

Intro

- Tara Flood We would like you to present:
 - Describe how the Borough of Hammersmith and Fulham is implementing coproduction, for example by recruiting experts by experience and introducing a coproduction implementation group
 - Present the achievements that have been reached through the co-production approach in Hammersmith and Fulham
 - Describe the outcomes and impacts that the co-production approach in Hammersmith and Fulham is having specifically for people who use services
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- Discussion Questions Following the presentations there will be time for discussions, here are the planned questions the moderator will ask (there may not be time for all of them):
 - What do you consider the most valuable, or most important outcome from coproduction?
 - How does the impact compare with the resources (time and money) needed to implement co-production?
 - Did the implementation of co-production projects and approaches have the impact that you expected? For example did it surpass your targets and expectations? Or were there outcomes that surprised you?
 - What evidence is the most useful to see if co-production is working?
 - How can people who use services be involved in evaluation so they can measure the impact of a project or service?
 - How do you evaluate the level of engagement with people to see if co-production is happening?

Co-production: the H&F journey

❖ START WITH INTRO TO HAMMERSMITH &
FULHAM



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Where it all started...Disabled people's grassroots campaigning

- Local DPO campaigned on issues like charging for 'home care' / (Independent Living support), closure Independent Living fund (ILF) / loss of direct payment support service run by Disabled Peoples Organisation (DPO)
- Focus on Rights of Disabled people not charity - to challenge / change bad policy/ decision making

Achieved already

- ✓ Council leader announces abolishing charging for community support in April 2015 - following December Disabled People Commission announced
- ✓ Council signed up to new vision for Independent Living
- ✓ A strong message to Disabled residents that policy/service change is possible with Council commitment to **Making decisions with Disabled residents not for Disabled residents**

Disabled Person-led Commission

September 2016 – December 2017 Disabled Peoples Commission set up chaired by Tara Flood supported by the Council with resources

10 local disabled residents / All identify as disabled people.

Aim: set in place a new way of doing things where Disabled residents, Councillors and officers / other organisations in the borough are working together and where "Nothing About Disabled People Without Disabled People" is at the heart of decision-making / policy development.

Commission looked at the many barriers still facing us as Disabled residents (surveys/ public meetings/ Commission meetings)

Found Disabled people are nearly invisible in policy/decision making

Link to the Disabled People's Commission report:

<https://www.lbhf.gov.uk/councillors-and-democracy/resident-led-commissions/disabled-people-s-commission>

8 Recommendations for change in decision making / policy development

- Human rights approach
- Commit to co production (working together)
- Give everyone the skills to work better together
- Develop communication work to support co production
- Strengthen disabled residents / organisations (DPOs) to be able to work together with decision makers
- Make support/ services able to deliver what disabled people need
- Develop an budget for our work
- Independent monitoring and evaluation

Co-production: what does it mean and why is it important

- Working definition:

“Co-production means Disabled residents and decision makers are working together to plan, design and review policy and services to get rid of the barriers we face”

- Co-production sees Disabled people as ‘experts by experience’
- Co-production addresses barriers to equality, diversity and inclusion
- Co-production delivers on Council’s strategic aim: ‘doing things with residents not to them’
- Co-production requires strategic leadership and buckets of aspiration and high expectation!

Co-production: work so far

- General buzz/ profile of Disabled residents gone up significantly.
- Disabled residents working re-development of Town Hall refurb, using inclusive design principles.
- Disabled residents working on Disabled peoples housing strategy.
- Voter registration poster campaign targeted at Disabled residents
- Move from 'personalisation' strategy to Independent Living.
- Hammersmith & Fulham Co-Production Implementation group (HFCIG) - the leadership for implementation of the 8 recommendations and the vision. Co production strategic lead officer Disabled person. April 2019.
- Resident Access Programme co-produced with residents

Co-production: how?

- Big challenge now is turning the commitment into day to day reality! Ambitious work plan to do it. Officers are a huge resource.
- Look for the current/future opportunities – service re-commissioning, Public Sector Equality duty obligations etc
- Initial/ time limited dedicated budget needed for training, facilitation & co-ordination, materials, resident expenses –
FINDING THE MONEY

Co-production outcomes for residents

Early days but.....

- Services and policies reflect the rights and needs of residents
- Power imbalance addressed between commissioning and community
- In H&F a shift towards Independent Living is realising UNCRPD obligations of genuine 'choice & control'
- Change in culture - Nothing About Disabled People Without Disabled People