

Surrey Coalition of Disabled People
ANNUAL REPORT
2015-2016

**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

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**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**

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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 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 2015/16

The Coalition Board of 9 Directors work both collectively and individually to give leadership to the organisation and to ensure good governance. During the past year they have received 2 days of training to help them in this task. They developed the Coalition's Business Plan for 2016/17 based on the priorities of Coalition members set at the AGM in November 2015. They have also led on many campaigning, influencing and coproduction activities highlighted in this Annual Report. The members of the Board of Directors are listed on the back page.

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CO-CHAIRS' REPORT FOR 2015/16

We are pleased to report on another successful year for Surrey Coalition of Disabled People and all that has been achieved by our members, staff and fellow Board Members.

It has been a very challenging year because of continuing financial pressures on the County Council and on the NHS, and we are facing many reductions in voluntary sector services during the coming year. We are pleased however that our funders recognise the importance of organisations like ours, which enable the citizens of Surrey to have a voice and have their say on the effects of service cuts and changes.

We have tried hard to represent the interests of disabled people to the County Council by giving evidence to the Wellbeing and Health Scrutiny Committee and the Social Care Services Board on many issues during the year. We were very disappointed however that the Council went ahead with significant increases in the charges people have to pay for care at

home, despite our considerable efforts to let County Councillors know about the adverse impact these would have on many people's ability to live independently at home.

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 new Safe Havens for people in mental health crisis, a new Non-Emergency Patient Transport contract and new Community Health Services in North West, Surrey and Guildford & Waverley which will start in April next year.

Surrey Coalition members have continued to be involved in our many user led special interest groups, including those for people with hearing or sight loss, and long term neurological conditions as well as the 4 area groups of the Disability Alliance Network.

An increasing priority over recent years has been on improving mental health services, as outlined on Pages 14 and 15.

We have been pleased to have provided the administration and support for FoCUS for Surrey & Borders Partnership NHS Foundation Trust for the past 3 years and to support the development of a new Independent Mental Health Network for people with mental ill health and carers.

We would like to thank Surrey County Council for continuing to provide us with core funding, and were pleased to hear from their recent review that they value the work of the organisation and all our members.

We also want to thank our members and our staff who have worked timelessly to ensure that the views of disabled citizens influence strategies and plans for service changes, and to monitor service delivery. We also want to thank our many partners in the public, voluntary and faith sectors for their support and willingness to work with us.

Cliff Bush

Co-Chair

Nick Markwick

Co-Chair

INVOLVEMENT IN CO-PRODUCTION

Co-production is the term we now use to describe the involvement of people using services and carers in the whole commissioning cycle, 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 said they needed and wanted.

Developing the specification and evaluating tenders for the new Non Emergency Patient Transport Service, which will start in April 2017
Co-designing a new Single Point of Access to mental health services, which will start in April 2017

Co-designing a new First Steps Mental Health Promotion service

Developing specifications for new Community Health Service contracts in North West Surrey and Guildford & Waverley

Evaluation of tenders for new Integrated Community Equipment Service, which started in April 2016

Developing the Specification and evaluating tenders for a new Community Connections service from April 2017

Co-designing a specification for new Integrated Advocacy services from April 2017

Evaluation of bids for new Combined Sensory Services, from February 2016

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 2015

Access visit to Farnham museum; Mental Health Partnership Board; Surrey Police Disability Awareness Day; Introduction to Time Banking sessions

MAY 2015

Guildford & Waverley CCG and NW Surrey CCG PPI Forums; Learning Disability Partnership Board; Surrey Equalities Group

JUNE 2015

Community Equipment User Group, South West Trains, "Access for All" meeting, "Improving Care Together" events run by Surrey Downs CCG

JULY 2015

CCG open events on Patient Transport, Healthwatch Board meeting, DANS Area group meetings, Telecare Strategy Board

AUGUST 2015

Freedom Days at Wisley Gardens, Surrey Supported Employment Panel, Mental Health Crisis Concordat Delivery group, Long Term Neurological Conditions Group

SEPTEMBER 2015

Home Care Reference Group, Social Care Services Board, 'Making it Real' in Surrey Heath, Wellbeing and Health Scrutiny Committee

OCTOBER 2015

Surrey Police Independent Advisory Group, Surrey Hard of Hearing Forum, Kent Surrey Sussex Patient Safety Collaborative

NOVEMBER

CCG Consultations on Community Health Services, Living & Ageing Well Awards Ceremony, local Valuing People groups, FoCUS Committee **2015**

DECEMBER 2015

Health & Wellbeing Board, Monitoring of social care delivered by SABP, Surrey Safeguarding Adults Board, Let's Loop Surrey

JANUARY 2016

Ageing Well Partnership Board, Mental Health Network Shaping Group, Autism Partnership Board, Surrey Vision Action Group

FEBRUARY 2016

CQC Inspection of Surrey & Borders, Chairing meetings training, Community Transport Network Group, SILC's Direct Payments Monitoring

MARCH 2016

First Steps Concept Day, Area group meetings of FoCUS, Surrey Suicide Prevention Group, Access visit to new Farnham Road Hospital

SURVEY OF OUR MEMBERS

Survey forms were sent out to 1000 Surrey Coalition members earlier this year, and 56 completed forms were returned. This represented a response rate of 5.6%. 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 – showing a real increase in our members' satisfaction.

My access requirements are taken into account:

Strongly agree 20 (2015) 28 (2016)

Agree 25 (2015) 20 (2016)

Neither agree nor disagree 6 (2015) 5 (2016)

Disagree 1 (2015) 0 (2016)

I have the opportunity to attend meetings to give my views

Strongly agree 18 (2015) 32 (2016)

Agree 28 (2015) 23 (2016)

Neither agree nor disagree 6 (2015) 1 (2016)

Disagree 2 (2015) 0 (2016)

I have a voice to help shape services in Surrey

Strongly agree 21 (2015) 30 (2016)

Agree 26 (2015) 19 (2016)

Neither agree nor disagree 5 (2015) 6 (2016)

Disagree 2 (2015) 0 (2016)

I receive regular newsletters and communications from Coalition

Strongly agree 34 (2015) 43 (2016)

Agree 17 (2015) 12 (2016)

Neither agree nor disagree 1 (2015) 1 (2016)

I have the opportunity to influence ASC plans for future services

Strongly agree 19 (2015) 25 (2016)

Agree 23 (2015) 24 (2016)

Neither agree nor disagree 9 (2015) 7 (2016)

Disagree 3 (2015) 0 (2016)

Surrey Coalition can help me contribute to local and national consultations

Strongly agree 20 (2015) 32(2016)

Agree 26 (2015) 21 (2016)

Neither agree nor disagree 5 (2015) 3 (2016)

Disagree 2 (2015) 0 (2016)

It has given me a voice and the confidence and means to express it.

Keeps me up to date with services and facilities available. Also makes me feel like part of a group, not a lone person with disabilities.

It works hard to improve the lives of disabled people and includes them in decision making.

Keeping me up to date with all aspects of help for people using wheelchairs by Newsletter. I read it cover to cover. Meeting like minded disabled people. We know with the Coalition our voices are heard.

Although I don't attend meetings I am very glad to have the Coalition News to keep me up to date

Makes a difference to disabled people's lives

I have an opportunity for involvement and greater understanding of how services are structured

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HIGHLIGHTS OF THE YEAR (WITH PHOTOGRAPHS)

LAUNCH OF MS SOCIETY SURREY BRANCH

2 of our Board members attended the launch on 16th May 2015 to promote Surrey Coalition. 8 people with MS signed up and are now linked to our Long Term Neurological Conditions Group.

ACCESS VISIT TO FARNHAM MUSEUM

Disability Alliance Network members organised an access visit in April 2015, and the Museum staff have now implemented all of the

recommendations subsequently made by our Access Auditor, Jenny Teagle.

MAGNA CARTA 800TH ANNIVERSARY

Coalition Board member and Chairman of DANS North Surrey and Runnymede Access Group, Jonathan Fisher, was honoured to be presented to Her Majesty the Queen at the Runnymede Meadows on 15th June 2015 (pictured here with his guide dog, Eddie).

SURREY INDEPENDENT LIVING FAIR 2015

Surrey Independent Living Council held a second Fair at Epsom Downs Racecourse in June 2015. Sadly Ella Findlay (pictured on the right) passed away in February 2016, and is greatly missed.

LIVING AND AGEING WELL AWARDS 2015

2 Surrey Coalition members won awards at last year's ceremony held in November:

Angie Welch, a volunteer at Hub Godalming was joint winner of the **Outstanding Volunteer award**.

Ted Pottage, a Coalition Board member, won the **Highly Commended Award for volunteering**.

Congratulations to them both.

ACCESS VISIT TO COUNTY HALL

Surrey Coalition's Co-Chairs, Cliff Bush and Nick Markwick are pictured here at County Hall carrying out an access check with senior County Council staff. Some improvements have since been made, but others are still awaited.

BUILDING CONFIDENCE THROUGH MUSIC

We ran 2 training courses during 2015/16 to empower new members to get involved and have their say. This new and successful initiative was paid for by the Surrey Joint Training Fund

NEW COMMUNITY EQUIPMENT SERVICE

Members of our Community Equipment User Group were involved in the autumn of 2015 in co-designing a new service specification for the Community Equipment Service funded jointly by Surrey County Council and the NHS Clinical Commissioning Groups. Pictured here following involvement in the evaluation of tenders for the new service which started in April 2016.

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WORKING WITH USER LED GROUPS

Pictured here are some of the user led groups we helped to support during 2015/16, to enable people to influence the funders (Commissioners) of services to ensure they are clear about what people want and need.

- Surrey Hard of Hearing Forum
- Surrey Vision Action Group
- Disability Alliance Network
- Surrey Mental Health Group
- Long Term Neurological Conditions Group

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OUR WORK ON MENTAL HEALTH

NEW SURREY INDEPENDENT MENTAL HEALTH NETWORK

A great deal of work has been done over the past year to help people with experience of mental ill health and carers to develop a new and stronger voice of influence over the commissioners of mental health services in Surrey. Starting with a workshop in September 2015, we then supported a Shaping Group of 40 people who developed their constitution and ways of working, and formed a Network Coordinating Group in March.

They then elected their Chair, Eleanor Levy, and Co-Chair, Janice Clark in May. Since then the new Coordinating Group has started to tackle new issues and to develop a Work Programme for the year.

We now have funding from NHS and Social Care Commissioners to support, develop and promote the new Network and have recently appointed Ian Stronge as the new Mental Health Network Coordinator. He will continue to support the Network and its development together with Action for Carers Surrey

FORUM OF CARERS AND PEOPLE WHO USE SURREY AND BORDERS' SERVICES.

Since June 2013 we have been providing administration and support for FoCUS, together with our partners, NB Consultancy. 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.

FoCUS achievements during 2015/16 included:

- Involvement at the start of service redesign, for example, developing a new Single Point of Access
- Involvement in plans for improving the accessibility of information and means of communication, including texting
- Improved Communication with clients over their medication

- Review of Standards for Involving People

5 SAFE HAVENS OPENED IN SURREY

By April 2016 Safe Havens for people in mental health crisis were opened in each CCG area – in Camberley, Woking, Epsom, Redhill, and in Guildford, where the Safe Haven at Oakleaf was opened by Dame Penelope Keith

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WORKING WITH THE NHS

WORKING WITH NHS COMMISSIONERS

Surrey Coalition members have participated in many consultation and engagement activities with the 6 NHS Clinical Commissioning Groups (CCGs) in Surrey over the past year. Examples include:

- Attending Patient and Public Engagement Forums, and Rant'n'Rave sessions
- Contributing to the co-design and evaluation of tenders for new Community Health Services
- Contributing to the design of new mental health Safe Havens in each CCG area
- Participating in service reviews, for example of Community Hospitals in Surrey Downs

NON EMERGENCY PATIENT TRANSPORT

6 Coalition members from across Surrey formed the Patient Advisory Group which worked with North West Surrey CCG to procure a new Non-Emergency Patient Transport Service in all of Surrey except the Surrey Downs area. Our Co-Chair, Nick Markwick, was on the evaluation panel scrutinising bids and the new provider was announced in August 2016. **South Central Ambulance Service NHS Foundation Trust** will provide the Non Emergency Patient Transport Service from April 2017. The Patient

Advisory Group will continue to meet and be involved in plans for this new service.

NHS ACCESSIBLE INFORMATION STANDARD

Members have been working with Healthwatch Surrey to design a tool for use on Enter & View visits of NHS facilities to check their compliance with the new NHS England Standard which came into force on 31st July 2016. We provided our members with guidance on requesting information from their GP surgeries in their preferred format, and to ensure they are communicated with in ways accessible to them.

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THE YEAR AHEAD

MONITORING NEW SERVICES

Surrey Coalition members will continue to work with NHS and Social Care Commissioners to monitor delivery of the new services they were involved in procuring, including:

- Patient Advisory Group on Patient Transport
- New Home from Hospital Services
- Community Equipment Service

MORE PROPOSED CHANGES TO BUS SERVICES

Consultation on Phase 3 of Surrey's Local Transport Review will take place later in the year. We will work with Surrey County Council to ensure the views of disabled people are taken into account when they look at further changes to bus services.

PROCURING NEW SERVICES

Coalition members will also continue their involvement in designing specifications and evaluating bids for services such as:

- First Steps Mental Health Promotion service
- Community Connections Services
 - Surrey wide Advocacy

- NHS 111 services.

PROMOTING SURREY COALITION

We will be doing even more to promote the organisation and to reach more disabled people, by:

- Attending events such as the Wisley Gardens Freedom Days in August and the Flower Show in September
- Making more use of social media to increase use of Facebook. Posts are currently reaching 474 people.
- Improving our website, which had 5000 hits over the past 6 months

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TREASURER'S REPORT FOR 2015/16

I am pleased to present a satisfactory financial outcome for the year ended 31st March 2016, as shown in the Summary Accounts on the next page. We achieved a breakeven position on expenditure against income received for core activities and also raised additional funds to add to our reserves.

Total income for the year was £227,518, an increase of £9,185 on the previous year. Income for core activities received through a service level agreement with Surrey County Council was £113,331, the same as the previous two years.

Expenditure, including depreciation totalled £225,213 creating a surplus of £2,504 after tax. It was achieved mainly through fees for managing the SENDPO project and the FOCUS contract, revenue from advertisements in Coalition News and donations towards AGM costs.

Surrey Coalition is the fund holder and co-manager of a project to run and develop the South East Network of Disabled People's Organisations (SENDPO), which received core funding from a Surrey County Council grant. At the year end, we held funds for SENDPO totalling £21,973 which has been carried forward into 2016/17, and is shown as a creditor in the Accounts.

Surrey Coalition also received gross income of £38,300 from the FOCUS contract commissioned by Surrey & Borders Partnership NHS Foundation Trust. Of this, around £24,000 was paid to our partners NB Consultancy for fees and expenses and the remainder was retained by the Coalition to fund the part-time post of the FOCUS Involvement Facilitator and other costs.

The balance sheet shows net fixed assets of £2,488 and net current assets of £59,434, up from £55,555 in the previous year. Cash, including the SENDPO reserves of £21,973, was £75,319, indicating very strong liquidity. Reserves have risen from £59,418 to £61,922 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

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SUMMARY ACCOUNTS FOR 2015/16

The Full Financial Statements for Surrey Coalition of Disabled People for the year ended 31st March 2016, produced by the Company's Accountants, Tilbury Young, will be available for inspection at the AGM on 11th October 2016, 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 2016

	<u>2016</u>	<u>2015</u>
	£	£
TURNOVER	227,518	218,332
Administrative expenses	<u>225,213</u>	<u>216,152</u>
OPERATING SURPLUS	2,305	2,180
Interest receivable and similar income	249	300
	<hr/>	<hr/>

SURPLUS ON ORDINARY ACTIVITIES BEFORE TAXATION	2,554	2,480
Tax on profit on ordinary activities	50	60
SURPLUS FOR THE FINANCIAL YEAR	<u>2,504</u>	<u>2,420</u>

BALANCE SHEET AS AT 31ST MARCH 2016

	2016	2015
	£	£
FIXED ASSETS:		
Tangible assets	2,488	3,863
CURRENT ASSETS:		
Debtors	12,117	17,424
Cash at bank in hand	75,139	61,613
	<u>87,256</u>	<u>79,037</u>
CREDITORS:		
Amounts falling due within one year	27,822	23,482
	<u>59,434</u>	<u>55,555</u>
NET CURRENT ASSETS:		
	61,922	59,418
TOTAL ASSETS LESS CURRENT LIABILITIES:		
	61,922	59,418
RESERVES:		
Income and expenditure account	<u>61,922</u>	<u>59,418</u>

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BOARD MEMBERS & STAFF 2015/16

BOARD DIRECTORS

The Directors who served on Surrey Coalition's Board from the AGM held on Thursday 5th November 2015, and pictured below were:

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 and administration for Surrey Coalition in 2015/16 were:

Carol Pearson - Chief Executive

Yasmin Broome - Involvement Coordinator

Sue Perry - Admin Assistant

Jane Ahmed - FoCUS Involvement Facilitator

Sylwia Squires - Access to Work support worker

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