

The Redbridge Disability Charter

What is the Redbridge Disability Charter?



A charter is like a promise. It sets out what an organisation will do for people.



This charter is from Redbridge Council and Barking, Havering and Redbridge Clinical Commissioning Group (CCG).



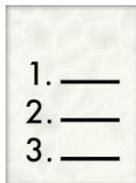
It was written with groups who represent people with disabilities or mental ill-health.

It says what they will do to improve the lives of people with disabilities or mental ill-health in Redbridge



It promises to make sure that the Council's and CCG's services are:

- Focused on the person who needs the service
- Designed with people who use the service
- Help people stay independent
- Help people have choice and control over which service they use



This document tells you what Redbridge Council and the CCG promise to do to help people with disabilities or mental ill-health in Redbridge. There are four sections:

1. Working in partnership
2. Understanding disability
3. Improving outcomes
4. Monitoring impact.

1. Working in Partnership



The Council and CCG will work together with Deaf and disabled people, carers and families, disabled people organisations and anyone else with experience of Deaf and disabled people.



We will work with everyone to support people using services to get the best out of them to meet their own needs.



When we design and put in place services, we will work with people to:

- Identify and understand people's needs
- Design the services
- Be involved in deciding which companies provide the services
- See how well the services are working for people.



We understand that people and their carers and families are experts in their lives.

We understand that people with support needs are confident and we can work with them to design and deliver services to help them.

2. Understanding disability



The Council and CCG will make sure we are inclusive and accessible organisations. This means we will make sure that everyone can use our services and understand our information.



We will make sure that people have training and understand people with disabilities and mental ill-health.



We will make sure that all the services they work with have accessible information and that their staff know how to work with people with different needs.

3. Improving outcomes

The Council and CCG will look for ways to improve people's quality of life through new ways of working.



We will ask people how they want to be involved in decisions about their lives and who can help them.



We will help people by giving them the care and support they need, especially those who need it most.



We will let people know how they can care for themselves and live healthy lives.

We will try to improve people's lives and help them to stay independent, have choice and control.



We will provide services which are:

- Accessible to all
- Able to respond to people's needs
- High quality
- Make good use of money.

We will involve organisations working with disabled people when we design our services.



We will make sure that everything we do is about the person needing the service and that services are planned with them and their carer or family.

4. Monitoring impact



The Council and CCG will check to see how well we are keeping this promise.

We will see how well we involve disabled people and their carers and families in our services.



We will work with organisations, people who use services and their carers and families to see how well the services are doing.