



**SURREY COALITION OF  
DISABLED PEOPLE**

# **BUSINESS PLAN**

**2015 - 2016**

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## **BUSINESS PLAN 2015-2016**

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# **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 1020 individual members and 10 organisational members, all of which are user led Disabled People's Organisations.

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

We work in partnership with our organisational members, which are all run and led by disabled people, to deliver a wide range of "user-led" services 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 deliver a range of user-led services, including the provision of information, advice, advocacy, direct payment support, peer support and empowerment training for disabled people in Surrey including those using local health and social care services.

## **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 Service Level Agreement with Surrey County Council (SCC). The Coalition’s core objectives (outputs) as stated in this Agreement are:

- To give a voice to disabled people in Surrey in shaping services provided by public, voluntary and independent sector organisations.

- To support SCC in developing, implementing and promoting equalities policies and all policies affecting the lives of disabled people.
- To provide a central point of contact for engagement and co-production between SCC and disabled people of Surrey.
- To ensure the involvement of disabled people in the co-production of commissioning strategies and in the procurement and monitoring of Adult Social Care commissioned services.
- To work alongside SCC Adult Social Care to act as a critical friend assisting and/or leading joint development work.
- To be an active partner in the ASC Care Act Implementation Board Programme, at all levels.
- To lead the User Led Organisations Project on behalf of Adult Social Care.
- To harness the voluntary capacity and contribution of disabled people to help develop and deliver more user led services.
- To work with SCC to produce joint responses to Government consultations, where appropriate.
- To work with SCC Transport, Highways and Infrastructure Departments to influence improvements in access for disabled people to buildings, transport and the environment.
- To produce and distribute regular, relevant publications to 1000 Coalition members and 1000 partners.

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 was recruited in November 2013, to help deliver a new 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.

## **1.7. INCOME AND FINANCIAL PLAN FOR 2015/16**

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

Further income will be obtained during 2015/16 from a range of sources to fund a number of additional projects and to fund user involvement activities. In summary these are:

- Income of £25,000 from Surrey County Council to fund the South East Network of Disabled People's Organisations (SENDPO) for which Surrey Coalition manages the income and expenditure on behalf of the Network which was established in October 2011.
- An estimated level of income of £18,000 to cover member expenses when attending events and co-production activities organised by public bodies, for which costs are rechargeable.
- Income of about £33,000 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, and was for two years initially. The contract has now been extended for a further year until 1<sup>st</sup> June 2016.
- Other sources of income to supplement the cost of activities, including income from training, advertising, fund raising and charging for additional work undertaken for other organisations. This is estimated to total £7,200 in 2015/16.

Surrey Coalition's total turnover in 2015/16 is therefore expected to be in excess of £200,000 and will enable the organisation to deliver its Business Plan and detailed Action Plans for 2015/16, as set out below.



## **1.8. DEVELOPING THE ACTION PLANS FOR 2015/16**

The next sections describe the context and drivers for Surrey Coalition's activities during 2015/16; the priorities which have been identified and agreed, and the Action Plans to deliver the priorities.

## **2. SECTION TWO - INFLUENCES ON THE PRIORITIES FOR 2015/16**

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 6<sup>th</sup> November 2014, on priorities for improving employment opportunities for disabled people in Surrey.
- 2.1.2.** The results of a survey of Coalition Members' views about the organisation, carried out in February 2015.
- 2.1.3.** Views of members given in responses made to several **National and Local Government consultations** during 2014/15, in particular on draft Regulations and Statutory Guidance for the Care Act and the Cap on long term care costs, and the County Council's consultation on the Charging Policy for Adult Social Care services.

- 2.1.4.** Feedback from members in response to the publication of activities and opportunities for involvement through bi-monthly issues of **Coalition News**.
- 2.1.5.** The issues and concerns raised by Coalition members at the bi-monthly meetings of the **4 Disability Alliance Network Surrey** and **6 Special Interest Groups**, which include Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Deaf Forum, Surrey Community Equipment and Telecare Group, Surrey Forum for people with long term neurological conditions, and the Surrey Mental Health Group. Priorities for those with learning difficulties and autism are also raised through the Learning Disability and Autism Partnership Boards, local Valuing People Groups and Self Advocacy Groups.
- 2.1.6.** The views and concerns of disabled people in Surrey are also heard via partner organisations in the voluntary sector, and are communicated through networking channels and social media.
- 2.1.7.** 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 2015/16 but will use existing processes to maintain involvement and campaigning as set out in the Action Plan.

## **2.2. OUTSIDE INFLUENCES**

In 2015/16 these will include:

- 2.2.1.** The impact of the Government's continuing plans to cut public expenditures to reduce the country's financial deficit, in particular new reductions in Welfare benefits.
- 2.2.2.** Surrey County Council's response to expenditure cuts, where in Adult Social Care alone the Directorate has to make further savings of £37.34 mil in 2015/16
- 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.** Implementation of the Government's Welfare Reforms, and in particular, the introduction of Personal Independence Payment and Universal Credit which are due to be introduced in Surrey during 2015
- 2.2.5.** Implementation of the Care Act from 1<sup>st</sup> April 2015, and the Cap on Care costs from April 2016.
- 2.2.6.** SCC Adult Social Care Directorate Priorities for 2015/16.

The Vision for Adult Social Care is to “Work collaboratively with partners ensuring people have choice and control in order to maximise their wellbeing, retain their independence, continue to live in their local community and remain safe”.

To work towards this vision and to supplement Surrey County Council's corporate strategic goals of Wellbeing, Economic prosperity and Resident experience, the Adult Social Care Directorate have prioritised 5 Priority Actions for 2015/16. These are:

1. Protect people from harm and ensure care and support services are high quality and safe
2. Connect individuals with family, friends and community support networks so they can live independently and prevent or postpone the need for funded care and support services
3. Work with health and other partners to deliver local integrated community-based health and social care services
4. Implement the Care Act and prepare for funding reform in April 2016
5. Deliver efficiency savings of £37.34m as part of the Council's Medium Term Financial Plan

One of the key principles underpinning the strategy is people who use services and carers drive and co-design all that they do. Surrey Coalition will therefore continue to work with the Council to co-deliver their strategy

### **3. SECTION THREE - PRIORITIES FOR 2015 – 2016**

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. Whilst Surrey Coalition has to achieve all the outputs agreed with the Council, the priorities for 2015/16 are as follows:

**3.1.1.** To continue to be the central point of contact for engagement and co-production between Surrey County Council 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 for Adult Social Care services. During 2015/16 this will include involvement in:

- Continued implementation of the Living and Ageing Well in Surrey Strategy.
- Continued implementation of the Dementia Strategy, and the development of Dementia Friendly Communities.
- Implementation of the new Emotional Wellbeing and Mental Health Strategy for the next 5 years, which was agreed in December 2014.
- Implementation of the Information and Advice Strategy to ensure universal access, through the Surrey Hubs.
- Implementation of the joint strategy for people with Long Term Neurological Conditions.
- Co-designing a new strategy for Learning Disability services.
- Co-designing a new Autism Strategy

**3.1.3.** To involve disabled people in the procurement of new services to meet their specified needs.

During 2015/16 we will ensure service user involvement in the co-design of new service specifications and in the evaluation of tenders for the following services:

- A new Combined Sensory Service from October 2015
- Integrated Community Equipment Service, from April 2016
- Retender of Surrey wide Advocacy Service, from April 2016

- Retender of “Arts for Wellbeing” for people with learning disabilities, from April 2016
- Retender of Welfare Benefits Advice service from April 2016
- Retender for provision of Direct Payments Advice and Support Service, unless extended until April 2017
- Retender of Community Connections service, unless extended until April 2017
- New tender for framework contracts for provision of care and support for people with Dementia
- Retender of contract for provision of NHS Patient Transport

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

- Services for people with Sensory Impairment – through Surrey Vision Action Group, Surrey Hard of Hearing Forum and Surrey Deaf Forum
- Generic Advocacy services and the Specialist Mental Health Advocacy and IMHA services
- Home based care and support, through the Home Based Care Reference Group
- NHS non-emergency patient transport service through contract monitoring meetings
- Direct Payments Advice and Support Service and the introduction of the pre-paid card

- Welfare Benefits Advice and Support Service.
- Community Connections Services for people with a self-defined mental health issue

**3.1.5.** Leading the User Led Organisations project on behalf of Adult Social Care, including:

- Monitoring the delivery of the Service Specification for the 8 Hubs in Surrey by SDPP and SILC.
- Opening the Staines Hub in May 2015.
- Developing a further 2 Hubs in Tandridge and Guildford so as to have one in each of the 11 boroughs and districts in Surrey by April 2016.
- Ensuring a key role for the Hubs in providing information about the Care Act and supporting self-funders, in particular.
- Through their involvement in the Hubs, enabling disabled people to be empowered active citizens, and supported into voluntary and paid work.

**3.1.6.** To continue involvement in the implementation of the Adult Social Care Priority Actions for 2015/16 and by representing disabled people on the ASC Care Act Implementation Board.

**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 2015/16 are based on the views of members expressed in a number of ways, as outlined in Section 2.1 above, and are to continue to influence and campaign to address concerns about:

- Welfare Benefits changes and having an adequate income
- Health services including mental health, access to healthcare, the importance of Public Health, and working with NHS Clinical Commissioning Groups to improve local services
- Accessing information and advice through the Surrey Hubs
- The ongoing need for more accessible transport
- Stigma and negative attitudes towards disabled people, including those with mental health issues, and reducing disability hate crime
- Better “Access for All” to buildings and the environment (including the Let’s Loop Surrey initiative)
- Access to training and the use of IT and new technology, particularly to aid communication and for employment
- Issues faced by young disabled people during their transition from children’s to adult services

### **3.3. WORKING WITH OTHER ORGANISATIONS AND NETWORKS TO PROMOTE EQUALITY OF OPPORTUNITY AND THE RIGHT TO 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 2015/16 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 the national Disability Action Alliance to influence implementation of the Government's "Fulfilling Potential" strategy
- To work with Local Government (Surrey County Council and the 11 Borough and District Councils) to ensure that Benefits Advice and Support is available to help people through reassessments for the new benefits, in particular by monitoring implementation of the grant funded service, Get Wise.

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

The priorities for 2015/16 are:

- Continuing to work with Surrey Police to improve their response to disability hate crime through actions to address issues raised through the survey of disabled people undertaken in 2014.
- Working with Surrey County Council on the project to challenge stigma in mental health: "Time to Change – Surrey".

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

The priorities for 2015/16 include:

- Developing more standardised approaches to challenging discrimination, and promoting the need for accessible communication.

- Working with Surrey County Council and voluntary sector partners to improve access to Community Transport.
- Being an active contributor to Surrey County Council's Equalities Advisory Group.
- Promoting disability issues by working more closely with networks and groups involved with other "protected characteristics", such as: Surrey Faith Link, Surrey Minority Ethnic Forum, Gypsy & Traveller Network and Gay Surrey.
- Utilising the Surrey Diversity and Equality Network (SuDEN) to promote disability equality within all public sector organisations in Surrey.
- Ensuring that the Disability Action Alliance Groups, Special Interest Groups and Local Access Groups monitor and influence improvements in 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 projects for 2015/16 (as detailed in Section 1.7 above), the organisation also needs to continue to develop 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 and other public sector bodies in Surrey.

- 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
- Working with funders to ensure they adequately resource their requirements for co-production with disabled people.
- Working as an active member of the South East Network of Disabled People's Organisations (SENDPO) on projects which help develop the capacity of Disabled People's Organisations (DPO's) and enable them to compete equally for service contracts, e.g. promoting the toolkit on 'Building Relationships between Local Authority Commissioners and Disabled People's User Led Organisations', which was published in July 2014.
- Developing the capacity, skills, knowledge and expertise of Surrey Coalition members and Board Directors, to ensure their effectiveness in co-production activities. We have successfully bid for nearly £4300 from the Health and Social Care Joint Training Partnership to fund this training during the coming year.
- Continuing to promote Surrey Coalition and to recruit more members to increase the voice of disabled people in Surrey.
- Expanding the team of "experts by experience" who contribute to the training of public and voluntary sector staff to enhance their understanding of disability equality and the Social Model of Disability.
- Reviewing the constitution of the organisation (Articles of Association), to ensure they are current and still relevant.
- Continually reviewing expenditures to achieve efficiency savings and to provide value for money.

- Bidding for new contracts to provide support for user involvement and coproduction, and in particular to ensure that our Independent Surrey Mental Health Group is adequately resourced by NHS and Social Care Commissioners.
- Seeking other sources of income to build sustainability for the longer term.

### **3.5. ACTION PLAN FOR 2015/16**

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

#### 4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2015/16

##### 4.1. PRIORITY OBJECTIVES

Objective		Actions	Lead Board Director/Member	Staff Lead	Review Comments
4.1.1.	Ensure continued involvement of disabled people in SCC Adult Social Care projects to deliver their 5 Priority Actions, and in monitoring implementation of the Care Act and funding of long term care	Monitor through membership of ASC Care Act Implementation Board	Cliff Bush	CP	
		Ensure involvement in monitoring the Care Act and plans for the Cap on Care costs from April 2016	All Board Directors and DANS Chairs	CP YB	
		Ensure members are involved in events to produce joint Surrey responses to any DH consultations	All Board Directors and members	CP YB AW	
4.1.2.	Develop User Led Organisations and Hubs to enable disabled people to live independently and become more active citizens	Deliver agreed objectives through the ULO Project Board and open the remaining 3 Hubs during 2015/16	All Board Directors	CP	

<b>Objective</b>	<b>Actions</b>	<b>Lead Board Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.1.3.</b>	Involve disabled people in the co-production of commissioning strategies, implementation of plans, and the procurement and monitoring of services.	All Board Directors	CP YB AW	
<b>4.1.4.</b>	Monitor the impact of the changes to the benefits system on disabled people, and ensure the benefits advice services in Surrey continue to be funded.	Nick Markwick	CP	
	Routinely seek the views of disabled people through the Disability Alliance Network and Special Interest Groups	Chairs of DANS Groups and Special Interest Groups	YB CP AW	
	Monitor the implementation of plans for the cessation of Independent Living Fund in 2015	Cliff Bush	CP	

<b>Objective</b>	<b>Actions</b>	<b>Lead Board Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>	
4.1.5.	Improve access to and services received by people with long term conditions from the NHS in Surrey	Influence the work of Surrey's 6 Clinical Commissioning Groups, through representation on Boards, patient groups and Patient & Public Involvement Forums	Cliff Bush Roger Blishen Jenny Teagle Gemma Roulston Jonathan Fisher Gill Haworth	CP YB AW	
	Develop the network of service users involved in influencing mental health services, and link them into the Independent Surrey Mental Health Group and FoCUS	Alison Downer Anna Sartori Gemma Roulston Tracey Hayes Don Illman	CP CS		
	Work with NHS and ASC Commissioners to implement plans for Long Term Neurological Conditions	Gill Haworth Anna Sartori Jenny Teagle Roger Blishen	CP		
	Attend and give evidence to the Health Scrutiny Committee	Nick Markwick Cliff Bush	CP		

<b>Objective</b>		<b>Actions</b>	<b>Lead Board Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.1.6.</b>	Reduce negative attitudes towards disabled people and improve the reporting of disability hate crime	Continue involvement with Surrey Police to implement actions in response to the “Feeling Safe” survey of disabled people	Cliff Bush Jenny Teagle Jonathan Fisher	CP	
		Contribute to Surrey’s anti-stigma campaign in mental health “Time to change Surrey”	Ted Pottage Tracey Hayes	CP	
		Promote the Pegasus registration process and easy read leaflets and DVD on keeping safe	All Board Directors	CP	
<b>4.1.7.</b>	Continue to work with commissioners and providers of transport services to develop a range of accessible, affordable transport, and that people know what is available	Continue to lead the Community Transport Coordinating Group	Carol Pearson	CP	
		Monitor delivery of the NHS Patient Transport Service and influence the specification for the future contract	Nick Markwick Cliff Bush	CP	
		Work with the DANS to monitor implementation of the Surrey Transport Review and to respond to any further consultations on transport	DANS Board Chairs Nick Markwick	YB	



<b>Objective</b>		<b>Actions</b>	<b>Lead Board Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.1.8.</b>	Improve access to training, volunteering and employment	Support Surrey Vision Action Group's work to monitor the provision of computer and Braille training through the new Sensory Service	Geoff Jelly	CP	
		Support the Surrey Hard of Hearing Forum project to provide lip reading training and peer support groups	Surrey HoH Forum	CP	
		Promote opportunities for volunteering in the Surrey Hubs and to move into paid employment	All Board Directors		
		Ensure involvement in project to improve employment support, e.g. Surrey County Council and Sight for Surrey Projects	Cliff Bush Nick Markwick Geoff Jelly (SVAG)	CP	
<b>4.1.9.</b>	Continue the involvement of disabled people in routine processes to improve access to services and to achieve equality of opportunity and independent living	As detailed in Section 4.3 of the Action Plan Deliver through Surrey Coalition's network of members and user led groups including the 4 DANS and 6 Special Interest Groups (As in Appendix 5.2)	All Board Directors DANS Chairs Chairs of Special Interest Groups	CP YB AW	

<b>Objective</b>		<b>Actions</b>	<b>Lead Board Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
		Monitor the support provided for young disabled people through transition from children's services into adulthood	Gemma Roulston	CP	
<b>4.1.10</b>	Build the Coalition's capacity resources and sustainability for the future	Deliver the contract with SABP NHS Trust to provide administration and support for FoCUS	Carol Pearson Christine Schauerman	CP CS	
		Ensure that Surrey Coalition continues to deliver requirements of funders, and that our work is valued	All Board Directors	CP	
		Continue to promote the organisation at events and through website and social media, and recruit more members	All Board Directors	CP AW	

4.

**SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2015/16****4.2. INVOLVING DISABLED PEOPLE IN THE CO-PRODUCTION OF COMMISSIONING STRATEGIES – IMPLEMENTATION, PROCUREMENT AND MONITORING DELIVERY**

<b>Commissioning Strategy and Tasks</b>	<b>Process</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.2.1. Combined Sensory Services Strategy</b> <ul style="list-style-type: none"> <li>• Participate in evaluation of tenders for new Sensory Service against co-designed specification</li> </ul>	Overseen by Surrey Sensory Partnership  Surrey Vision Action Group  Surrey Hard of Hearing Forum  Surrey Deaf Forum	Geoff Jelly  David Revie  Andrew Taylor Geoff Jelly	CP   CP  CP  CP	
<ul style="list-style-type: none"> <li>• Monitor implementation of plans to improve provision of ICT, Braille and lip reading training</li> </ul>	Surrey Vision Action Group  Surrey Hard of Hearing Forum	Geoff Jelly  Sylvia Webb Julian Knowles	CP  CP	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
	<ul style="list-style-type: none"> <li>Monitor delivery of current contracts with Sight for Surrey and FirstPoint, and of new Combined Sensory Service from October 2015</li> </ul>	<p>Surrey Vision Action Group</p> <p>Surrey HoH Forum</p> <p>Surrey Deaf Forum</p>	<p>Geoff Jelly</p> <p>David Revie</p> <p>Andrew Taylor</p>	<p>CP</p> <p>YB</p>	
	<ul style="list-style-type: none"> <li>Continue to develop the Let's Loop Surrey Initiative</li> </ul>	<p>Surrey Hard of Hearing Forum</p>	<p>Ted Pottage</p> <p>David Revie</p> <p>Sylvia Webb</p>	<p>AW</p>	
<b>4.2.2.</b>	<p><b>Strategy for people with long term neurological conditions</b></p> <p>Implement co-designed priorities in the joint NHS/SCC strategy</p>	<p>User &amp; Carer Group for Long Term Neurological Conditions</p>	<p>Anna Sartori</p> <p>Gill Haworth</p> <p>Jenny Teagle</p> <p>Roger Blishen</p>	<p>CP</p>	
<b>4.2.3.</b>	<p><b>Living and Ageing Well in Surrey Strategy</b></p> <ul style="list-style-type: none"> <li>Monitor and progress implementation</li> </ul>	<p>Ageing Well Strategy Steering Group</p>	<p>Anna Sartori</p> <p>DANS Boards</p>	<p>CP</p> <p>YB</p>	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
	<ul style="list-style-type: none"> <li>Monitor implementation of SCC decision to close their 6 In House Care Homes</li> </ul>	Disability Alliance Network	DANS Chairs and Groups	YB CP	
<b>4.2.4</b>	<b>New Emotional Wellbeing and Mental Health Strategy</b>				
	Monitor overall delivery of strategy	Emotional Wellbeing & Mental Health Partnership Board	Don Illman Tracey Hayes Tony Kenny	CP	
	Ensure involvement in co-designing implementation plans	Independent Surrey Mental Health Group and FoCUS	Alison Downer Anna Sartori Gemma Roulston Don Illman FoCUS Members	CP CS	
	Ensure involvement in workstreams to improve crisis care	MH Crisis Concordat Delivery Group	Don Illman Tracey Hayes Janice Clarke	CP	
		Development of local Crisis Café's	Mental Health Group members	CP	

Commissioning Strategy and Tasks		Process	Lead Director/Member	Staff Lead	Review Comments
4.2.5	<b>SCC Public Value Review of Mental Health Services</b>				
	Monitor overall delivery	Surrey Independent Mental Health Group	Anna Sartori Alison Downer Gemma Roulston Don Illman	CP	
	Monitor Social Care Outcomes	SCC – SABP Performance Monitoring Group	Karen Murray Hilary Porter	CP	
	Implement Anti Stigma Project plans	‘Time to Change Surrey’ Project Team	Ted Pottage Tracey Hayes	CP	
	Monitor the <b>Mental Health Community Connections services</b>	Independent Surrey Mental Health Group and Stakeholder Groups	Alison Downer Anna Sartori Gemma Roulston Don Illman	CP	
	Ensure involvement in procurement of new contract for Community Connections unless it is extended until April 2017	Independent Surrey Mental Health Group	Don Illman	CP	
	Monitor delivery of IMHA and Mental Health Advocacy Service	Mental Health Advocacy Review Panel	Don Illman Tracey Hayes	CP	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.2.6</b>	Monitor implementation of <b>Dementia Strategy</b>	Dementia Partnership Board	Anna Sartori Rosemary Moore	AW	
	Ensure involvement in the procurement of new framework contracts for care and support for people with dementia	Subgroup of Dementia Partnership Board	Anna Sartori	CP	
<b>4.2.7.</b>	Co-design a new <b>Learning Disability Strategy</b>	Through Learning Disability Partnership Board and Valuing People Groups	Gemma Roulston	AW	
<b>4.2.8</b>	Co-design a new <b>Autism Strategy</b>	Through the Autism Partnership Board	Sara Truman	CP	
<b>4.2.9</b>	Monitor delivery of the <b>Surrey-wide Advocacy service</b>	Involve people with a range of impairments and from different parts of Surrey in the Advocacy Monitoring Panel	Roger Blishen, Gemma Roulston Paul Jordan Sylvia Webb Nick Markwick Tim Bamber Don Ilman	CP	
	Ensure involvement in the procurement process for a new contract from April 2016	Through the Advocacy Monitoring Panel	Panel members as above	CP	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.2.10.</b>	Monitor the <b>Benefits Advice and Support Service</b> - Get Wise	Get WiS£ Review Panel	Nick Markwick	CP	
	Ensure involvement in the procurement of a new contract from April 2016	Through Get WiS£ Review Panel	Nick Markwick	CP	
<b>4.2.11.</b>	<b>Community Equipment and Telecare Services</b> <ul style="list-style-type: none"> <li>Participate in review of Equipment and Adaptations and co-design new Service Specification</li> </ul>	Community Equipment and Telecare User and Carer Group	Gemma Roulston Anna Sartori Paul Jordan	AW	
		DANS Groups	DANS Chairs	YB	
	<ul style="list-style-type: none"> <li>Continue to monitor implementation of the Telecare Strategy</li> </ul>	Telecare Strategy Group	Anna Sartori	AW	
<b>4.2.12.</b>	Monitor delivery of the new <b>Healthwatch and NHS Complaints Advocacy Service</b> from April 2015	SCC Monitoring Panel	Nick Markwick Don Illman	CP	



**4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2015/16**

**4.3. REGULAR PROCESSES TO INVOLVE DISABLED PEOPLE TO IMPROVE ACCESS TO SERVICES AND ACHIEVE GREATER DISABILITY EQUALITY**

<b>Basic Rights Objective</b>	<b>Meetings/Processes</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.3.1.</b> Improving access to buildings and the environment	Surrey Access Forum network and website, plus Local Access Groups and DANS Groups	Jenny Teagle Jonathan Fisher Nick Markwick Ted Pottage Geoff Jelly Roger Blishen	YB	
	“Let’s Loop Surrey” led by the Surrey Hard of Hearing Forum	Anna Sartori Ted Pottage David Revie	AW	
<b>4.3.2.</b> Improving access to transport	NHS Patient Transport Contract Monitoring meeting to monitor SECamb contract	Nick Markwick Cliff Bush	CP	
	Joint SCC / Surrey Coalition Network group on developing community transport and access to information on transport	Carol Pearson	CP	
	SVAG Project on audible information on buses and at bus stops	Geoff Jelly Mary Collyer Kris Dodd	YB	

<b>Basic Rights Objective</b>		<b>Meetings/Processes</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.3.3.</b>	Improving access to equipment and Telecare	Community Equipment and Telecare User and Carer Reference Group	Anna Sartori Gemma Roulston Paul Jordan	AW	
		ASC Telecare Strategy Group	Anna Sartori	AW	
<b>4.3.4.</b>	Improving access to personal care and support	Home Care Reference Group	Cliff Bush Nick Markwick	CP	
		Direct Payment Review Group	Cliff Bush	CP	
<b>4.3.5</b>	Improving access to suitable and affordable housing and accommodation	Monitor concerns about impact of changes to housing benefit, and provision of suitable housing through Commissioning Strategies and Disability Alliance Network Groups	Jenny Teagle Roger Blishen Jonathan Fisher Geof Jelly Anna Sartori Ted Pottage	YB	
		Monitor implementation of Accommodation Priority for mental health set by the Health & Wellbeing Board, through Surrey Independent Mental Health Group	Anna Sartori Alison Downer Gemma Roulston Don Illman	CP	

<b>Basic Rights Objective</b>		<b>Meetings/Processes</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.3.6.</b>	Improving access to information and ensuring it is available in accessible ways, means and formats	Influence through ASC Information & Advice Forum	Nick Markwick	CP	
		Increase provision of information via creation of more Hubs	Cliff Bush	CP	
		Influence through Sensory Impairment User Groups: <ul style="list-style-type: none"> <li>- Surrey Vision Action Group</li> <li>- Surrey Deaf Forum</li> <li>- Surrey Hard of Hearing Forum</li> </ul>	Geoff Jelly  Andrew Taylor David Revie	CP	
<b>4.3.7.</b>	Improving access to healthcare and health services	Through involvement with the 6 CCG's, and with HealthWatch through their Voice Network	Cliff Bush Anna Sartori Roger Blishen Jenny Teagle Jonathan Fisher David Keen Gemma Roulston	CP YB	
		Monitor and influence mental health service providers through the Independent Surrey Mental Health Group and FoCUS	Alison Downer Anna Sartori Gemma Roulston Don Illman FoCUS Members	CP  CS	

<b>Basic Rights Objective</b>		<b>Meetings/Processes</b>	<b>Lead Director/Member</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.3.8.</b>	Improving access to employment, training and volunteering, and enabling disabled people to become more active citizens.	Through the development of The Surrey Hubs	Cliff Bush	CP	
		Through the implementation plans of commissioning strategies (e.g: Sensory Impairment, Mental Health and Learning Disability)	Geoff Jelly Jonathan Fisher Anna Sartori Alison Downer Gemma Roulston	CP  AW	
		Promote access to SCC's Employability Service for people with physical and sensory impairments	DANS Chairs	YB	
		Continue to work with SCC HR Department to promote recruitment and retention of more disabled people	Cliff Bush Nick Markwick	CP	

## APPENDIX 5.1

### INVOLVEMENT BY BOARD DIRECTORS AND MEMBERS AT NATIONAL, REGIONAL AND COUNTY LEVEL – 2015/16

<b>Level</b>	<b>Board/Committee</b>	<b>Director/Member</b>
National	ODI Fulfilling Potential Disability Action Alliance	Carol Pearson
Region	South East Network of Disabled People's Organisations	Carol Pearson
County	Surrey Safeguarding Adults Board	Anna Sartori Roger Blishen
County	NHS Patient Transport Monitoring Board	Nick Markwick
County	ASC Care Bill Implementation Board	Cliff Bush Carol Pearson
County	Surrey Telecare Board	Anna Sartori
County	Surrey Learning Disability Partnership Board	Gemma Roulston
County	Surrey Emotional Wellbeing & Mental Health Partnership Board	Don Illman Tracey Hayes Tony Kenny Carol Pearson
County	Independent Surrey Mental Health Group	Alison Downer Anna Sartori Gemma Roulston
County	Dementia Partnership Board	Anna Sartori Rosemary Moore
County	Autism Partnership Board	Carol Pearson
County	Living & Ageing Well in Surrey Steering Group	Anna Sartori
County	SCC Equalities Advisory Group	Nick Markwick Carol Pearson
County	Surrey Police Independent Advisory Group	Jonathan Fisher Cliff Bush
County	SCC Adult Social Care Select Committee	Cliff Bush Nick Markwick
County	SCC Health Scrutiny Committee	Nick Markwick Cliff Bush

## APPENDIX 5.2

### NETWORK OF USER LED GROUPS – 2015/16

<b>User Led Group</b>	<b>Frequency</b>	<b>Lead Members</b>	<b>Support by</b>
Surrey Deaf Forum (for Deaf people who use sign language)	Quarterly	Andrew Taylor	CP
Surrey Vision Action Group (for Sight Impaired People)	Bi-monthly	Geoff Jelly Jonathan Fisher	CP YB
Surrey Hard Of Hearing Forum	Bi-monthly	Heather & Don Gerrard David Revie Ted Pottage	CP YB
Independent Surrey Mental Health Group	Bi-monthly	Alison Downer Anna Sartori Gemma Roulston	CP
User and Carer Group for long term neurological conditions	Quarterly	Jenny Teagle Anna Sartori Gill Haworth Roger Blishen	CP
Telecare & Community Equipment User & Carer Reference Group	Bi-monthly	Anna Sartori Gemma Roulston Paul Jordan	AW
User Led Organisations Project Board	Quarterly	Carol Pearson	CP
Disability Alliance Network Chairs Group	Bi-monthly	Jonathan Fisher Nick Markwick Roger Blishen Paul Jordan Ted Pottage Geoff Jelly	YB CP
North Surrey DANS	Bi-monthly	Jonathan Fisher	YB
Mid Surrey DANS	Bi-monthly	Paul Jordan	YB
South West Surrey DANS	Bi-monthly	Roger Blishen	YB
East Surrey DANS	Bi-monthly	Ted Pottage	YB

## APPENDIX 5.3

### INVOLVEMENT IN PROMOTING DISABILITY EQUALITY - 2015/16

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

<b>Public Body</b>	<b>Involvement Led By</b>	<b>Lead(s)</b>
Epsom Hospital	Mid Surrey Disability Alliance Network	Paul Jordan Geoff Jelly
Surrey & Sussex Hospitals NHS Trust	East Surrey Disability Alliance Network	Ted Pottage Gemma Roulston
Frimley Park Hospital NHS Trust	South West Surrey Disability Alliance Network	Roger Blishen
South East Coast Ambulance Service	Ad hoc engagement events	Nick Markwick Ted Pottage Geoff Jelly
North West Surrey CCG	North Surrey DANS CCG Public & Patient Engagement Forum	Jonathan Fisher  Sylvia Webb
Surrey Downs CCG	Mid Surrey DANS  Coalition Board link Patient Advisory Group	Paul Jordan Geoff Jelly  Cliff Bush Brenda Griffiths Hilary Porter Geoff Jelly
East Surrey CCG	East Surrey DANS Coalition Board Link	Ted Pottage Gemma Roulston
Guildford & Waverley CCG	South West Surrey DANS Coalition Board Links	Roger Blishen Gill Haworth Alison Downer
Surrey Heath CCG	North Surrey DANS Coalition Board Links	Jonathan Fisher Jenny Teagle
North East Hants & Farnham CCG	South West Surrey DANS Coalition Board Links	Roger Blishen Roger Blishen
All public services in Surrey	Surrey Diversity and Equality Network (SuDEN)	Alison White