



**SURREY COALITION OF  
DISABLED PEOPLE**

# **BUSINESS PLAN**

**2017 – 2018**



# SURREY COALITION OF DISABLED PEOPLE

## BUSINESS PLAN 2016-2017

### CONTENTS

| <b>SECTION</b>                                                                                                                         | <b>PAGE</b> |
|----------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <b>1. BUSINESS PLAN</b>                                                                                                                | <b>5</b>    |
| 1.1. Introduction                                                                                                                      | 5           |
| 1.2. Aims                                                                                                                              | 5           |
| 1.3. Values                                                                                                                            | 6           |
| 1.4. Core objectives                                                                                                                   | 6           |
| 1.5. Legal status                                                                                                                      | 8           |
| 1.6. Management Processes                                                                                                              | 8           |
| 1.7. Income and Financial Plan 2017/18                                                                                                 | 9           |
| 1.8. Developing the Action Plan for 2017/18                                                                                            | 10          |
| <b>2. INFLUENCES ON THE PRIORITIES FOR 2017/18</b>                                                                                     | <b>10</b>   |
| 2.1. The views of Disabled People in Surrey                                                                                            | 10          |
| 2.2. Outside influences                                                                                                                | 12          |
| <b>3. PRIORITIES FOR 2017/18</b>                                                                                                       | <b>12</b>   |
| 3.1. Delivering outcomes required by funders                                                                                           | 13          |
| 3.2. Priorities for disabled people in Surrey                                                                                          | 16          |
| 3.3. Working with other networks and groups to promote the rights of disabled people to equality of opportunity and independent living | 17          |
| 3.4. Building capacity, resources and sustainability for the future                                                                    | 19          |
| 3.5. Action Plan for 2017/18                                                                                                           | 20          |
| <b>4. ACTION PLAN FOR 2017/18</b>                                                                                                      | <b>22</b>   |

## **5. APPENDICES**

|     |                                                                                         |           |
|-----|-----------------------------------------------------------------------------------------|-----------|
| 5.1 | Regular processes to improve access to services and achieve greater disability equality | <b>30</b> |
| 5.2 | Involvement at Regional and County level                                                | <b>33</b> |
| 5.3 | Network of User led Groups in Surrey                                                    | <b>34</b> |
| 5.4 | Involvement in promoting Disability Equality                                            | <b>35</b> |

# **1. SECTION ONE - BUSINESS PLAN**

## **1.1. INTRODUCTION**

Surrey Coalition of Disabled People was established with its current constitution in 2007, and now has a membership of over 1030 individual members and 6 organisational members, all of which are user led Disabled People's Organisations or Groups.

Surrey Coalition supports, empowers and enables disabled people to assert their rights, to be involved and to have influence over services affecting their lives. We do this through a developed network of individuals, groups and organisations, using involvement and coproduction processes at local, county, regional and national levels, working together to create a stronger voice for disabled people in Surrey.

Surrey Coalition takes the lead in ensuring that the voices of disabled people are heard, listened to and acted upon by public, independent and voluntary sector services in Surrey.

Together with and through our partners we ensure a range of user-led services are available to support disabled people. These include the provision of information, advice, advocacy, direct payment support, peer support and empowerment training.

## **1.2. AIMS**

- To promote the right to independent living and equality of opportunity for disabled people in Surrey.
- To promote and practice an inclusive, non-impairment, non-age specific, non-discriminatory culture, which celebrates and positively encourages equality, inclusion and diversity.

- To promote disability equality as a human rights issue, as recognised in the Human Rights Act and UN Convention on the Rights of Disabled People.

### **1.3. VALUES**

Surrey Coalition of Disabled People is an inclusive organisation and by the term “disabled people” we mean people with any impairment or long term condition. This includes those with mental health support needs, those with learning difficulties, people with physical, sensory or cognitive impairments and people of all ages, including those who experience disability through the effects of ageing.

The values underpinning our work are:

- Working to the Social Model of Disability, to remove the barriers created by society which are the cause of disability rather than a person’s impairment.
- The principles of working to promote Independent Living which is defined as “disabled people having the same choice, control and freedom as any other citizen – at home, at work and as members of the community. This does not necessarily mean disabled people doing everything for themselves but it does mean that any practical assistance people need should be based on their own choices and aspirations”.

### **1.4. CORE OBJECTIVES**

Surrey Coalition of Disabled People receives its core funding through a Grant Agreement with Surrey County Council (SCC) and the 6 NHS Clinical Commissioning Groups (CCGs) in Surrey. The Coalition’s core objectives (outputs) as stated in this Agreement are:

- Give a voice to disabled people in Surrey in shaping services provided by public and voluntary sector organisations.

- Support Surrey County Council (SCC) in developing, implementing and presenting equalities policies and all policies affecting the lives of disabled people
- Provide a central point of contact for engagement and co-production between SCC jointly with Health where relevant, and disabled people of Surrey
- Work alongside SCC Adult Social Care (ASC) to act as a critical friend assisting and/or leading joint development work.
- Be an active partner in ASC Partner Update meetings.
- Ensure the involvement of disabled people in the co-production of commissioning strategies, service specifications and monitoring of Health and Social Care services, by having Surrey Coalition of Disabled People represented at the full range of key strategic meetings for each impairment group.

These include: Dementia Partnership Board, Learning Disability and Autism Partnership Boards, Mental Health Partnership Board, Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Deaf Community, Home Care Reference Group, Living and Ageing Well Partnership Board, Long Term Neurological Conditions Group.

- Identify gaps in involvement and ensure mechanisms are in place to enable the involvement of disabled people / those with long term conditions in the commissioning and procurement of Adult Social Care and NHS services, in accessible and appropriate ways for individuals
- Work with SCC to produce joint responses to Government consultations, where appropriate
- Harness the voluntary capacity and contribution of disabled people to help develop and deliver more services, e.g. through the Surrey Hubs, peer support groups etc.
- Work with SCC Transport, Highways and Infrastructure to influence improvements in access to buildings, environment and transport for disabled people
- Produce and distribute regular, relevant publications to 1000 individual members and to partner organisations in the public and voluntary sectors
- Be a point of reference for other voluntary organisations as they aim to be user led, or as they align their aims with the social model of disability

Surrey Coalition of Disabled People also sets its own objectives each year to reflect the priorities identified by its members.

## **1.5. LEGAL STATUS**

Surrey Coalition of Disabled People is a not-for-profit Company limited by guarantee and registered with Companies House, Registration number 3298760. The Company was originally registered in 1999 in the name of Surrey Users Network and the name was changed to Surrey Coalition of Disabled People in 2007.

The Articles provide for full membership to be open to any disabled person living in Surrey over the age of 18 years and to other organisations run and controlled by disabled people.

Associate membership is open to any non disabled person living in Surrey who supports the aims, values and objectives of the organisation.

## **1.6. MANAGEMENT PROCESSES**

The Company is managed by a Board of up to 12 Directors elected by the membership, all of whom must be disabled people.

A Chief Officer is employed to support the Board of Directors and to take responsibility for the day to day running of the organisation. A small team of two part time staff provide administrative, financial and organisational support to deliver the core activities of the organisation.

A third part-time member of staff has been employed since November 2013, to help deliver the contract to provide administration and support for FoCUS – the process for involving people in the services provided by Surrey and Borders Partnership NHS Foundation Trust.

A fourth part time member of staff has been employed since September 2016 to coordinate and support a new



Independent Mental Health Network for Surrey and North East Hampshire, funded through a grant agreement with NHS Commissioners on behalf of the 6 CCGs.

## **1.7. INCOME AND FINANCIAL PLAN 2017/18**

To deliver its core objectives Surrey Coalition will receive income of £113,332 through a Grant Agreement with Surrey County Council and the 6 NHS CCGs, to fund its core operating costs, including staffing, office costs, and the costs of Board and member activities.

Further income will be obtained during 2017/18 from a range of sources to fund a number of additional contracts and projects and to fund user involvement activities. In summary these are:

- An estimated level of income of £12,000 to cover member expenses when attending events and co-production activities organised by public bodies, for which costs are rechargeable.
- Income of about £38,000 to deliver the contract with Surrey & Borders Partnership NHS Foundation Trust, to provide administration and support for FoCUS. This contract was awarded in June 2013 to a joint bid submitted by Surrey Coalition with our partners, NB Consultancy (now LF Solutions), and was for two years initially. The contract was extended for a further two years until 31<sup>st</sup> August 2017, when a new contract will be awarded.
- A grant of £49,866 from NHS Commissioners to fund the running costs of the new Independent Mental Health Network, for a second year. Unspent grant funding of £31,556 will also be carried forward from 2016/17.
- Other sources of income to supplement the cost of activities, including income from training, advertising and charging for additional work undertaken for other

organisations. This is estimated to be about £2000 in 2017/18.

Surrey Coalition's total income in 2017/18 is therefore expected to be in excess of ££246,000 and will enable the organisation to deliver its Business Plan and detailed Action Plans for 2017/18, as set out below.

## **1.8. DEVELOPING THE ACTION PLAN FOR 2017/18**

The next sections describe the context and drivers for Surrey Coalition's activities during 2017/18; the priorities which have been identified and agreed, and the Action Plans to deliver the priorities.

## **2. SECTION TWO - INFLUENCES ON THE PRIORITIES FOR 2017/18**

There are many things which will influence the priorities for Surrey Coalition of Disabled People for the coming year. These are:

### **2.1. THE VIEWS OF DISABLED PEOPLE IN SURREY**

The views of members continually influence the work of Surrey Coalition of Disabled People, and help the Board of Directors to set the priorities and Action Plans each year. The views of disabled people in Surrey are obtained in a number of ways, and include the following:

**2.1.1.** From table discussions at **Surrey Coalition's Annual General Meeting** held on 11<sup>th</sup> October 2016, on what was important for them.

**2.1.2.** The results of a survey of Coalition Members' views about the organisation, carried out in February 2016.

- 2.1.3.** Feedback from members in response to the publication of activities and opportunities for involvement through bi-monthly issues of **Coalition News**.
- 2.1.4.** The issues and concerns raised by Coalition members at the quarterly meetings of the **4 Disability Alliance & Network Surrey** and **5 Special Interest Groups**, which include Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Community Equipment Group, Surrey Forum for people with long term neurological conditions, and the Surrey Mental Health Network Coordinating Group. Priorities for those with learning difficulties and autism are also raised through the Learning Disability and Autism Partnership Boards and local Valuing People Groups.
- 2.1.5.** The views and concerns of disabled people in Surrey are also heard via partner organisations in the voluntary and faith sector, and are communicated through networking channels and social media.
- 2.1.6.** The priorities are also influenced by what are called **the 12 Basic Rights of disabled people** – to have equality of access to services needed to enable them to achieve independent living and equality of opportunity. These are:
- Access to buildings and the environment
  - An accessible transport system
  - Technological aids and equipment
  - Accessible/adapted housing
  - Personal assistance and support
  - Inclusive education and training
  - An adequate income
  - Equal opportunities for employment
  - Appropriate and accessible information

- Advocacy (towards self-advocacy)
- Counselling
- Appropriate and accessible health care

Surrey Coalition does not have the capacity to work specifically on all these basic rights of access during 2017/18 but will use existing processes to maintain involvement and campaigning as set out in the Action Plan.

## **2.2. OUTSIDE INFLUENCES**

In 2017/18 these will include:

- 2.2.1.** The impact of the continuing cuts in public expenditure.
- 2.2.2.** Surrey County Council's response to public expenditure cuts, where in Adult Social Care alone the Directorate has to make further savings of £22.5 mil in 2017/18
- 2.2.3.** The responses of the 6 NHS Clinical Commissioning Groups in Surrey to current overspends, expenditure reductions and local priorities.
- 2.2.4.** The creation of 3 Sustainability and Transformation Partnerships (STPs) in Surrey
- 2.2.5.** Ongoing implementation of the Care Act from 1<sup>st</sup> April 2015, and the difficulties achieving this due to budget cuts.

## **3. SECTION THREE – PRIORITIES FOR 2017/18**

Surrey Coalition's priorities have been developed by taking account of all the internal and external influences outlined in Section 2 above, and are:

### 3.1. DELIVERING OUTCOMES REQUIRED BY FUNDERS

As outlined earlier, Surrey Coalition's main sources of income come through grants from Surrey County Council and the NHS Clinical Commissioning Groups. Whilst Surrey Coalition has to achieve all the outputs agreed with the Council, the priorities for 2017/18 are as follows:

**3.1.1.** To continue to be the central point of contact for involvement and engagement between Surrey County Council, the NHS, Surrey Police and disabled people in Surrey.

**3.1.2.** To ensure the involvement of disabled people (of all ages and with any impairment) in the **co-production and implementation** of commissioning strategies and plans for Health and Social Care services. During 2017/18 this will include involvement in:

- Contributing to plans for each of the 3 Sustainability and Transformation Partnerships (STPs) in Surrey (Surrey Heartlands, Frimley Health and Care, and Sussex and East Surrey) to improve health and care in line with the NHS Five Year Forward View for health and mental health
- Engaging with the 6 Clinical Commissioning Groups (CCGs) and local Joint Commissioning Groups (LJCGs), to influence local NHS and Social Care Commissioning Plans such as Stroke Services in West Surrey (NW Surrey, Surrey Heath and Guildford & Waverley CCGs)
- Monitoring implementation of strategies, including Living and Ageing Well in Surrey, Dementia Strategy, Emotional Wellbeing and Mental Health Strategy, Sensory Services Strategy, Long Term Neurological Conditions Strategy, Learning Disability and Autism Strategies
- Developing new initiatives to improve people's mental and physical health through physical activity and sport, by working with Active Surrey and the Long Term Neurological Conditions Group

**3.1.3.** To involve service users / patient representatives in the **procurement of new services**, which in 2017/18 will include

co-designing service specifications and evaluating tenders for the following:

- NHS 111 services for Surrey Heartlands and East Surrey from April 2019
- Housing Related Support for socially excluded groups, including those with long term mental ill health and homeless people
- Direct Payments Peer Support and Personal Assistants Support Service, and Carers Direct Payments
- Crisis Overnight Stay Service for people with mental ill health
- Evaluation of home care agencies bidding for Accredited Provider Status to provide home based care for Surrey County Council and NHS Continuing Health Care
- Re-procurement of Adult Community Health Services with Guildford & Waverley CCG

**3.1.4.** To involve disabled people in **monitoring** the quality and delivery of new services commissioned in accordance with agreed strategies. This will be achieved through our user led Special Interest Groups and Contract Review meetings with Commissioners. This will include:

- The new Surrey Advocacy service including the Specialist Mental Health Advocacy and IMHA, through Contract Review processes
- Home based care and support, through the Home Based Care Reference Group
- The new NHS non-emergency patient transport service through contract monitoring meetings and the Patient Transport Patient Advisory Group, led by NW Surrey CCG
- Delivery of the new Community Health Services contracts from April 2016
- The new Community Connections Services for people with a self-defined mental health issue

- Delivery of Social Care Outcomes by Surrey & Borders Partnership NHS Foundation Trust
- Services for people with Sensory Impairment – through Surrey Vision Action Group, Surrey Hard of Hearing Forum and Surrey Deaf Community

**3.1.5.** To continue to **represent the interests of disabled people/** patients/ service users at key public meetings of Surrey County Council and the 6 Clinical Commissioning Groups. These will include:

- The Health & Wellbeing Board
- SCC Adults and Health Select Committee
- Meetings of the CCG Governing bodies
- CCG Patient and Public Involvement Forums
- Engagement events led by the Clinical Commissioning Groups, STPs, County Council and Borough & District Councils
- Health and Social Care Partnership Boards, including those for Dementia, Learning Disability, Autism, Living & Ageing Well and Mental Health

**3.1.6.** To **deliver the Grant Agreement** with NHS Mental Health and Social Care Commissioners and CCGs to set up, support and develop the new Independent Mental Health Network for people with experience for mental ill health and carers.

This will enable service user and carer involvement in the commissioning of mental health services across Surrey and North East Hampshire, and ensure their voices are heard and acted upon. Actions will include:

- Supporting the Network Chair and Coordinating Group to raise issues with Health and Social Care Commissioners
- Producing and delivering an annual work programme
- Supporting the local Mental Health Stakeholder Groups and ensuring service user and carer representation on the Emotional Wellbeing and Mental Health Partnership Board
- Ensuring representation on the Mental Health Crisis Concordat Delivery Group, monitoring implementation of new services including the new Single Point of Access by February 2018

### **3.2. PRIORITIES FOR DISABLED PEOPLE IN SURREY**

Many of the priorities for disabled people will be achieved through their involvement in coproduction activities given in section 3.1 above.

However in addition to delivering the outputs required by Funders, Surrey Coalition, as an independent organisation, also sets its own agenda of priorities for action to meet its overall purpose.

The priorities for disabled people in Surrey in 2017/18 are based on the views of members expressed in a number of ways, as outlined in Section 2.1 above and in light of any policy change and funding decisions made by the new Government following the General Election on 8<sup>th</sup> June 2017, our priorities will be to influence and campaign to address concerns about:

- Having an adequate income, particularly in light of Welfare Benefits changes, reductions in funding for Adult Social Care and increases in charges
- Health services including mental health, access to healthcare, the importance of prevention and Public



Health, and working with NHS Clinical Commissioning Groups to improve local services

- The ongoing need for more accessible transport, including trains, buses, taxis and community transport, and working with County Council Transport and Highways to achieve this
- Stigma and negative attitudes towards disabled people, including those with mental health issues, and working with Surrey Police on reducing disability hate crime
- Better “Access for All” to buildings and the environment (including the Let’s Loop Surrey initiative)
- Issues faced by young disabled people during their transition from Children’s to Adult services
- Parking charges for Blue Badge Holders at NHS Hospitals and within Borough and District Council car parks, and the need for consistency in the application of any rules
- Compliance by NHS Trusts and GP Practices with the NHS England Accessible Information Standard
- Funding of Adult Social Care packages and access to consistent high quality home care and support delivered equitably across Surrey

### **3.3. WORKING WITH OTHER NETWORKS AND GROUPS TO PROMOTE THE RIGHTS OF DISABLED PEOPLE TO EQUALITY OF OPPORTUNITY AND INDEPENDENT LIVING**

#### **3.3.1. Working with other Disabled People’s Organisations (DPO’s) to influence implementation of Government plans for NHS and Social Care, Welfare Reform and public expenditure cuts.**

The priorities for 2017/18 are:

- To actively participate in the South East Network of Disabled People's Organisations (SENDPO) to influence and coordinate views and responses to Government.
- To work with Local Government and the Voluntary Sector to ensure that Benefits Advice and Support is available to help people through reassessments for the new benefits, such as PIP.

### **3.3.2. Working with public bodies in Surrey to improve attitudes towards disabled people.**

The priorities for 2017/18 are:

- Continuing to work with Surrey Police to improve their response to disability hate crime, and to monitor implementation of recommendation based on the results of their second survey of disabled people undertaken in winter 2016.
- Working with Surrey County Council on challenging stigma in mental health through "Time to Change Surrey".

### **3.3.3. Working through Networks to promote Disability Equality**

The priorities for 2017/18 include:

- Monitoring implementation of the new NHS England Accessible Information Standard.
- Being an active contributor to Surrey County Council's Equality Group.
- Promoting disability issues by working more closely with networks and groups involved with people with other "protected characteristics", such as: Surrey Faith Link,

Surrey Minority Ethnic Forum, Gypsy & Traveller Network  
Gay Surrey and Outline.

- Utilising the Surrey Diversity and Equality Network (SuDEN) to promote disability equality within all public sector organisations in Surrey.
- Supporting the Disability Alliance Network Groups, Special Interest Groups and Local Access Groups to monitor and influence improvements in access and disability equality in their local areas.

### **3.4. BUILDING CAPACITY, RESOURCES AND SUSTAINABILITY FOR THE FUTURE**

Whilst Surrey Coalition has been successful in securing income for core services and for several other grants and contracts for 2017/18 (as detailed in Section 1.7 above), the organisation also needs to continue to implement plans for longer term sustainability.

The priorities for working to achieve this aim during the coming year have been identified as follows:

- Working to ensure that Surrey Coalition continues to be valued by Surrey County Council, the NHS Clinical Commissioning Groups and other public sector bodies in Surrey, to ensure ongoing core funding from April 2018.
- Ensuring we deliver on the contracts we have secured to provide additional services, such as the contract with Surrey and Borders Partnership NHS Foundation Trust to provide administration and support for FoCUS, and the new grant from the NHS and Social Care to support the development of the new Independent Mental Health Network for people with experience of mental ill health and carers

- Working with funders to ensure they adequately resource their requirements for co-production with disabled people.
- Developing the capacity, skills, knowledge and expertise of Surrey Coalition members and Board Directors, to ensure their effectiveness in co-production activities.
- Continuing to promote Surrey Coalition and to recruit more members to increase the voice of disabled people in Surrey.
- Continually reviewing expenditure to achieve efficiency savings and to provide value for money.
- Bidding for new grants and contracts to provide support for user involvement and coproduction, when the opportunities arise.
- Seeking other sources of income to build sustainability for the longer term.

### **3.5. ACTION PLAN FOR 2017/18**

The Action Plan to deliver the priorities outlined above is set out in the next Section.



#### **4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN FOR 2017/18**

| No | OBJECTIVE                                                                                                                             | No  | ACTIONS                                                                                                                                                                                                         | Commissioners involved |          |                    | Activities/ Outcomes |
|----|---------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------|--------------------|----------------------|
|    |                                                                                                                                       |     |                                                                                                                                                                                                                 | CCGs                   | ASC      | Other              |                      |
| 1  | Be the central point of contact for engagement between Surrey County Council, the 6 CCGs, Surrey Police and disabled people in Surrey | 1.1 | Liaise with CCG engagement and communication managers to involve disabled people in their engagement activities                                                                                                 | ✓<br>All CCGs          |          |                    |                      |
|    |                                                                                                                                       | 1.2 | Liaise with Adult Social Care Engagement Team to coordinate engagement activities through the disability groups, boards and commissioning groups                                                                |                        | ✓<br>SCC |                    |                      |
|    |                                                                                                                                       | 1.3 | Work with Surrey Police Disability Group, Diversity Tam and Independent Advisory Group (IAG) to improve engagement between Surrey Police and disabled people and increase reporting of disability related crime |                        |          | ✓<br>Surrey Police |                      |
|    |                                                                                                                                       | 1.4 | Work with Surrey's Travel and Transport Team to improve access to transport and highways for disabled people                                                                                                    |                        |          | ✓<br>SCC Transport |                      |
| 2  | Ensure the involvement of disabled people / those with long term health conditions in                                                 | 2.1 | Contribute to plans being developed by the 3 STPs to improve health and care in line with the 5 Year Forward View, both for Health and Mental Health                                                            | ✓<br>All CCGs          | ✓<br>SCC |                    |                      |

| No | OBJECTIVE                                           | No  | ACTIONS                                                                                                                                                               | Commissioners involved |          |                       | Activities/ Outcomes |
|----|-----------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------|-----------------------|----------------------|
|    |                                                     |     |                                                                                                                                                                       | CCGs                   | ASC      | Other                 |                      |
|    | the strategies and plans for health and social care | 2.2 | Ensure disabled people are represented on Partnership Boards developing plans to implement existing strategies. These include:                                        |                        |          |                       |                      |
|    |                                                     |     | <ul style="list-style-type: none"> <li>Living &amp; Ageing Well Partnership Board</li> </ul>                                                                          | ✓<br>All               | ✓<br>SCC |                       |                      |
|    |                                                     |     | <ul style="list-style-type: none"> <li>Emotional Wellbeing &amp; Mental Health Partnership Board</li> </ul>                                                           | ✓<br>All               | ✓<br>SCC |                       |                      |
|    |                                                     |     | <ul style="list-style-type: none"> <li>Learning Disability Partnership Board and Valuing People Groups</li> </ul>                                                     | ✓<br>All               | ✓<br>SCC |                       |                      |
|    |                                                     |     | <ul style="list-style-type: none"> <li>Long Term Neurological Conditions Group</li> </ul>                                                                             | ✓<br>All               | ✓<br>SCC |                       |                      |
|    |                                                     |     | <ul style="list-style-type: none"> <li>Dementia Partnership Board</li> </ul>                                                                                          | ✓<br>All<br>CCGs       | ✓<br>SCC |                       |                      |
|    |                                                     | 2.3 | Work with Active Surrey to implement the Surrey Physical Activity Strategy and enable more disabled people to become more active through sports and physical exercise | ✓<br>All<br>CCGs       | ✓<br>SCC | ✓<br>Active<br>Surrey |                      |
| 3  | Ensure the involvement of                           | 3.1 | Provide the patient representatives for the Project Board led by NW                                                                                                   | ✓<br>NW                |          |                       |                      |

| No | OBJECTIVE                                                     | No  | ACTIONS                                                                                                                                                                                                | Commissioners involved         |          |              | Activities/ Outcomes |
|----|---------------------------------------------------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|----------|--------------|----------------------|
|    |                                                               |     |                                                                                                                                                                                                        | CCGs                           | ASC      | Other        |                      |
|    | disabled people / patients in the procurement of new services |     | Surrey CCG to procure new NHS 111 and GP Out of Hours services for Surrey (except Surrey Heath)                                                                                                        | CCG                            |          |              |                      |
|    |                                                               |     | Ensure involvement by disabled people in engagement events led by each CCG to influence plans for the new NHS 111 service                                                                              | ✓<br>G&W<br>SD<br>East<br>CCGs |          |              |                      |
|    |                                                               | 3.2 | Involve people with experience of mental ill health in the procurement of Housing Related Support for socially excluded groups (through the Independent Mental Health Network)                         | ✓<br>All<br>CCGs               | ✓<br>SCC | ✓<br>Bs & Ds |                      |
|    |                                                               | 3.3 | Nominate patient representatives to join the evaluation panel for the re-procurement of Adult Community Health Care in Guildford and Waverley CCG area (in August / September 2017)                    | ✓<br>G&W<br>CCG                | ✓<br>SCC |              |                      |
|    |                                                               | 3.4 | Involve disabled people in developing the specification for the new Direct Payments Peer Support and Personal Assistants service, and nominate representatives for the evaluation panel (in June 2017) |                                | ✓<br>SCC |              |                      |



| No | OBJECTIVE                                                                                                   | No  | ACTIONS                                                                                                                                                                                                               | Commissioners involved   |          |       | Activities/ Outcomes |
|----|-------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------|-------|----------------------|
|    |                                                                                                             |     |                                                                                                                                                                                                                       | CCGs                     | ASC      | Other |                      |
|    |                                                                                                             | 3.5 | Involve representatives from the Independent Mental Health Network in evaluation of bids for a new Mental Health Crisis Overnight Stay Service with the Mental Health Collaborative and SABP (in May 2017)            | ✓<br>All CCGs            | ✓<br>SCC |       |                      |
|    |                                                                                                             | 3.6 | Provide service user representatives for the evaluation of bids for “Accredited Provider Status” to home care agencies                                                                                                |                          | ✓<br>SCC |       |                      |
| 4  | Ensure the involvement of disabled people in monitoring new services commissioned by Health and social care | 4.1 | Continue to support the patient representatives on the NW Surrey CCG Patient Advisory Group, monitoring delivery of the new Non Emergency Patient Transport Service from April 2017 (on behalf of all CCGs in Surrey) | ✓<br>NW CCG for all CCGs |          |       |                      |
|    |                                                                                                             | 4.2 | Monitor delivery of the new Community Connections Mental Health Service commissioned by SCC with the CCGs from April 2017 – through the Independent Mental Health Network                                             | ✓<br>All CCGs            | ✓<br>SCC |       |                      |
|    |                                                                                                             | 4.3 | Ensure involvement in monitoring delivery of the new Community Health Service in North West Surrey, from April 2017                                                                                                   | ✓<br>NW CCG              | ✓<br>SCC |       |                      |

| No | OBJECTIVE | No  | ACTIONS                                                                                                                                                                            | Commissioners involved      |          |              | Activities/ Outcomes |
|----|-----------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|----------|--------------|----------------------|
|    |           |     |                                                                                                                                                                                    | CCGs                        | ASC      | Other        |                      |
|    |           | 4.4 | Support people with experience of using SABP's services, through FoCUS, to enable them to give their views on services received and to shape future plans                          | ✓<br>All<br>CCGs            | ✓<br>SCC | ✓<br>SABP    |                      |
|    |           | 4.5 | Be involved in monitoring the delivery of social care outcomes by SABP under the Section 75 agreement with Surrey County Council                                                   | ✓<br>All<br>CCGs            | ✓<br>SCC |              |                      |
|    |           | 4.6 | Monitor outcome of consultation on Stroke Services in West Surrey                                                                                                                  | ✓<br>G&W<br>NW<br>SH<br>CCG | ✓<br>SCC |              |                      |
|    |           | 4.7 | Monitor the provision of the new Surrey Advocacy service, including mental health advocacy, through representation on the Partnership Boards and Independent Mental Health Network | ✓<br>All<br>CCGs            | ✓<br>SCC |              |                      |
|    |           | 4.8 | Continue to support the Community Equipment, Adaptations and Technology Enabled Care group to monitor service provision and future plans, with NHS and Social Care Commissioners   | ✓<br>All<br>CCGs            | ✓<br>SCC | ✓<br>Bs & Ds |                      |

| No | OBJECTIVE                                                                                                                                                              | No  | ACTIONS                                                                                                                                                                                                                                                   | Commissioners involved |          |       | Activities/ Outcomes                                                                                                           |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------|-------|--------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                                                                                        |     |                                                                                                                                                                                                                                                           | CCGs                   | ASC      | Other |                                                                                                                                |
|    |                                                                                                                                                                        | 4.9 | Continue to monitor implementation of the Surrey Sensory Strategy by supporting quarterly meetings of people with lived experience of hearing and sight loss, through Surrey Vision Action Group, Surrey Hard of Hearing Forum, and Surrey Deaf Community | ✓<br>All CCGs          | ✓<br>SCC |       |                                                                                                                                |
| 5  | Continue to ensure disabled people / patient representatives attend and give views at public meetings of Surrey County Council and the 6 Clinical Commissioning Groups | 5.1 | Provide patient representatives to attend meetings of the Health and Wellbeing Board, and give views on behalf of people with long term conditions                                                                                                        | ✓<br>All CCGs          | ✓<br>SCC |       |                                                                                                                                |
|    |                                                                                                                                                                        | 5.2 | Provide representatives to attend and give views to the new SCC Adults and Health Select Committee, on behalf of social care service users, NHS partners and people with mental health issues                                                             | ✓<br>All CCGs          | ✓<br>SCC |       |                                                                                                                                |
|    |                                                                                                                                                                        | 5.3 | Ensure disabled people are represented at public meetings of the CCG Governing Bodies, and other processes for seeking people's views on local health services (i.e. PPIF forums, Rant N Rave events, PAN meetings etc.).                                 | ✓<br>All CCGs          | ✓<br>SCC |       | To date these include: <ul style="list-style-type: none"> <li>• East Surrey CCGs Rant N Rave on 15<sup>th</sup> May</li> </ul> |

| No | OBJECTIVE                                                                                                                                                                                                                                           | No  | ACTIONS                                                                                                                                                                     | Commissioners involved     |          |       | Activities/ Outcomes |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------|-------|----------------------|
|    |                                                                                                                                                                                                                                                     |     |                                                                                                                                                                             | CCGs                       | ASC      | Other |                      |
| 6  | Deliver the separate Grant Agreement with the NHS Mental Health Collaborative (6 CCGs) and Surrey County Council to set up support and develop a new Independent Mental Health Network – for people with experience of mental ill health and carers | 6.1 | Support the Network Chair and Coordinating Group to raise issues with Health and Social Care Commissioners                                                                  | ✓<br>All CCGs              | ✓<br>SCC |       |                      |
|    |                                                                                                                                                                                                                                                     | 6.2 | Produce and deliver an Annual Work Plan                                                                                                                                     | ✓<br>All CCGs              | ✓<br>SCC |       |                      |
|    |                                                                                                                                                                                                                                                     | 6.3 | Provide administration and support for the local Mental Health Stakeholder Groups                                                                                           | ✓<br>NW<br>SD<br>East CCGs | ✓<br>SCC |       |                      |
|    |                                                                                                                                                                                                                                                     | 6.4 | Ensure service user and carer representation on the EW&MH Partnership Board on behalf of Network and Stakeholder Groups                                                     | ✓<br>All CCGs              | ✓<br>SCC |       |                      |
| 7  | Influence and campaign on issues affecting the lives of disabled people, in addition to the                                                                                                                                                         | 7.1 | Act as a critical friend to Surrey County Council through involvement in the Adult Social Care Partner meetings, particularly in relation to their savings plan for 2017/18 |                            | ✓<br>SCC |       |                      |

| No | OBJECTIVE        | No  | ACTIONS                                                                                                                                                                                        | Commissioners involved |          |                              | Activities/ Outcomes |
|----|------------------|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------|------------------------------|----------------------|
|    |                  |     |                                                                                                                                                                                                | CCGs                   | ASC      | Other                        |                      |
|    | objectives above | 7.2 | Continue to monitor the way in which the Care Act is being implemented, to ensure equity of approach, appropriate funding to meet assessed needs, and the impact of increases in charging      |                        | ✓<br>SCC |                              |                      |
|    |                  | 7.3 | Monitor compliance by Health and Social Care providers with the NHS England Accessible Information Standard, and challenge where appropriate                                                   | ✓<br>All CCGs          | ✓<br>SCC | ✓<br>NHS Trusts              |                      |
|    |                  | 7.4 | Continue work with local Access Groups, Borough and District Councils, and Surrey Highways, to ensure Access for All to buildings and the environment                                          |                        | ✓<br>SCC | ✓<br>Bs & Ds Surrey Highways |                      |
|    |                  | 7.5 | Support young people in their transition from Children's to Adult services, with partners including Family Voice Surrey and Action for Carers Surrey                                           | ✓<br>All CCGs          | ✓<br>SCC |                              |                      |
|    |                  | 7.6 | Work with the Disability Alliance Network and other user led groups to challenge any plans by Borough and District Councils and NHS Trusts to introduce parking charges for Blue Badge holders |                        | ✓<br>SCC | ✓<br>Bs & Ds NHS Trusts      |                      |

## APPENDIX 5.1

### REGULAR PROCESSES TO IMPROVE ACCESS TO SERVICES AND ACHIEVE GREATER DISABILITY EQUALITY

| <b>Basic Rights Objective</b> |                                                           | <b>Meetings/Processes</b>                                                                 | <b>Lead Board Director, Member or Group</b>                                       |
|-------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 1                             | Improving access to buildings and the environment         | Local Access Groups and DANS Groups                                                       | Jonathan Fisher<br>Ted Pottage<br>Anna Sartori<br>Jenny Teagle                    |
|                               |                                                           | “Let’s Loop Surrey” led by Surrey Hard of Hearing Forum                                   | Anna Sartori<br>Ted Pottage<br>Elizabeth Vevers                                   |
|                               |                                                           | Challenging plans to change parking fees for Blue Badge holders through local DANS groups | David Breamner<br>Roger Blishen<br>Jonathan Fisher<br>Anna Sartori<br>Ted Pottage |
| 2                             | Improving access to transport                             | NHS Patient Transport Contract Monitoring meeting to monitor SCAS contract                | Nick Markwick                                                                     |
|                               |                                                           | Joint SCC / Surrey Coalition Network group to developing community transport initiatives  | Carol Pearson                                                                     |
| 3                             | Improving access to equipment and technology enabled care | Community Equipment and Technology Enabled Care User and Carer Reference Group            | Anna Sartori<br>Gemma Roulston<br>Suiling Leung                                   |
| 4                             | Improving access to personal care                         | Home Care Reference Group                                                                 | Cliff Bush<br>Nick Markwick                                                       |

| <b>Basic Rights Objective</b> |                                                                                                    | <b>Meetings/Processes</b>                                                                                                                                                                                 | <b>Lead Board Director, Member or Group</b>                                 |
|-------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
|                               | and support                                                                                        | Direct Payments Review Group                                                                                                                                                                              | Cliff Bush<br>Nick Markwick                                                 |
| 5                             | Improving access to suitable and affordable housing and accommodation                              | Co-design of new project on Accommodation with Care and Support by the Independent Mental Health Network                                                                                                  | Ted Pottage<br>Anna Sartori<br>Alison Downer                                |
| 6                             | Improving access to information and ensuring it is available in accessible ways, means and formats | Influence through ASC Information & Advice Forum                                                                                                                                                          | Carol Pearson                                                               |
|                               |                                                                                                    | Monitor implementation of the new NHS Accessible Information Standard through DANS                                                                                                                        | All Board Directors<br>DANS Groups                                          |
|                               |                                                                                                    | Influence through Sensory Impairment User Groups: <ul style="list-style-type: none"> <li>- Surrey Vision Action Group</li> <li>- Surrey Deaf Community</li> <li>- Surrey Hard of Hearing Forum</li> </ul> | Jonathan Fisher<br>Amanda Lilley<br>Ted Pottage                             |
| 7                             | Improving access to healthcare and health services                                                 | Through involvement with the 6 CCG's, and with HealthWatch through their Voice Network                                                                                                                    | All Board Directors and DANS Groups                                         |
|                               |                                                                                                    | Influence mental health service commissioners and monitor providers through the Surrey & NE Hants Independent Mental Health Network and FoCUS                                                             | Don Illman<br>Alison Downer<br>Ted Pottage<br>Anna Sartori<br>FoCUS Members |
| 8                             | Improving access to employment, training and volunteering, and enabling                            | Through volunteering at the 4 Surrey Hubs                                                                                                                                                                 | Alison Downer                                                               |
|                               |                                                                                                    | Through the implementation plans of commissioning strategies (e.g: Sensory Impairment, Mental Health, Learning Disability and                                                                             | Roger Blishen<br>Alison Downer<br>Jonathan Fisher<br>Ted Pottage            |

| <b>Basic Rights Objective</b> |                                                                                      | <b>Meetings/Processes</b>                                                                            | <b>Lead Board Director, Member or Group</b> |
|-------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|---------------------------------------------|
|                               | disabled people to become more active citizens.                                      | Neurological Conditions)                                                                             | Gemma Roulston<br>Anna Sartori              |
|                               |                                                                                      | Continue to work with SCC HR Department to promote recruitment and retention of more disabled people | Cliff Bush<br>Nick Markwick                 |
| 9                             | Improving access to social inclusion by reducing stigma and disability related crime | By working with the Surrey Police Disability Group to encourage reporting of crime                   | Cliff Bush<br>Carol Pearson                 |
|                               |                                                                                      | By participating in Time to Change Surrey, reducing stigma in mental health                          | Ted Pottage<br>Tracey Hayes                 |



## APPENDIX 5.2

### INVOLVEMENT BY BOARD DIRECTORS AND MEMBERS AT REGIONAL AND COUNTY LEVEL – 2017/18

| <b>Level</b> | <b>Board/Committee</b>                                                                    | <b>Director/Member</b>                      |
|--------------|-------------------------------------------------------------------------------------------|---------------------------------------------|
| Regional     | Kent Surrey Sussex Academic Health Sciences Network                                       | Cliff Bush                                  |
| Regional     | Kent Surrey Sussex Patient Safety Collaborative                                           | Cliff Bush<br>Nick Markwick<br>Anna Sartori |
| Regional     | South East Network of Disabled People's Organisations                                     | Carol Pearson                               |
| County       | Surrey Safeguarding Adults Board                                                          | Anna Sartori<br>Roger Blishen               |
| County       | NHS Patient Transport Monitoring Board                                                    | Nick Markwick                               |
| County       | Surrey Learning Disability Partnership Board                                              | Gemma Roulston                              |
| County       | Emotional Wellbeing & Mental Health Partnership Board for Surrey and North East Hampshire | Don Illman<br>Tracey Hayes<br>Tony Kenny    |
| County       | Dementia Partnership Board                                                                | Anna Sartori<br>Rosemary Moore              |
| County       | Autism Partnership Board                                                                  | Sara Truman<br>Yasmin Broome                |
| County       | Living & Ageing Well in Surrey Partnership Board                                          | Anna Sartori<br>Yasmin Broome               |
| County       | SCC Equality Group                                                                        | Nick Markwick<br>Carol Pearson              |
| County       | Surrey Police Independent Advisory Group                                                  | Cliff Bush<br>Jonathan Fisher               |
| County       | SCC Adults and Health Select Committee                                                    | Don Illman<br>Nick Markwick                 |
| County       | Health & Wellbeing Board                                                                  | Nick Markwick                               |

## APPENDIX 5.3

### NETWORK OF USER LED GROUPS – 2017/18

| <b>User Led Group</b>                                                    | <b>Frequency</b> | <b>Lead Members</b>                                                             | <b>Staff Support by</b> |
|--------------------------------------------------------------------------|------------------|---------------------------------------------------------------------------------|-------------------------|
| Surrey Deaf Community<br>(for Deaf people who use British sign language) | Quarterly        | Amanda Lilley<br>Clive Boswell                                                  | CP                      |
| Surrey Vision Action Group                                               | Quarterly        | Jonathan Fisher<br>Jane Sellers                                                 | CP                      |
| Surrey Hard Of Hearing Forum                                             | Quarterly        | Ted Pottage<br>David Revie                                                      | CP                      |
| Independent Surrey & NE Hants Mental Health Network Coordinating Group   | Bi-monthly       | Alison Downer<br>Ted Pottage<br>Anna Sartori                                    | CP<br>IS                |
| Long Term Neurological Conditions Group                                  | Quarterly        | Jenny Teagle<br>Anna Sartori<br>Gill Haworth                                    | CP                      |
| Community Equipment User & Carer Group                                   | Quarterly        | Anna Sartori<br>Gemma Roulston<br>Suiling Leung                                 | YB                      |
| Disability Alliance Network Chairs Group                                 | Quarterly        | David Beaman<br>Jonathan Fisher<br>Anna Sartori<br>Ted Pottage<br>Nick Markwick | CP                      |
| North Surrey DANS                                                        | Quarterly        | Jonathan Fisher<br>Tony Kenny                                                   | YB                      |
| Mid Surrey DANS                                                          | Quarterly        | Anna Sartori                                                                    | YB                      |
| South West Surrey DANS                                                   | Quarterly        | David Beaman<br>Roger Blishen                                                   | YB                      |
| East Surrey DANS                                                         | Quarterly        | Jane Sellers<br>Ted Pottage                                                     | YB                      |

## APPENDIX 5.4

### INVOLVEMENT IN PROMOTING DISABILITY EQUALITY – 2017/17

| <b>Public Body</b>                                            | <b>Involvement Led By</b>                                                                         | <b>Lead(s)</b>                                                    |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Surrey County Council                                         | SCC Equality Group                                                                                | Carol Pearson<br>Nick Markwick                                    |
| Surrey Police                                                 | Surrey Police Independent Advisory Group (IAG)                                                    | Cliff Bush<br>Jonathan Fisher                                     |
| Spelthorne BC<br>Runnymede BC<br>Woking BC<br>Surrey Heath BC | North Surrey Disability Alliance Network<br>Runnymede Access Liaison Group<br>Woking Access Group | Jonathan Fisher<br>Jonathan Fisher<br>Cliff Bush                  |
| Guildford BC<br>Waverley BC                                   | South West Surrey Disability Alliance Network<br>Guildford Access Group                           | David Beaman<br>Roger Blishen<br>Gemma Roulston<br>Jenny Teagle   |
| Elmbridge BC<br>Mole Valley DC<br>Epsom & Ewell BC            | Mid Surrey Disability Alliance Network<br>Epsom & Ewell Access Group                              | Anna Sartori<br>Geoff Jelly                                       |
| Reigate & Banstead BC<br>Tandridge DC                         | East Surrey Disability Alliance Network                                                           | Ted Pottage<br>Jane Sellers<br>Gemma Roulston                     |
| Surrey and Borders Partnership NHS Foundation Trust           | FoCUS<br>Independent Mental Health Network                                                        | Ted Pottage<br>Don Illman                                         |
| Ashford & St Peters Hospitals NHS Foundation Trust            | North Surrey Disability Alliance Network<br>Ashford & St. Peter's Disability Access Group         | Jonathan Fisher<br>David Revie<br>Jonathan Fisher<br>Anna Sartori |
| Royal Surrey County Hospital NHS Foundation Trust             | South West Surrey Disability Alliance Network                                                     | David Beaman<br>Roger Blishen<br>Alison Downer                    |

| <b>Public Body</b>                  | <b>Involvement Led By</b>                                                                   | <b>Lead(s)</b>                                                                         |
|-------------------------------------|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Epsom and St. Helier Hospital       | Mid Surrey Disability Alliance Network                                                      | Anna Sartori<br>Geoff Jelly                                                            |
| Surrey & Sussex Hospitals NHS Trust | East Surrey Disability Alliance Network                                                     | Jane Sellers<br>Ted Pottage<br>Gemma Roulston                                          |
| Frimley Park Hospital NHS Trust     | North Surrey Disability Alliance Network                                                    | Jonathan Fisher<br>David Revie<br>Jenny Teagle                                         |
| North West Surrey CCG               | North Surrey DANS<br><br>CCG Public & Patient Engagement Forum<br><br>Coalition Board Links | Jonathan Fisher<br><br>Cliff Bush<br>Anna Sartori<br><br>Cliff Bush<br>Jonathan Fisher |
| Surrey Downs CCG                    | Mid Surrey DANS<br><br>Coalition Board links                                                | Anna Sartori<br>Geoff Jelly<br><br>Cliff Bush<br>Anna Sartori<br>Jane Sellers          |
| East Surrey CCG                     | East Surrey DANS<br>Coalition Board Links                                                   | Ted Pottage<br>Gemma Roulston<br>Ted Pottage                                           |
| Guildford & Waverley CCG            | South West Surrey DANS<br><br>Coalition Board Links                                         | David Beaman<br>Roger Blishen<br>Nick Markwick<br>Gill Haworth<br>Alison Downer        |
| Surrey Heath CCG                    | North Surrey DANS<br>Coalition Board Link                                                   | Jonathan Fisher<br>Jenny Teagle                                                        |
| North East Hants & Farnham CCG      | South West Surrey DANS                                                                      | David Beaman<br>Roger Blishen                                                          |
| All public services in Surrey       | Surrey Diversity and Equality Network (SuDEN)                                               | Yasmin Broome                                                                          |