



**SURREY COALITION OF  
DISABLED PEOPLE**

# **BUSINESS PLAN**

**2016 – 2017**

# SURREY COALITION OF DISABLED PEOPLE

## BUSINESS PLAN 2016-2017

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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 6 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 over services affecting their lives. We do this through a developed network of groups, 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 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 and the CCGs 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.
- Lead the User Led Organisations Hubs Project on behalf of ASC
- 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 1100 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 will be recruited in September 2016 to coordinate and support a new

Independent Mental Health Network for Surrey, funded through a grant agreement with NHS Commissioners.

## **1.7. INCOME AND FINANCIAL PLAN FOR 2016/17**

To deliver its core objectives Surrey Coalition will receive income of £113,332 through a Grant 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 2016/17 from a range of sources to fund a number of additional contracts and projects and to fund user involvement activities. In summary these are:

- Income of £12,500 from Surrey County Council to fund, until 30<sup>th</sup> September 2016, 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. A one off grant of £3000 for SENDPO will also be received from East Sussex County Council.
- 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 £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, and was for two years initially. The contract has been extended for a further two years until 1<sup>st</sup> June 2017.
- A grant of £49,866 from NHS Commissioners to fund the running costs of the new Independent Mental Health



Network, together with a further one off capital grant of £8,900 for IT and other equipment.

- 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 £5,500 in 2016/17.

Surrey Coalition's total turnover in 2016/17 is therefore expected to be in excess of £245,000 and will enable the organisation to deliver its Business Plan and detailed Action Plans for 2016/17, as set out below.

## **1.8. DEVELOPING THE ACTION PLANS FOR 2016/17**

The next sections describe the context and drivers for Surrey Coalition's activities during 2016/17; the priorities which have been identified and agreed, and the Action Plans to deliver the priorities.

## **2. SECTION TWO - INFLUENCES ON THE PRIORITIES FOR 2016/17**

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 5<sup>th</sup> November 2015, 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. Views of members given in responses made to Surrey County Council and NHS **consultations** during 2015/16, in particular on proposed changes to local health services and to the Charging Policy for Adult Social Care.
- 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 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, 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 and faith 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 2016/17 but will use existing processes to maintain involvement and campaigning as set out in the Action Plan.

## **2.2. OUTSIDE INFLUENCES**

In 2016/17 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 £53 mil in 2016/17
- 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 which began to be implemented in Surrey from late 2015

**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.

**2.2.6.** SCC Adult Social Care Directorate Priorities for 2016/17.

The **Vision for Adult Social Care** is to “maintain people’s independence and wellbeing through personalised care and support and by working collaboratively with partners to deliver better outcomes at less cost”.

To meet the financial challenges facing Adult Social Care Services, they have prioritised 4 actions in 2016/17 to support achievement of the County Council’s corporate strategy goals of wellbeing, economic prosperity and resident experience. These are:

- **Whole systems demand management**, including integrating health and social care
- **Sustainable markets and resources**
- **Safeguarding and Quality**, to protect people from harm and ensure care and support services are high quality and safe
- **Deliver efficiency savings of £53.35 mil**, delivering better outcomes at less cost.

### **3. SECTION THREE – PRIORITIES FOR 2016/17**

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 2016/17 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, 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 and NHS services. During 2016/17 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.
- Continued 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.
- Implementing the 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 2016/17 we will ensure service user involvement in the co-design of new service specifications and in the evaluation of tenders for the following services:

- Tender for a new **Surrey wide Integrated Advocacy Service**, from April 2017
- Completion of the re-tender for **Community Health Services** in North West Surrey and Guildford & Waverley, with the respective Clinical Commissioning Groups

- Completion of the procurement process for the new **Non Emergency Patient Transport Service**, to start in April 2017
- Completion of the tender for **Home from Hospital services** with the County Council and 6 CCGs
- Re-tender of the **First Steps Mental Health Promotion Service**, from April 2017
- Retender for the provision of **Direct Payments Advice and Support Service**, from April 2017
- Retender of **Community Connections** services including Safe Havens, from **April 2017**
- Retender of contract for the provision of the **NHS 111 service**

**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 Community
- Generic Advocacy services and the Specialist Mental Health Advocacy and IMHA services, through Contract Review Panels
- Home based care and support, through the Home Based Care Reference Group
- NHS non-emergency patient transport service through contract monitoring meetings and the Patient Advisory Group

- Direct Payments Advice and Support Service, through contract monitoring meetings
- Delivery of Social Care Outcomes by Surrey & Borders Partnership NHS Foundation Trust
- 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 5 fixed Hubs and pop up Hubs by SDPP and SILC.
- Through their involvement in the Hubs, enabling disabled people to be empowered and 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 2016/17 and by representing disabled people at ASC Partners update meetings.

**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 2016/17 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
- The ongoing need for more accessible transport, including trains, buses, taxis and community transport
- 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

### **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 2016/17 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 (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.

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

The priorities for 2016/17 are:

- Continuing to work with Surrey Police to improve their response to disability hate crime, and assist in their second survey of disabled people to be undertaken in autumn 2016.
- Working with Surrey County Council on challenging stigma in mental health: “Time to Change Surrey”.

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

The priorities for 2016/17 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 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 2016/17 (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 2017.
- 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 to support the development of a 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. We have successfully bid for nearly £2600 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.
- Continually reviewing expenditure to achieve efficiency savings and to provide value for money.
- Bidding for new contracts to provide support for user involvement and coproduction.
- Seeking other sources of income to build sustainability for the longer term.

### **3.5. ACTION PLAN FOR 2016/17**

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

## **4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2016/17**

### **4.1. PRIORITY OBJECTIVES**

<b>Objective</b>		<b>Actions</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.1.1.</b>	Ensure continued involvement in SCC Adult Social Care plans for delivery of the Care Act and savings plans for 2016/17 and 2017/18	Attend and give evidence at a Social Care Services Board and Health and Wellbeing Board	Nick Markwick Cliff Bush	CP	
		Monitor and influence plans through ASC Partner Update meetings	Carol Pearson		
		Challenge plans which adversely affect disabled people	Board Directors	CP	
<b>4.1.2.</b>	Involve disabled people in the co-production of strategies, implementation of plans, design and procurement of new services and monitoring delivery	As detailed in Section 4.2 of the Action Plan	All Board Directors	CP YB	
<b>4.1.3.</b>	Work to enable disabled people to have an adequate	Challenge SCC's plans to increase charges for care in people's homes	Nick Markwick Cliff Bush	CP	

Objective		Actions	Lead Director, Member or Group	Staff Lead	Review Comments
	income by challenging ASC Charging Policy and monitoring impact of welfare benefits changes	Monitor impact of cessation of Get Wis£ benefits advice service from 1 <sup>st</sup> October 2016	All Board Directors and DANS Groups	CP YB	
		Monitor delivery of a new benefits advice service for people with sight and hearing loss	Through Surrey Vision Action Group	CP	
4.1.4.	Improve access to healthcare services for people with long term conditions, including mental ill health	Influence the 6 Clinical Commissioning Groups (CCGs) through representation at Patient & Public Involvement Forums, Patient Advisory Groups and engagement events	Cliff Bush Jenny Teagle Gill Haworth Gemma Roulston Anna Sartori Ted Pottage Jonathan Fisher + DANS groups	CP YB	
		Influence NHS Commissioners through the new Independent Mental Health Network Coordinating Group	Mental Health Network Coordinating Group Anna Sartori Alison Downer Gemma Roulston	IS	
		Work with NHS and ASC Commissioners and providers to implement the strategy for people with long term neurological conditions	Gill Haworth Anna Sartori Jenny Teagle	CP	

Objective		Actions	Lead Director, Member or Group	Staff Lead	Review Comments
		Attend and give evidence on health services to the Wellbeing and Health Scrutiny Committee	Nick Markwick Cliff Bush	CP	
4.1.5.	Reduce disability related crime and negative attitudes towards disabled people	Work with Surrey Police to promote their second survey of disabled people (autumn 2016) and to agree actions to address outcomes	Cliff Bush Jonathan Fisher	CP	
		Promote Time to Change Surrey initiatives including Acting Out Theatre productions	Ted Pottage	CP	
		Continue to promote the Feeling Safe DVD and use of the Pegasus card	Cliff Bush Jonathan Fisher	CP YB	
4.1.6.	Continue to work with Commissioners and providers to develop a range of accessible and affordable transport	Continue to lead the Community Transport Network Group	Carol Pearson	YB	
		Monitor implementation of the new Non-Emergency Patient Transport service for April 2017	Nick Markwick Alison Downer Meena Sharma Kate Steel-Newman	YB	
		Involve disabled people in consultation on Phase 3 of Surrey's Local Transport Review	Through local DANS Groups Ted Pottage Anna Sartori Jonathan Fisher	YB	

<b>Objective</b>		<b>Actions</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.1.7.</b>	Continue the involvement of disabled people in routine processes to improve access and achieve equality of opportunity and independent living	As described in Section 4.3 of the Action Plan. Deliver through network of members and user led groups	Chairs of DANS and Special Interest Groups	CP YB	
<b>4.1.8.</b>	Build the Coalition's capacity and resources to ensure sustainability for the future	Ensure delivery of requirements of Adult Social Care and NHS funders and that our work is valued	All Board Directors	CP YB	
		Deliver the contract with SABP to provide administration and support for FoCUS	Ted Pottage Other FoCUS members	CP JA	
		Deliver the requirements of the NHS Grant to coordinate and support the new Independent Mental Health Network	Network Coordinating Group including Anna Sartori Alison Downer Gemma Roulston	IS CP	
		Continue to promote Surrey Coalition and to recruit more members	All Board members	CP YB	

**4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2016/17**

**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 or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<p><b>4.2.1. Combined Sensory Services Strategy</b></p> <p>Monitor delivery of new sensory service contract by Sight for Surrey from February 2016</p>	<p>Surrey Vision Action Group</p> <p>Surrey HoH Forum</p> <p>Surrey Deaf Community</p>	<p>Geoff Jelly</p> <p>Ted Pottage</p> <p>Amanda Lilley</p>	<p>CP</p> <p>YB</p>	
<p>Monitor implementation of plans to improve provision of ICT, Braille and lip reading training</p>	<p>Surrey Vision Action Group</p> <p>Surrey Hard of Hearing Forum</p>	<p>Geoff Jelly</p> <p>Jonathan Fisher</p> <p>Ted Pottage</p> <p>Julian Knowles</p>	<p>CP</p> <p>CP</p>	
<p>Continue to develop the <b>Let's Loop Surrey</b> Initiative</p>	<p>Surrey Hard of Hearing Forum</p>	<p>Ted Pottage</p> <p>Anna Sartori</p>	<p>YB</p>	



<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.2.2. Strategy for people with long term neurological conditions</b>	Implement co-designed priorities in the joint NHS/SCC strategy	User & Carer Group for Long Term Neurological Conditions	Anna Sartori Gill Haworth Jenny Teagle	CP	
<b>4.2.3. Living and Ageing Well in Surrey Strategy</b>	Monitor and progress implementation	Ageing Well Partnership Board	Anna Sartori	YB	
	Monitor implementation of closure of remaining 2 SCC In House Care Homes	Disability Alliance Network	DANS Chairs and Groups	YB	
<b>4.2.4 New Emotional Wellbeing and Mental Health Strategy</b>					
	Monitor overall	Emotional Wellbeing &	Don Illman	CP	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
	delivery of strategy	Mental Health Partnership Board	Eleanor Levy Janice Clark Tracey Hayes Tony Kenny	IS	
	Ensure involvement in co-designing implementation plans	Surrey Mental Health Network Coordinating Group and FoCUS members	Alison Downer Ted Pottage Anna Sartori Gemma Roulston  FoCUS Members	CP IS  JA	
	Ensure involvement in workstreams to improve crisis care	MH Crisis Concordat Delivery Group  Monitor delivery of 6 Safe Havens	Don Illman Tracey Hayes Janice Clarke  Mental Health Network Coordinating Group	IS  IS	
	Ensure involvement in co-designing and evaluating bids for new First Steps Mental Health Promotion Service	Mental Health Network Coordinating Group	Karen Murray	CP	

Commissioning Strategy and Tasks		Process	Lead Director, Member or Group	Staff Lead	Review Comments
4.2.5	<b>SCC Public Value Review of Mental Health Services</b>				
	Monitor Social Care Outcomes	SCC – SABP Performance Monitoring Group	Karen Murray Janice Clark	CP	
	Ensure involvement in co-designing and evaluating bids for new <b>Community Connections services</b> , from April 2017	Surrey Mental Health Network	Anna Sartori Gemma Roulston Don Illman Tony Kenny Colette Lane Karen Murray	CP	
	Monitor delivery of IMHA and <b>Mental Health Advocacy Service</b>	Mental Health Advocacy Review Panel	Gemma Roulston Don Illman Tracey Hayes	CP	
4.2.6	Monitor implementation of <b>Dementia Strategy</b>	Dementia Partnership Board	Anna Sartori Rosemary Moore	YB	
4.2.7.	Monitor implementation of the new <b>Learning Disability Strategy</b>	Through Learning Disability Partnership Board and Valuing People Groups	Gemma Roulston	YB	

<b>Commissioning Strategy and Tasks</b>		<b>Process</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.2.8</b>	Co-design a new <b>Autism Strategy</b>	Through the Autism Partnership Board	Sara Truman	YB	
<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 Sylvia Webb Nick Markwick Tim Bamber Don Ilman	CP	
	Ensure involvement in the procurement process for a new Integrated Advocacy contract from April 2017	Through the Advocacy Monitoring Panels	Panel members as above	CP	
<b>4.2.10.</b>	Monitor the <b>Benefits Advice and Support Service</b> - Get Wis£ until its cessation on 30/9/16	Get Wis£ Review Panel	Nick Markwick	CP	
<b>4.2.11.</b>	<b>Community Equipment Service and Technology enabled care</b>				
	Monitor delivery of the Community Equipment Service	Community Equipment User and Carer Group	Gemma Roulston Anna Sartori	YB	

<b>Commissioning Strategy and Tasks</b>	<b>Process</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
		SuiLing Leung		
<ul style="list-style-type: none"> <li>• Ensure user involvement in the new Technology Enabled Care project</li> </ul>	Community Equipment Group	Anna Sartori Gemma Roulston SuLing Leung	YB	

<b>4.</b>	<b>SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2016/17</b>
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<b>4.3. REGULAR PROCESSES TO IMPROVE ACCESS TO SERVICES AND ACHIEVE GREATER DISABILITY EQUALITY</b>
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<b>Basic Rights Objective</b>	<b>Meetings/Processes</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<b>4.3.1.</b> Improving access to buildings and the environment	Surrey Access Network and website, plus Local Access Groups and DANS Groups	Jenny Teagle Jonathan Fisher Anna Sartori Ted Pottage Geoff Jelly	YB	
	“Let’s Loop Surrey” led by Surrey Hard of Hearing Forum	Anna Sartori Ted Pottage Elizabeth Vevers	YB	
<b>4.3.2.</b> Improving access to transport	NHS Patient Transport Contract Monitoring meeting to monitor current SECamb contract	Nick Markwick	YB	
	Joint SCC / Surrey Coalition Network group on developing community transport and access to information on transport	Carol Pearson	CP	
<b>4.3.3.</b> Improving access to equipment and technology enabled	Community Equipment and Telecare User and Carer Reference Group	Anna Sartori Gemma Roulston Suiling Leung	YB	

Basic Rights Objective		Meetings/Processes	Lead Director, Member or Group	Staff Lead	Review Comments
	care				
4.3.4.	Improving access to personal care and support	Home Care Reference Group	Cliff Bush Nick Markwick	CP	
		Direct Payment Review Group	Cliff Bush	CP	
4.3.5	Improving access to suitable and affordable housing and accommodation	Co-design of new project on Accommodation with care and support by Independent Mental Health Network	Ted Pottage Anna Sartori Alison Downer Gemma Roulston	CP IS	
4.3.6.	Improving access to information and ensuring it is available in accessible ways, means and formats	Influence through ASC Information & Advice Forum	Carol Pearson	CP	
		Monitor provision of information by Surrey Hubs	Carol Pearson	CP	
		Monitor implementation of the new NHS England Information Standard	All Board Directors DANS Groups	CP YB	
		Influence through Sensory Impairment User Groups: - Surrey Vision Action Group - Surrey Deaf Community - Surrey Hard of Hearing Forum	Geoff Jelly  Amanda Lilley Ted Pottage	CP	

<b>Basic Rights Objective</b>		<b>Meetings/Processes</b>	<b>Lead Director, Member or Group</b>	<b>Staff Lead</b>	<b>Review Comments</b>
<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	All Board Directors DANS Groups	CP YB	
		Influence mental health service commissioners and monitor providers through the Independent Surrey Mental Health Network and FoCUS	Alison Downer Ted Pottage Anna Sartori Gemma Roulston FoCUS Members	IS  JA	
<b>4.3.8.</b>	Improving access to employment, training and volunteering, and enabling disabled people to become more active citizens.	Through volunteering at the Surrey Hubs	Alison Downer	CP	
		Through the implementation plans of commissioning strategies (e.g: Sensory Impairment, Mental Health and Learning Disability)	Ted Pottage Geoff Jelly Jonathan Fisher Anna Sartori Alison Downer Gemma Roulston	CP 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 REGIONAL AND COUNTY LEVEL – 2016/17

<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 Nick Markwick Anna Sartori
Regional	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	Surrey Learning Disability Partnership Board	Gemma Roulston
County	Surrey Emotional Wellbeing & Mental Health Partnership Board	Don Illman Tracey Hayes Tony Kenny
County	Independent Surrey Mental Health Network Coordinating Group	Alison Downer Ted Pottage Anna Sartori Ian Stronge
County	Dementia Partnership Board	Anna Sartori Rosemary Moore
County	Autism Partnership Board	Yasmin Broome
County	Living & Ageing Well in Surrey Partnership Board	Anna Sartori
County	SCC Equality Group	Nick Markwick Carol Pearson
County	Surrey Police Independent Advisory Group	Jonathan Fisher Cliff Bush
County	SCC Social Care Services Board	Cliff Bush Nick Markwick
County	SCC Wellbeing and Health Scrutiny Committee	Nick Markwick Cliff Bush
County	Health & Wellbeing Board	Nick Markwick

## APPENDIX 5.2

### NETWORK OF USER LED GROUPS – 2016/17

<b>User Led Group</b>	<b>Frequency</b>	<b>Lead Members</b>	<b>Support by</b>
Surrey Deaf Community (for Deaf people who use sign language)	Quarterly	Amanda Lilley	CP
Surrey Vision Action Group	Quarterly	Geoff Jelly Jonathan Fisher	CP YB
Surrey Hard Of Hearing Forum	Quarterly	Ted Pottage David Revie	CP YB
Independent Surrey Mental Health Network	Bi-monthly	Alison Downer Ted Pottage Anna Sartori Gemma Roulston	CP IS
User and Carer Group for long term neurological conditions	Quarterly	Jenny Teagle Anna Sartori Gill Haworth	CP
Community Equipment User & Carer Group	Quarterly	Anna Sartori Gemma Roulston Suiling Leung	YB
Surrey Hubs Steering Group	Quarterly	Carol Pearson	CP
Disability Alliance Network Chairs Group	Quarterly	Jonathan Fisher Anna Sartori Ted Pottage Nick Markwick	YB CP
North Surrey DANS	Quarterly	Jonathan Fisher	YB
Mid Surrey DANS	Quarterly	Anna Sartori	YB
South West Surrey DANS	Quarterly	Roger Blishens	YB
East Surrey DANS	Quarterly	Ted Pottage	YB

## APPENDIX 5.3

### INVOLVEMENT IN PROMOTING DISABILITY EQUALITY - 2016/17

<b>Public Body</b>	<b>Involvement Led By</b>	<b>Lead(s)</b>
Surrey County Council	SCC Equality 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 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	TBA Gemma Roulston Jenny Teagle
Elmbridge BC Mole Valley DC Epsom & Ewell BC	Mid Surrey Disability Alliance Network Epsom & Ewell Access Group	Anna Sartori Geoff Jelly Geoff Jelly
Reigate & Banstead BC Tandridge DC	East Surrey Disability Alliance Network	Ted Pottage Jane Sellers Gemma Roulston
Surrey and Borders Partnership NHS Foundation Trust	FoCUS	Ted Pottage
Ashford & St Peters Hospitals NHS Foundation Trust	North Surrey Disability Alliance Network Disability Access Group	Jonathan Fisher David Revie Jonathan Fisher Anna Sartori
Royal Surrey County Hospital NHS Foundation Trust	South West Surrey Disability Alliance Network	Roger Blishen
Epsom and St.	Mid Surrey Disability Alliance Network	Anna Sartori

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