

## The Redbridge Disability Charter

### The Aim

The Redbridge Disability Charter is a set of principles that inform commissioning processes across the Council and CCG to improve the quality of life for residents with a disability or mental ill-health.

The Charter will ensure that our services are person centred, designed with people who use them and promote independence, choice and control.

### Principles

#### Working in partnership

1. We will work in partnership with Deaf and disabled people, including people outside of the accepted definition of disability who experience barriers, their carers and families, disabled people organisations and other relevant parties to support people using services to get the best outcomes which meet their individual needs.
2. We will work in partnership throughout the whole commissioning cycle to ensure the effectiveness of commissioned services. We will work with people to identify and understand needs, design services, evaluate procurement bids and monitor performance of providers.
3. We will recognise that people and their carers/ families are the experts in their life experiences. We will recognise that people with support needs are confident, equal partners in the design and delivery of support services who can be supported to manage their conditions and self-care.

#### Understanding disability

4. We will proactively promote the social model of disability by removing barriers and ensuring we are an inclusive and accessible organisation. We will ensure that all those involved in commissioning services are disability equality trained and are champions of the social model of disability.
5. We will ensure that all of our commissioned services implement the Accessible Information Standard and staff have the skills to engage with people with different communication needs.

## **Improving outcomes**

6. Within the limited funds available to the Council and NHS, we will look for ways of achieving improved outcomes for local people through innovation and new strength based approaches. We will ask people how they wish to be involved in decision making and who, within their community, can support them.
7. We will improve outcomes and experiences through the provision of personalised care and support for individuals who experience the poorest health outcomes and inequalities.
8. We will promote self-care, healthy living and seek to reduce the range of factors that negatively impact on these areas to improve quality of life and independence at an individual, family and community level. We will promote independence, choice and control in everything we do.
9. We will commission outcome based services, which will focus on accessibility, responsiveness, quality and cost effectiveness.
10. We will engage with organisations working with disabled people when starting the commissioning process.
11. We will ensure all our processes have firmly embedded person-centred approaches to make sure that services are planned with the individual and their carers/ families.

## **Monitoring impact**

12. We will develop a mechanism to review the local implementation of the charter and review progress being made towards involving disabled people and their carers/ families in a transparent way in the commissioning process.
13. We will work in partnership with key local organisations and people with support needs and their carers to check on the effectiveness of commissioned services.