house will get better housing that meets their needs.



2. We will: work with disabled residents to make the Disabled Facilities Grant service better. We will work with disabled residents to make the **aids and adaptations** service better.

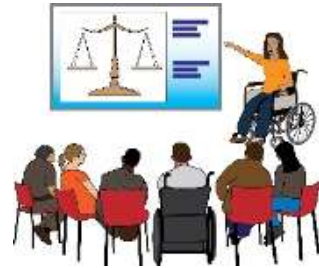


Aids and adaptations: these are the equipment and the changes that the council makes to homes to make them more accessible.

This will mean that: disabled residents' needs will be put first when adapting housing. Their rights and choices will be respected. This will mean that disabled residents can live in their own homes for as long as possible. They can keep living independent lives.



3. We will: work on a set of training for officers. They must be given Disability Equality Training.



This will mean that: disabled residents who get in touch with the council can talk to staff who know how to meet their needs. It will mean that disabled residents get the best customer service.



4. We will: work with housing associations and Disabled People's Organisations to write a document about what disabled residents want from housing services.



This will mean that: the council can see how to build and adapt homes to meet the needs of disabled residents.



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 work with disabled residents to make housing services better?

Action 1:

The council must reach out to disabled residents to **co-produce** a **review** of the Disabled Facilities Grant and Adaptation Service.



Co-produce: this 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.

Review: this means looking at how well something is working and what changes are needed to make it work better.

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

This will mean that disabled residents will take part in doing reviews.



Who is responsible for making sure this happens?

- Housing Services
- Housing Property Services
- Occupational Therapy



Action 2:

The council must review the Disabled Facilities Grant and aids and adaptations service.



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

This will mean that the Disabled Facilities Grant and the aids and adaptations service will be looked at closely.



Who is responsible for making sure this happens?

- Housing Services
- Housing Property Services
- Occupational Therapy



Action 3:

Put the **recommendations** in place from the review of the Disabled Facilities Grant and adaptations service.



Recommendations: this means suggestions about how to make the Disabled Facilities Grant and adaptations service better.

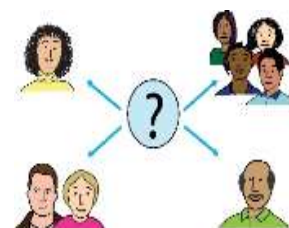
Outcome, this means the changes that our work will lead to:

This will mean that recommendations become a reality. The service will be clearer and will work better.



Who is responsible for making sure this happens?

- Housing Services
- Housing Property Services
- Occupational Therapy



Action 4:

Use a **co-production** way of working to write accessible information about the Disabled Facilities Grant. The information should explain clearly how the grant works and how to apply for it.



Co-produce (working together): this 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.

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

Disabled residents will have better access to information about the Disabled Facilities Grant.



Who is responsible for making sure this happens?

- Property Services
- Occupational Therapy



Action 5:

Look at how many accessible homes the council owns. Add this information to the accessible housing register.



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

This will mean that the accessible housing register will show exactly how many accessible homes the council owns.



Who is responsible for making sure this happens?

Housing Services.



Action 6:

Work on a set of Disability Equality Training for officers. Train them about how to deal with disabled residents when they are asking about repairs and adaptations. Make sure that builders get this training too.



Some trainings should also be run by Disabled People's Organisations.



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

This will mean that more housing officers will be given training.



Who is responsible for making sure this happens?

Property Services.



Action 7:

When disabled residents stop renting adapted homes, the adaptations should be kept for the homes. Then, another disabled person can move in.



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

This means that adapted homes will still always be used by disabled residents.



Who is responsible for making sure this happens?

Housing Solutions.



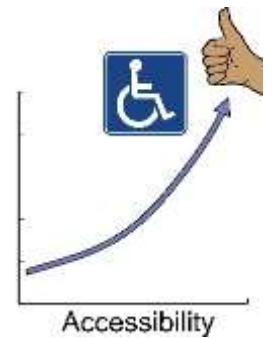
Action 8:

Make sure that fire safety in council homes meet the needs of disabled residents. For example, fire doors must be accessible for disabled residents.



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

This will mean that fire safety will be more accessible.



Who is responsible for making sure this happens?

Housing Services.



Action 9:

Make sure there is up to date information about who is living in council homes. Make a list of all the disabled residents in the borough.



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

This will mean the council will have more up to date information about disabled residents.



Who is responsible for making sure this happens?

Resident Involvement.



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



We could ask these questions:

- How many disabled residents took part in reviewing the Disabled Facilities Grants?



- How many homes are being changed to meet disabled residents' needs in the future?



- How long does it take to make adaptations to disabled residents' homes?



We could also look for feedback and send out surveys. We could ask disabled residents about their experiences of repairs and adaptations.

