

Surrey Coalition of Disabled People
Annual report 2016-2017

**Creating a Stronger Voice
for Disabled People in
Surrey**

OUR PURPOSE

Promoting the right of disabled people to independent living and equality of opportunity by

Being the central point of contact for engagement with disabled people in Surrey and

Ensuring the involvement of disabled people in the co-production of strategies, policies and services which impact on their lives

Surrey Coalition of Disabled People is a user-led organisation run and managed by disabled people. It is a Company limited by guarantee, Registered in England and Wales.

Registered No: 3298760

Contents

About Surrey Coalition	3
Co-Chair's Report	4-5
Involvement in Co-production	6
The year at a glance	7
Working with the NHS	8

Working with user led groups	9
Highlights of the Year	10-12
Our work on Mental Health	13-14
Survey of our members	15-16
The year ahead	17
Treasurer's Report for 2016/17	18
Summary of Accounts for 2016/17	19
Coalition Directors and Staff	20

ABOUT SURREY COALITION

AIMS, VALUES AND MEMBERS

Surrey Coalition is a user led Disabled People's Organisation, run and managed by disabled people, which means that our activities and priorities are set by people with lived experience of the services they receive and the barriers they face. We are an inclusive organisation, and by the term '**disabled people**' we mean people with any impairment or long term condition. This includes people who have a mental health condition, people with a learning difficulty and those with physical, sensory, neurological or cognitive impairments, of all ages, including those who experience disability through the effects of ageing.

We work to the Social Model of Disability which means that our work focuses on reducing the barriers which cause disability rather than on people's impairments or conditions.

Surrey Coalition receives its core funding from Surrey County Council and the local NHS Clinical Commissioning Groups, to be the central point of contact for engagement with disabled people in Surrey. Our work focuses on ensuring user involvement in the co-production of strategies, plans and services, and influencing policies at national, regional, county and local level.

THE COALITION BOARD IN 2016/17

The Coalition Board of 9 Directors work both collectively and individually to give leadership to the organisation and ensure good

governance.

During the past year they have had Safeguarding Adults training, reviewed all of the Coalition policies, monitored the finances, represented the organisation and our members with the many public bodies in Surrey, and ensured delivery of the Business Plan. They have also led on many campaigns, influencing and co-designing activities highlighted in this Annual Report. The Board also developed the Business Plan for 2017/18 based on members' feedback, commissioners' requirements and the priorities for disabled people in Surrey. The members of the Board of Directors are listed on the back page.

CO-CHAIRS' REPORT FOR 2016/17

As co-chairs of Surrey Coalition of Disabled People we are pleased to report on a further extremely busy and successful year achieved by our members, staff and fellow Board Members.

Yet again it has been a challenging year because of the continuing financial pressures on the County Council, on the NHS and on Boroughs and Districts. It is fortunate our funders have continued to see the importance of Surrey Coalition and the ability of an organisation such as ours, which allows Surrey residents a conduit to have their say on the large number of service changes and cuts, affecting them both directly and indirectly.

We have tried hard to represent the interests of disabled people to the County Council by giving evidence to the Social Care Services Board and Wellbeing and Health Scrutiny Committee (which combined recently to become the Adults and Health Select Committee) on various issues during the year. A number of our members have been actively involved in the design and procurement of the new Advocacy, Direct Payments and Community Connections services.

Working with NHS Commissioners through involvement with the six Clinical Commissioning Groups (CCGs), Surrey Coalition members have influenced the design of many new health services in Surrey.

These have included the new Non-Emergency Patient Transport Service, the contract for new Community Health Services in North West Surrey and more recently the retender of Guildford & Waverley CCG's Adult Community Health Services.

We have also worked with North West Surrey CCG, who are leading the procurement of new NHS 111 and GP Out of Hours services across Surrey from April 2018, on behalf of the other CCGs. More of our members and local residents have more recently given their views at local Stakeholder events across the County.

Further on in this Report you will see examples of the many events and activities undertaken by our members during the past year, both individually and as members of

Several user led groups, including the Long Term Neurological Conditions Group, Surrey Vision Action Group, Surrey Hard of Hearing Forum and by the Disability Alliance Network Surrey (DANS), who are also supported by Surrey County Council.

Our work on involving people with experience of mental ill health has increased year on year, starting with the contract with Surrey & Borders Partnership NHS Foundation Trust to provide administration and support for FoCUS from June 2013. We were very pleased to have won the contract to continue this from September 2017.

Whilst we have been involved for many years with a Surrey wide Mental Health Group which was first set up by Surrey Link, we were pleased to be awarded a grant by NHS Commissioners in July 2016 to develop and support a new Independent Mental Health Network of people who have experienced mental ill health and carers living in Surrey and North East Hampshire. Some of the activities and achievements in mental health are included on pages 13 and 14 of this Annual Report.

More recently members of both the Disability Alliance Network and Surrey Coalition have been active in the fight to retain Blue Badge parking benefits in local boroughs and acute hospitals. They have sought to change minds, point out the accessibility issues, and mitigate the negative effects. It is a sad reflection of the times that the hard won rights that disabled people have fought for over the past 30 years, appear to be one of the first and apparently easiest targets to fill holes in shrinking statutory service budgets.

We say thank you to Surrey County Council for continuing to provide us with core funding in difficult times, and to the six NHS CCGs who with the Council oversee the Better Care Fund from which our funding comes. We trust they see the benefits of all the co-production work we have done together over the past year and into the future.

Lastly we must thank our members and our staff who have worked so hard to ensure that the views of disabled residents of Surrey are heard and influence planning and decision making and are active in monitoring how services are delivered. We also thank the many partner

organisations in the public, voluntary, community and faith sectors for their support and willingness to work with us.

Nick Markwick and Cliff Bush

Co-Chairs

INVOLVEMENT IN CO-PRODUCTION

- Co-production is the term we use to describe the involvement of people using services and carers in the whole commissioning process, from the co-design of strategies, to implementation by procuring new services, and then involvement in the ongoing monitoring and review of these services to ensure they are delivering what people say they need and want
- Helping to develop the specification and evaluating tenders for the new Non Emergency Patient Transport Service, which started in April 2017
- Monitoring delivery of Home Based Care and the award of new contracts
- Co-designing the specification and evaluating tenders for new Community Connections services, which started in April 2017
- Evaluating bids for Home from Hospital services across Surrey, which started in October 2016
- Co-designing ideas for new Technology Enabled Care services (previously called Telecare)
- Contributing to specifications for new Community Health Service providers in North West Surrey and Guildford & Waverley, which started in April 2017
- Co-designing the specification and evaluating tenders for a new Direct Payments Support Service, which will start in September 2017
- Co-designing a new Single Point of Access to mental health services, which will start in early 2018
- Co-Designing a specification for new Integrated Advocacy Services, which started in April 2017

THE YEAR AT A GLANCE

Surrey Coalition members have contributed in many ways in addition to all the other activities included in this Report. Examples are given below:

April 2016

- Surrey Hard of Hearing Forum
- DANS Chairs meeting
- Living and Ageing Well Partnership Board
- Surrey Equality Group
- Mental Health Crisis workshop

May 2016

- Patient Transport tender evaluation
- Ashford & St. Peter's Disability Workshop
- Long Term Neurological Conditions group
- SABP Members Event

June 2016

- Home from Hospital tender evaluation
- Community Equipment User Group
- Community Connections Concept Day
- Suicide Prevention Group

July 2016

- Let's Loop Surrey
- DANS Area Groups
- Learning Disability Partnership Board
- Alcohol Services Concept Day
- Mental Health Network Group

August 2016

- Mental Health Crisis Concordat Delivery Group
- Advocacy Monitoring meetings
- FoCUS Committee
- Home Care Reference Group

September 2016

- Healthwatch Voice Network

- Health & Wellbeing Board
- Health Scrutiny Committee
- CCG AGMs
- Wisley Flower Show

October 2016

- Evaluation of Advocacy tenders
- Local FoCUS Area meetings
- Surrey Vision Action Group
- Surrey Heartlands STP Stakeholder meeting

November 2016

- Patient Transport Advisory Group
- Local Valuing People Groups
- Empowerment training for Coalition members
- Wheelchair users forum

December 2016

- NHS 111 Provider event
- Mental Health Stakeholder Groups
- Technology Enabled Care workshop
- Social Care Services Board

January 2017

- Surrey Police Disability Group
- North West Surrey CCG Audiology Consultation
- Mental Health Partnership Board
- Time to Change Surrey

February 2017

- Surrey Safeguarding Adults Board
- Direct Payments monitoring meeting
- Surrey Deaf Community meeting
- SABP Mock CQC Inspection

March 2017

- Direct Payments recipients workshop
- Let's Loop Surrey visit to Cobham
- Mental Health Network "Get Together" event

- Community Transport Network meeting

WORKING WITH THE NHS

ENGAGEMENT WITH NHS COMMISSIONERS

Surrey Coalition members have participated in many consultations and engagement activities with the 6 NHS Clinical Commissioning Groups in Surrey over the past year. Examples included:

- **Having a stand at North West Surrey CCG's AGM** in July 2016
- Participating in consultation **on Stroke Services in West Surrey**, with NW Surrey and Guildford & Waverley CCGs and Adult Social Care
- Involving members with hearing loss in the **review of Audiology Services** undertaken by NW Surrey CCG in January 2017
- Attending an event run by **East Surrey CCG** to give their views on improving mental health in primary care, and attending their Rant n Rave events
- Attending **Surrey Downs CCG's** Participation Action Network
- Attending CCG Governing Body meetings with **Guildford & Waverley CCG**
- Seeking to influence the plans being developed by the new **Sustainability and Transformation Partnership (STP) for Surrey Heartlands** by attending their Stakeholder Reference Group meetings

WORKING WITH THE NHS TO PROVIDE NEW NON EMERGENCY PATIENT TRANSPORT SERVICE

Coalition members who need to use Patient Transport sat on a

Partner Advisory Group led by North West Surrey CCG to help design the specification for a new service, which started in April 2017. They were involved in evaluating tenders on behalf of patients and in the mobilisation of the new improved service now provided by South Central Ambulance Service.

CO-DESIGNING A NEW NHS 111 SERVICE

Surrey Coalition's Co-Chairs represented patients on work led by North West Surrey CCG to promote a new NHS 111 and GP Out of Hours service for the whole of Surrey except Surrey Heath. Other members also attended public engagement events held in each CCG area to give their views on the future service, which will start in April 2018

WORKING WITH USER LED GROUPS

Pictured here are some of the user led groups we helped to support during 2016/17, to enable people to influence the funders (Commissioners) of services to ensure they are clear about what people want and need

Surrey Vision Action Group
Long Term Neurological Conditions
Surrey Hard of Hearing Forum
Disability Alliance Network
Let's Loop Surrey
Community Equipment User Group

HIGHLIGHTS OF THE YEAR

WORKING WITH SURREY POLICE

We continued to work with Surrey Police in many different ways to help them improve their engagement with and response to disabled people, and to increase the reporting of disability related crime. Coalition members represented others on their

- Independent Advisory Group, and
- Disability Working Group, which undertook a second survey of disabled people in December 2016 and agreed recommendations based on the results

EMPOWERMENT TRAINING

With a contribution from the Surrey Joint Training Partnership we were able to run 2 more Empowerment Training days, for new members to help them gain confidence to contribute effectively at meetings and other engagement activities

CHALLENGING SURREY COUNTY COUNCIL'S PROPOSALS TO INCREASE CHARGES FOR SOCIAL CARE AT HOME

We provided evidence to the Social Care Services Board and at a Focus Group with County Councillors to highlight the significant impact on disabled people and carers of their proposals to increase charges for community care.

LAUNCH OF SURREY DEAF COMMUNITY

In September 2016, Surrey Deaf Forum was renamed and relaunched to become Surrey Deaf Community. They have a new constitution and hold regular meetings and events for people of all ages who use British Sign

Language

PROMOTING SURREY COALITION AT WISLEY GARDENS

Last summer many of our members helped to promote Surrey Coalition and Sight for Surrey at 2 Freedom Days for young carers and people with learning disabilities at Wisley Gardens, and also had a stand at their Flower Show in September.

We also worked with Sight for Surrey and Age UK Surrey to promote all three organisations at Hampton Court Flower Show in July 2017.

HELPING TO DESIGN NEW DIRECT PAYMENTS SUPPORT

12 people who receive Direct Payments attended a workshop with Adult Social Care Commissioners in March 2017 to explain the importance of peer support provided by an independent disabled people's organisation when managing their Direct Payment and employing Personal Assistants.

Their views influenced the specification for the new service which SILC will provide from September 2017

LET'S LOOP VISIT TO COBHAM

Members of Let's Loop Surrey attended training on a new loop checking process and then tested their skills on a visit to shops in Cobham High Street. They were pleased to find that many had working hearing loops and welcomed suggestions for improvement.

FIRST AID TRAINING

We also obtained funding from Surrey Joint Training during 2016/17 Partnership to run 2 First Aid training sessions specifically for disabled people and their carers, which were delivered by the British Red Cross.

IMPROVING ACCESS TO PHYSICAL ACTIVITY

Working with Active Surrey and our Long Term Neurological Conditions Group much was achieved last year to enable people with physical conditions to access gyms and swimming pools to help them maintain movement and independence. Some are pictured here trying out gym equipment and giving awareness training to fitness instructors at Woking Leisure Centre.

MEMBERSHIP OF PARTNERSHIP BOARDS

Many members actively participated in the various County wide Partnership Boards, and have regularly attended these meetings. These included:

- Autism Partnership Board
- Dementia Partnership Board
- Emotional Wellbeing and Mental Health Partnership Board
- Living and Ageing Well Partnership Board, and
- Surrey Safeguarding Adults Board

OUR WORK ON MENTAL HEALTH

INDEPENDENT MENTAL HEALTH NETWORK FOR SURREY & NORTH EAST HAMPSHIRE

We were commissioned by the NHS in the summer of 2016 to support and develop a new Independent Mental Health Network for people who have experienced mental ill health and carers.

A part time **Network Coordinator, Ian Stronge**, was appointed in September and has worked with the Co-Chairs and members of the Network Coordinating Group to increase membership and have greater influence over the commissioning and provision of mental health services in Surrey and North East Hampshire.

ACHIEVEMENTS IN INFLUENCING COMMISSIONERS DURING 2016/17

Some of these were:

- Development of a Proforma for members to raise issues for consideration by Commissioners, e.g. agreement to develop mental health services for people with autism
- Involvement in the co-design and evaluation of new services, e.g. Community Connections
- Development of a new website to reach and engage more people - membership of the Network has increased by 200%
- Organisation of two major events, as below:

ANNUAL MENTAL HEALTH EVENT

The annual event run by the Emotional Wellbeing & Mental Health Partnership Board was delivered in November 2016 jointly with the Mental Health Network. More than 160 people participated in this informative and interactive day held in HG Wells Centre in Woking

GET TOGETHER EVENT for Members and Stakeholders

Over 120 people attended a major Network event held at Leatherhead Leisure Centre in March 2017 where they heard many presentations about new services and visited stands run by 25 different Mental Health service providers.

FORUM OF CARERS AND PEOPLE WHO USE THE SERVICES of Surrey & Borders partnership NHS Foundation Trust

We have continued to provide independent administration and support for FoCUS with our partner, LF Solutions, since being awarded the contract to do so from June 2013.

We have supported people with experience of using the NHS Trust's services to give their views, through local meetings of the 4 Area FoCUS Groups which meet 8 times a year, and at quarterly meetings of the FoCUS Committee where FoCUS Representatives take issues to the SABP Executive Board

Some of FoCUS achievements during 2016/17 included

- Improvement in the accessibility of information and means of communication, including texting, in line with the NHS Accessible Information Standard
- Agreement to review the move of inpatient beds from Epsom to Chertsey which took place in February 2017
- Involvement in developing new Welcome Packs for Community Mental Health Recovery Services
- Involvement in a new Single Point of Access for people in mental health crisis

FoCUS REPRESENTATIVES

Reps are elected by the members of each of the 4 FoCUS Area Groups to present their issues to the Trust's FoCUS Committee for consideration. Some of them are pictured here with the new Trust Chairman, Ian McPherson

OUR WORK IN MENTAL HEALTH

Survey forms were sent out to 1017 Surrey Coalition members earlier this year, and 42 completed forms were returned. This represented a response rate of 4.13%. Members were asked to say the extent to which they agreed or disagreed with 6 outcome statements, and the results are given below, together with the results from last year.

My access requirements are taken into account:
Strongly agree 50% (2016) 48% (2017)
Agree 36% (2016) 36% (2017)
Neither agree nor disagree 9% (2016) 10% (2017)

I have the opportunity to attend meetings to give my views
Strongly agree 57% (2016) 43% (2017)
Agree 41% (2016) 38% (2017)
Neither agree nor disagree 2% (2016) 14% (2017)
Disagree 0 (2016) 2% (2017)

I have a voice to help shape services in Surrey
Strongly agree 54% (2016) 43% (2017)
Agree 34% (2016) 43% (2017)
Neither agree nor disagree 11% (2016) 12% (2017)
Disagree 0% (2016) 2% (2017)

I receive regular newsletters and communications from Coalition
Strongly agree 77% (2016) 69% (2017)
Agree 21% (2016) 26% (2017)
Neither agree nor disagree 0% (2016) 2% (2017)

I have the opportunity to influence ASC plans for future services
Strongly agree 45% (2016) 33% (2017)
Agree 43% (2016) 36% (2017)
Neither agree nor disagree 13% (2016) 29% (2017)

Surrey Coalition can help me contribute to local and national consultations
Strongly agree 57% (2016) 45% (2017)
Agree 38% (2016) 38% (2017)
Neither agree nor disagree 5% (2016) 17% (2017)

2017 SURVEY - MEMBERS COMMENTS

“If I want help at any time Surrey Coalition will be there”

“It has given me the confidence to speak out and make people and public places aware of what hearing impaired people require

“A CHOICE about where I can have my say”

98% Of our members agreed or strongly agreed they feel informed by getting a regular newsletter

98% Of our members agreed or strongly agreed that they get an opportunity to attend meetings and give their views

“It has given me opportunities to participate on an equal level, to contribute to consultations undertaken by Surrey County Council”

“I am far better informed about the very many initiatives taking place in support of disabled people in Surrey”

88% Of our members agree or strongly agreed that their voice is heard

“Surrey Coalition has a voice to make Surrey aware of our needs, whatever our disabilities”

“I feel I can call for support.

Lots of very good information. Just knowing you are out there campaigning for us”

MONITORING NEW SERVICES

Surrey Coalition members will continue to work with NHS and Adult Social Care Commissioners to monitor the delivery of the new services they were involved in procuring and started in April 2017.

These include:

- The new NHS Non Emergency Patient Transport Service now provided by South Central Ambulance Service, through the Patient Advisory Group
- Community Connections services through the Mental Health Stakeholder Groups
- The new Advocacy in Surrey Service

PROCURING NEW SERVICES

Members will also continue their involvement in the design and tendering of new services to start in April 2018, including:

- The NHS 111 and GP Out of Hours service
- Adult Community Health Services in Guildford and Waverley
- Housing Related Support for socially excluded groups including those with mental ill health

CHALLENGING PLANS AND RESPONDING TO CONSULTATIONS

During 2017/18 we will respond to consultations undertaken by the NHS and Central and Local Government when these arise. Examples of current consultation work include:

- The County Council's plans to cease funding for Housing Related Support for people living in sheltered housing
- The Department for Transport consultation on their Transport Accessibility Action Plan
- The introduction of Blue Badge Parking charges by local Councils and NHS Trusts, and
- Challenging NHS and Social Care providers not yet complying with the NHS Accessible Information Standard which came into effect in July 2016

TREASURER'S REPORT

I am pleased to present a satisfactory financial outcome for the year ended

31st March 2017, as shown in the Summary Accounts on the next page. We achieved a near breakeven position on expenditure against income received for core activities and other contracts.

Total income for the year was £232,466, an increase of £4,948 on the previous year. Income for core activities received through a service level agreement with Surrey County Council and the NHS Clinical Commissioning Groups in Surrey was £113,328, the same as the previous two years.

Expenditure, including depreciation, totalled £233,498 creating a deficit of £1,032 after tax due to cost pressures.

Surrey Coalition is the fund holder of a project to run and develop the South East Network of Disabled People's Organisations (SENDPO), which received some core funding from a Surrey County Council grant. At the year end, we held funds for SENDPO totalling £18,653 which has been carried forward into 2017/18, and is shown as a creditor in the Accounts.

Surrey Coalition also received gross income of £37,992 from our contract with Surrey & Borders Partnership NHS Foundation Trust for the provision of administration and support for FoCUS. Of this, around £26,000 was paid for meeting expenses and to our partners in delivering the contract, for fees. The remainder was retained by the Coalition to fund the part-time post of the FOCUS Involvement Facilitator and other costs.

During the year the Coalition was awarded a new grant by NHS Commissioners to support the development of the new Independent Mental Health Network, and at the year end we held funds totalling £31,556 which have also been carried forward into 2017/18, and is shown as a creditor in the Accounts.

The balance sheet shows net fixed assets of

£1,866 and net current assets of £59,024, down from £59,434 in the previous year. Cash, including the funds held for SENDPO and the Independent Mental Health Network, was £103,477, indicating very strong liquidity.

Reserves have fallen from £61,922 to £60,890 representing around three month's expenditure. The Coalition Board of Directors considers this level of reserves to be adequate to meet unforeseen circumstances.

Derek Williamson, Honorary Treasurer

SUMMARY OF ACCOUNTS 2016/17

The Full Financial Statements for Surrey Coalition of Disabled People for the year ended 31st March 2017, produced by the Company's Accountants, Stewart & Co, will be available for inspection at the AGM on 19th October 2017, or can be inspected at the offices of Surrey Coalition of Disabled People. Summary

Financial Statements are given below.

**PROFIT AND LOSS ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2017**

	<u>2017</u>	<u>2016</u>
	£	£
TURNOVER	232,466	227,518
Administrative expenses	(233,718)	(225,213)
	(1,252)	2,305
Interest receivable and similar income	275	249
	(977)	2,554
(LOSS)/PROFIT BEFORE TAXATION		
Tax on (loss)/Profit	(55)	(50)
	(1,032)	2,504
(LOSS)/PROFIT FOR THE FINANCIAL YEAR		

BALANCE SHEET AS AT 31ST MARCH 2017

	<u>2017</u>	<u>2016</u>
	£	£
FIXED ASSETS:		
Tangible assets	1,866	2,488
CURRENT ASSETS:		
Debtors	16,269	12,117
Cash at bank in hand	103,477	75,139
	119,746	87,256
CREDITORS:		
Amounts falling due within one year	(60,722)	(27,822)
	59,024	59,43
NET CURRENT ASSETS:		
TOTAL ASSETS LESS CURRENT LIABILITIES:	60,890	61,92
RESERVES:		
Income and expenditure account	60,890	61,92

BOARD MEMBERS & STAFF

2016/17

BOARD DIRECTORS

The Directors who served on Surrey Coalition's Board of Directors from the AGM held on 10th November 2016 are pictured here

Cliff Bush, Co-Chair
Nick Markwick, Co-Chair
Anna Sartori, Vice-Chair
Alison Downer
Jonathan Fisher
Gill Haworth
Ted Pottage
Gemma Roulston
Jenny Teagle

STAFF TEAM

The members of staff who provided the support, coordination and administration for Surrey Coalition in 2016/17 were:

Carol Pearson, Chief Executive
Yasmin Broome, Involvement Coordinator
Ian Stronge, Mental Health Network Coordinator
Jane Ahmed, FoCUS Involvement Facilitator
Sue Perry, Admin Assistant
Sylwia Squires, Access to Work support worker

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