

# Hammersmith and Fulham Disabled People's Housing Strategy 2021

**Strategy:** this means a big picture plan.

## Overview

This document was written to tell you all about the council's Disabled People's Housing Strategy.



The Disabled People's Housing Strategy is the council's plan to make housing services better for disabled residents in Hammersmith and Fulham.



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

You can use this document to find out about our plan. You can use this information to make sure that the council works towards better, fairer housing for disabled residents.



This strategy is split into different sections. To get some background information about the strategy, read this overview document.



To read in detail about our four main **objectives** you should go to the documents below:



**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.

- **Objective 1 – 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 disabled people's lives, to get rid of the barriers they face.



- **Objective 2 – Access to information**



- **Objective 3 – Better housing services**



- **Objective 4 – More accessible housing**



You can also read some more information about **Accessible housing standards** and the **Disability Forum Planning Group**.



**Accessible housing standards:** this is a set of rules that must be met by the council to make sure housing can be accessed by everyone.

**Disability forum planning group:** this is a group of disabled residents who give advice to the council's planning team about new building work.

To do read more about this, read the documents below:

- **Appendix 1 – Accessible Housing Standards**



- **Appendix 2 - Disability Forum Planning**



# 1. A message from Councillor Lisa Homan

Here is a message from Lisa Homan. She is the Cabinet member for Housing in Hammersmith and Fulham Council. She said:

We have listened to what disabled residents told us about the changes that need to happen around housing. We know how important it is to do things with residents, not to them.

That's why we have written this strategy using a **co-production** way of working.

**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 disabled people's lives, to get rid of the barriers they face.

We really want to run services that work for disabled residents. We want to make sure that disabled residents can live in **accessible homes**.

**Accessible home:** this means a house or flat that a disabled person can live in independently. The building is designed to be accessible. There might also be accessible equipment such as stair lifts and handrails.



When we wrote this strategy, we listened to ideas from the **Disabled People's Commission**.



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

In 2018, the group wrote their final report: **Nothing About Disabled People Without Disabled People**. The report said that the council should work in co-production with disabled residents.



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

Because of this report, we set up a group with disabled residents. We wrote this strategy together.



We thought it was important to talk to disabled people living in our housing. We wanted to speak to as many disabled residents as possible. That is why we also set up focus groups, so we could talk to people about housing issues that affect their lives.



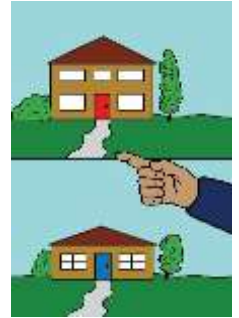
We used the main ideas from these talks to write our **action plan**. Disabled residents will now work with us to make the action plan a reality.



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

## 2. Summary – what is this strategy all about?

This strategy looks at how to make sure disabled residents have great housing options.



We know that co-production with disabled residents is important. Disabled residents must take part in designing and reviewing services. Good housing supports disabled residents to have choice and control over their own lives.



The Disabled People's Commission says that co-production means local disabled residents working together with decision makers.



They should make, design, and review decisions about policies and services that affect their lives.

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



They should work together to get rid of **barriers**.

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



To reach our goals, we will work using the **Social Model of Disability.**

**Social Model of Disability:** This means that Disabled people are seen as people with impairments and health conditions who are 'Disabled' by the barriers in society. These barriers put Disabled people at a disadvantage and push us out of society. It is the way Society is run and organised that is the problem, not the Disabled person.



The Social Model looks at disabled residents' real-life experiences. The model looks at ways to make sure disabled residents are not left out from society.



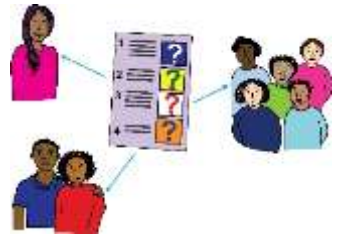
Disabled residents don't have to change who they are to have the same rights and opportunities as non-disabled residents.



We want to support disabled residents to live independent lives. To do this, they must have access to homes that meet their needs.



To give the best services possible, we must work with groups inside and outside of the council. We must work in co-production with disabled residents.



## **This strategy has four very important objectives:**

**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 2** – Make sure that disabled residents have better access to information about housing.



**Objective 3** - Work with disabled residents to make housing services better.



**Objective 4** - Find ways to offer more accessible housing to residents.





**Here are the main actions that will happen to make our objectives a reality. These actions will happen through the whole strategy:**



- We will work with disabled residents to give information and advice about housing options in the borough.



- We will make sure disabled residents can take part in making changes to housing services.



- We will carry on working with disabled residents to make sure they know about this strategy, their rights and housing options.



- We will work with Disabled People's Organisations in the borough. This means organisations that are run by adults with learning difficulties too.



- We will carry on making our homes and services better, to meet the needs of disabled residents.



- We will carry on reviewing and making changes to the **Local Plan**. This will help us to make sure that new housing meets the needs of disabled residents.



**The Local Plan:** this is a document that talks about the council's plans for the borough until 2035. It talks about lots of aims such as putting more people in good, affordable homes. It aims to give people a place to live where there are good training and job opportunities for residents.

- We will keep pushing for funding from the **Greater London Authority funding**. This will help us to build housing that meets disabled residents' needs.



**Greater London Authority:** this is a government organisation that has powers over planning, transport, police and fire and rescue services in London.

- We will keep working to make sure residents have access to really good information about housing services.



- We will make sure that residents can give us feedback about services. For example, we will give out surveys and feedback forms to help us make sure housing services meet the needs of disabled residents.



To read more details about our action plan and what we will do for each objective, see our 4 objective documents.



### 3. Introduction – Why is it important to meet peoples’ housing needs?

We use the words ‘disabled people’ which is defined in the **Equality Act 2010**. The law says that a person is disabled if they have a physical or mental **impairment**. And this **impairment** seriously affects how they carry out normal activities every day.



**Equality Act:** this is a law that aims to look after people’s rights and make sure that people don’t face **discrimination**.

**Discrimination:** in this document, this means when people are treated unfairly because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

**Impairment:** in the document, this is used to talk about a Disabled person’s medical condition, diagnosis or difference. This could be physical or mental.

However, we know it is not as simple as that. We know that everybody has different housing and support needs.



Because of this, we talked to disabled residents and local organisations to understand the challenges that disabled residents face when accessing housing services.



We want housing services that are worked on by and for disabled residents. This strategy is our plan to make this happen.



More and more disabled people are choosing to stay in their own homes. We want to offer people lots of different options such as:



- Repairs, this means when the council fixes problems with the house.
- Adaptation services, this means making changes to homes so that they are more accessible.
- Building new homes that meet disabled residents' changing needs.



The council really wants to offer accessible homes to disabled residents. It is important that these homes are mixed together with homes for non-disabled residents.



Accessible housing is not just about homes. It is about making sure all areas of life are accessible.



For example, playgrounds must be accessible for disabled children and young people. This means children with **special educational needs**. This means their families too.



**Special educational needs:** this means when a child or young person has extra needs. By law, they must get extra support at school or in college.

Housing must also be managed in a way that stands up to and stops **discrimination** against disabled people.



**Discrimination:** in this document, this means when people are treated unfairly because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

If the council spends time and money on housing, they won't have to spend as much time and money on social care.



Good housing will make residents' health and lives better. The council will support independent living as much as possible.



People whose housing needs are not met are four times more likely to not have a job. This is because without good housing, their disability or sickness is more likely to affect their day to day lives.



Having good, accessible housing makes it much easier to have control over your life.



# The Housing Strategy is a plan that supports the following plans and reports:

## 1. The council's Housing Strategy 2015

This is the council's plan to offer more affordable housing.



## 2. The Local Plan 2018

This document talks about planning and policies around accessible and affordable homes in the borough.



## 3. The Disabled People's Commission Report

This report has eight **recommendations** about how Hammersmith and Fulham can become the most accessible and inclusive borough in London.

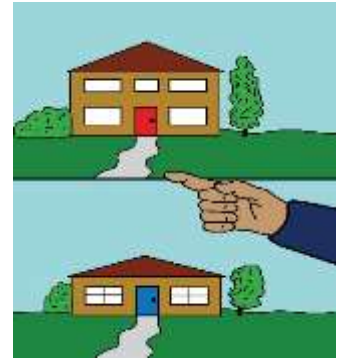


**Recommendations:** in this document, this means suggestions about how to make housing services better.



## 4. Our vision and objectives: this means our goals to make better housing a reality

The council wants to use a co-production way of working for all housing services. We want disabled residents to live independent lives in homes that meet their needs. We want them to have more control over housing options and housing services.



**We have thought about these important promises when writing the strategy:**

**1. We must push for co-production in everything we do and share decision making with disabled residents.**



We want disabled residents to work together with us to make sure we have better quality housing and housing services.



## 2. We must work using partnerships.

This means working together with social care, social services and other organisations, to offer good housing options.



Safe, secure and low-cost housing is a very important way of making sure disabled residents can live independent lives.



## 3. We must put residents first.

Using co-production, we must make sure that disabled residents can access the right services at the right times for them.



## 5. Consultation – This means who did we talk to write this strategy?

We worked with these groups to write this strategy:

- Disabled People's Commission
- Adult Social Care
- Hammersmith and Fulham Mencap
- Safety Net People First



We also ran three important focus groups to speak with disabled residents. We asked them about their experiences of using housing services.



We also asked them about co-production and working with the council to make services better.



## 6. Facts and statistics - What do we know about housing for disabled people in the borough and in the rest of the UK?

In 2015 and 2016, over 13 million people said that they were living with a disability. More older people have disabilities than younger people. There are more disabled women than men in the UK.



In London, the Mayor's London Plan says that 10% of all new housing being built in London must be **wheelchair adaptable** or **wheelchair accessible** homes.



**Wheelchair adaptable homes:** this means homes that are not yet accessible but could be easily adapted for wheelchair users. This type of house is good for residents whose access needs might change over time.

**Wheelchair accessible homes:** this means homes that are already accessible for wheelchair users. These homes are ready for wheelchair users to move in to straight away.

The other 90% of new homes built in London must be accessible and **adaptable**.



**Adaptable home:** this means a house or flat that is not yet accessible for a disabled resident. However, it is easy to make changes to this home to make it accessible in the future.

Over the next ten years, there will be lots more people over the age of 85 in Hammersmith and Fulham. There will also be more people over the age of 65. People are living longer. This means that there will be more disabled people in the borough.



It's important that we plan for housing that meets these people's needs.



## 7. How has Covid-19 affected housing services?

**Covid-19 or Coronavirus:** this is the virus that has spread all over the world in 2020. It has changed the way that people live and work. It has affected Disabled people because often, they are in danger of getting very ill if they catch the virus.

It is well known that housing affects people's health a lot. Housing services have had to work hard to deal with the coronavirus **pandemic**.



**Pandemic:** this is when a virus spreads all over the world.

The virus has affected residents of Hammersmith and Fulham in lots of ways. We have been working hard to support people who are at risk of getting very ill from the virus. Some people have needed extra help during the pandemic.



Residents have given up a lot to keep themselves and their loved ones safe. Lots of people are **shielding**. Lots of people have had to **self-isolate** too.



**Shielding:** this means when the people who are at a high risk of getting very ill from the virus stay inside at all times.

**Self-isolating:** this means staying inside and keeping away from all other people all the time, to stop the spread of coronavirus. Lots of Disabled people have to do this to stay safe during the pandemic.

These people have spent months in their homes. The fact that people are spending so much time at home shows how important housing is.



People must have access to good housing and housing services. Housing must meet peoples' mental health and wellbeing needs.



The council has made some changes to try and stop the virus from spreading. We have:

- Offered services online.



- Tried to find homes for everyone and given support to people sleeping on the streets.



- Kept running accessible services. We have worked to keep people safe when using these services.



- Looked at ways to stop people feeling lonely or left out from the community.



- Worked with community groups online to make sure that residents can access online meetings.





We are facing very hard times. Things are changing all the time. But we won't let this stop us doing our best to make housing services inclusive. We will keep doing our best to offer great housing to disabled residents.

