

PAC report template

Report to: The Economy, Arts, Sports & Public Realm Policy and Accountability Committee

Date: 03/02/2025

Subject: Inclusive Environment Disabled Residents Team Update

Report authors: Annie Baker, Assistant Director Street Environment Services and Jane Wilmot, Inclusive Environment Disabled Residents Team Co-Chair

Responsible Director: Bram Kainth, Executive Director of Place

SUMMARY

This report provides information to the Committee on the work of the Inclusive Environment Disabled Residents Team. The report gives an overview of the Team, the work undertaken to date and planned in the future, as well as key achievements and challenges. The report is provided for consideration and comment.

RECOMMENDATIONS

1. For the Committee to note and comment on the report
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Wards Affected: All

Our Values	Summary of how your work on co-production aligns to the H&F Values
Building shared prosperity	Co-production fosters a shared vision for H&F that is co-created and owned by our residents.
Creating a compassionate council	Co-production enables the Council to be compassionate by valuing the voices of all residents, but particularly those residents who experience barriers to community inclusion.
Doing things with local residents, not to them	Co-production with residents is the mechanism to deliver this priority. Co-production is about real partnership working with residents from the start to the conclusion of a policy or service redesign process.
Being ruthlessly financially efficient	Co-production has the potential to enable the Council to deliver the services that residents want and need, thereby ensuring more cost effective use of resources. By getting investment and service provision right first time, it prevents the need for expensive adaptations in the future.
Taking pride in H&F	The Council's commitment to co-producing policies and services with Disabled residents is ground-breaking as H&F is the first to resource it and embed it in the Business Planning process. This is something the Council and our residents can be proud of.

Rising to the challenge of the climate and ecological emergency

Co-production with residents is an important part in our work to reduce our impact on the environment and adapt to changes in climate. The Council's work on climate adaptation is one of the items that has come to the Inclusive Environment Disabled Residents Team to ensure that this work includes the input of disabled residents

Background Papers Used in Preparing This Report

Inclusive Environment Disabled Residents Team Terms of Reference

DETAILED ANALYSIS

Background information

1. The Inclusive Environment Disabled Residents Team was set up in 2024. The group was previously the Safer Cycle Pathway Disabled Residents Team, set up in 2021 specifically to work on the cycle path on King Street and the new name reflects the wider role that the Team now plays in co-production work across the Place directorate.
2. The Inclusive Environment Disabled Residents Team is made up of council officers and disabled residents and meets monthly with 10 meetings per year (due to breaks in August and December). The Terms of Reference for the group are attached at Appendix 1.

The remit of the group

3. The Inclusive Environment Disabled Residents Team aims to:
 - Co-produce with H&F officers to embed inclusive design standards
 - Ensure disabled residents have a strong voice in decision-making
 - Implement priority areas for an accessible & inclusive street environment
 - Work towards a society where everybody can take part and navigate the environment without barriers

Membership

4. The Team members are:
 - Jane Wilmot OBE: Co-chair and local resident
 - Russell Trewartha: Co-chair and council officer (Assistant Director Capital Projects)
 - Annie Baker: Council officer (Assistant Director Street Environment Services & Place Department Co-Production Champion)
 - Kate Betteridge: Local resident
 - Suzanne Iwai: Local resident
 - Andrew Hodgson: Local resident
 - Devaki Sivasubramanian: Local resident
 - Natasha Trotman: Local resident
5. The Inclusive Environment Disabled Residents Team is actively seeking new members and applications are open. Further information can be found here [Invitation to apply to join the H&F Inclusive Environment Disabled Residents Team | London Borough of Hammersmith & Fulham](#)

Successes to date

6. Access Audit of King Street & monitoring: the Council commissioned two disabled access consultants to do an access audit of King Street. This was well received by officers and the Inclusive Environment

Disabled Residents Team. Officers are working through the recommendations with the Inclusive Environment Disabled Residents Team. This will feed into longer term work on King Street and is informing the Council's current approach to improving safety at bus stop by-passes.

7. Site visit with blind residents and officers to understand the barriers at staggered crossings & bus stop bypasses on King Street and Wood Lane/South Africa Road. The outcome is to trial a step and railings on the crossing at Wood Lane which will inform future solutions, with view to making things safer and more accessible at similar crossing points.
8. Development of StreetSmart Guidance: This work, to develop new highways design guidance, is in development and began with a discussion at the Inclusive Environment Disabled Resident Team meeting at its inception. The council will co-produce the guidance with the Inclusive Environment Disabled Residents Team so that accessibility is at the heart of the guidance and new highway designs.
9. Disabled Shopper Bays: Motorists can park on King Street for short periods which is not always long enough for accessible shopping trips. After discussion with blue badge holders the Council introduced three Disabled Shopper bays on Macbeth Street and one at Downs Place. These are now in operation.
10. E-bikes: Blind and visually impaired residents at Pocklington Lodge reported that e-bikes parked outside Stamford Brook Station create obstacles because they obstruct the pavement. There was a site meeting with a council officer and blind and visually impaired residents. The outcome is to provide cycle bays to encourage cycles to park on one side of the pavement.
11. National coproduction week in July – Team Members spoke at a conference to promote awareness co-production and encourage more participation from officers, Members and disabled residents across the borough.
12. The Council commissioned Transport for All to carry out training for officers and disabled residents on the transport needs of disabled people. The outcome is that everyone is on the same page which is helpful in building trust and sharing information and experience.

Challenges

13. Inclusive technical information: It is really important for members of the Inclusive Environment Disabled Residents Team that inclusive plans are provided in advance of meetings. This can be a challenge given the technical density of transport maps and plans. The accessibility of information is improving as the department embeds co-production in its day to day work and the Team provides really helpful feedback on plans to assist with ongoing improvement.
14. Working with other organisations: It is not always possible for our Resident Co-chair or Team Members to be included in strategic high-level meetings between councillors, officers and Transport for London. [we are still working on this] Focused meetings with Transport for London and the Inclusive Environment Disabled Residents Team have been held. It is hoped that a co-production approach will be taken up more widely by other organisations and the Inclusive Environment Disabled Residents Team is in a good position to share learning and to support this process.
15. Recruitment: We would like to recruit more members to the Team – we currently have six local resident members and we would love to grow this and to be as diverse in our membership as possible. We have an open (and on-going) recruitment programme, with several interviews scheduled in the coming weeks and recruitment remains live.
16. Resources and maximising impact: As co-production activities in the Place Directorate grow and develop, it is likely that we will need to continue to optimise meeting time and topics to ensure that the work of the Team is as impactful as possible. Recruitment to the Team will be an important part of ensuring that there is enough capacity to contribute effectively as needed as our coproduction work progresses.

Further support to help the group achieve its aims

17. The Inclusive Environment Disabled Residents Team welcomes support from Committee Members and the wider Council to:
 - Encourage disabled residents to join the Team
 - Support disability training for members and officers
 - Increase visibility of Inclusive Environment Disabled Residents Team's work

“Doing things with residents, not to them” – further examples from the Place Directorate

18. There are many other ways that we work to do things with residents, not to them, in the Place Directorate and this is increasingly embedded in everything that we do. Examples of this work are included in the following paragraphs.
19. **Guns, Violence and Exploitation Unit:** The Guns, Violence and Exploitation Unit have co-produced Parent & Carers and Youth sessions with the Minaret Community Centre, to engage communities in West Kensington from the Somali and East/North African community. The Minaret Community Centre, which has been serving the Fulham community for over ten years, specifically caters to the needs of Somali and East/North African residents in the borough, acting as a hub for the community. The projects empower parents and carers to be able to recognise the signs of gang involvement, violence and exploitation in their children and educate young people on how to identify and avoid gang activity, violence and exploitation, providing positive diversionary activities. The sessions' consistent high turnout demonstrates the importance of co-producing community-led projects to effectively engage culturally diverse communities.
20. **West Kensington & Gibbs Green Area Assessment:** The WKGG public realm improvement project will see the council spend a minimum of £2.5m on improving the landscape across the WKGG estates over the next five years. This funding will deliver environmental, public realm and recreational physical improvements as well as other initiatives focused on community cohesion, education, employment & training. Residents will be engaged in the procurement, design, prioritisation and implementation of the improvements and projects and the main objectives of the project are to co-design interventions with residents, deliver community designed public realm improvements and invest in training, education and employment opportunities. Detailed outcomes of the project will be informed by the area assessment, which has been completed by Lifschutz Davidson Sandilands architects and co-produced with estate residents. The residents have informed the assessment and have broadly stated their priorities for targeting investments, using (landscape) design to deliver improved green and open spaces, encourage greater participation in the estate and improve community cohesion for estate residents.
21. **White City Central Development:** The White City Central Development has had an extensive 4 year period of consultation, engagement and co-design with residents prior to the planning application being submitted. Through an established Residents Advisory Panel, the team have worked with existing estate residents and local organisations to co-produce the design of the new community hub, the new nursery for Randolph Beresford and the outdoor open spaces. The residents have also influenced the height and massing of the scheme and the overall design of the residential blocks. The Resident Advisory Panel will continue to be involved in the procurement of the main construction contractor and will help actively monitor the contractor's approach throughout the construction phase to ensure all residents concerns are addressed.
22. **The Hammersmith & Fulham Inclusive Design Review Panel (IDRP):** The IDRP has looked at planning applications for the last 10 years or so to provide advice to the council. The Panel meets at least 10 times each year and aims to help the Council achieve its ambition to be the most accessible borough in England, using inclusive design principles.
23. **The Civic Campus Disabled Residents Team:** One of the first successes has been the co-production work on the Hammersmith Civic Campus project, a huge public project, which includes refurbishment of the town hall and the development of new housing and a cinema. A team of six Disabled residents (DRT) has worked with council officers from planning, the architects Rogers Stirk Harbour and Partners and Proudlock Associates, which is a Disabled person led access consultancy.

This way of working ensured a high level of inclusive design throughout the process, something both residents and the architects have described as a pioneering way to work and not the usual way that things are done.

24. **Library Service:** The Libraries Team have produced video tours to enable visitors to preplan their journey to our libraries using local transport links and highlight the inclusive services libraries offer. Each video has been co-produced with residents with accessibility needs to enable visitors to navigate the library layout and preview the resources available in all our libraries.

A look ahead

25. Future items on the Inclusive Environment Disabled Residents Team programme in the coming months include a range of corridor public realm and transport improvements such as Wandsworth Bridge Road and East Fulham, community safety, air quality, further design guidance development and highway accessibility.
26. Co-production activity across the Place directorate is embedded as part of our performance discussions at Place Directorate Management Team meetings. Each assistant director across the directorate is looking at co-production within their area as part of this work and ensuring that the approach is being adopted and progress built upon with items coming forward to the Inclusive Environment Disabled Residents Team in a timely and accessible format.
27. Equalities, Diversity & Inclusion (EDI) monitoring – we are working with colleagues in the Co-production Team to support EDI within all our co-production work.

SUPPORTING DOCUMENTATION

Inclusive Environment Disabled Residents Team Terms of Reference.