



**SURREY COALITION OF
DISABLED PEOPLE**

BUSINESS PLAN

2018 – 2019

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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 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, voluntary, faith and community 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 Persons.

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, particularly

in light of the ongoing integration of health and social care services.

- 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 ASC services and joint commissioning arrangements with Health, 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 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 peer support and user led 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 in England 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 aged 18 or over and to other organisations or groups 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 fourth 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 fifth 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 2018/19

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

Further income will be obtained during 2018/19 from a range of other sources including additional grants and contracts and funding for user involvement activities. In summary these are:

- An estimated level of income of £10,000 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 originally 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 31st August 2017, when the service was retendered

and a new contract was awarded from 1st September 2017 for a further 4 years.

- A grant of £49,866 from NHS Commissioners to fund the running costs of the new Independent Mental Health Network, for a third year. Unspent grant funding of about £43,000, including capital, will also be carried forward from 2017/18.
- 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 £1000 in 2018/19.

Surrey Coalition's total income in 2018/19 is therefore expected to be in excess of £213,000 and will enable the organisation to deliver its Business Plan and detailed Action Plans for 2018/19, as set out below.

1.8. DEVELOPING THE ACTION PLAN FOR 2018/19

The next sections describe the context and drivers for Surrey Coalition's activities during 2018/19; the priorities which have been identified and agreed, and the Action Plans to deliver the priorities.

2. SECTION TWO - INFLUENCES ON THE PRIORITIES FOR 2018/19

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 18th October 2017, about the integration of health and social care services.
- 2.1.2. The results of a survey of Coalition Members' views about the organisation, carried out in April 2017.
- 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 Groups** 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 Independent Mental Health Network for Surrey and NE Hampshire. 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 community and faith sectors, and are communicated through networking channels and social media.
- 2.1.6. The priorities are also influenced by what are called **the 13 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
- Democracy

Surrey Coalition does not have the capacity to work specifically on all these basic rights of access during 2018/19 but will use existing processes to maintain involvement and campaigning as set out in the Action Plan.

2.2. OUTSIDE INFLUENCES

In 2018/19 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 savings of a further £22 mil in 2018/19

- 2.2.3. The responses of the 6 NHS Clinical Commissioning Groups in Surrey to balancing expenditure between National requirements and local priorities.
- 2.2.4. The creation of 3 separate Health and Social Care Integrated Care Organisations (formerly called STPs) in Surrey
- 2.2.5. Ongoing implementation of the Care Act from 1st April 2015, and the difficulties achieving this due to budget cuts.

3. **SECTION THREE – PRIORITIES FOR 2018/19**

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 and NHS Trusts. Whilst Surrey Coalition has to achieve all the outputs agreed with the Council, the priorities for 2018/19 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 in the **co-production and implementation** of commissioning strategies and plans for Health and Social Care services. During 2018/19 this will include involvement in:

- Contributing to plans for each of the 3 Integrated Care Organisations (formerly called STPs) in Surrey (Surrey Heartlands, Frimley Health and Care, and Sussex and East Surrey) to improve health and social care in line with the NHS Five Year Forward Views 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
- 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 implement Surrey's Physical Activity Strategy 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 during 2018/19 will include co-designing service specifications and evaluating tenders for the following:

- NHS 111 and Integrated Urgent Care services for Surrey Heartlands and East Surrey from April 2019
- Wheelchair services for Surrey and North East Hampshire from April 2019
- Accommodation with Care and Support for people with long term mental ill health
- Bids for grants to fund innovative approaches to Technology Enabled Care (TEC)
- Bids for grants to deliver Time to Change Surrey Initiatives
- Housing Related Support for socially excluded groups
- Review of Section 75 Agreement with Surrey & Borders Partnership NHS Foundation Trust for the delivery of adult social care services

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

- The Surrey Advocacy Service including the Specialist Mental Health Advocacy and IMHA
- Home based care and support, through the Home Based Care Reference Group
- The NHS Non-Emergency Patient Transport Service through contract monitoring meetings and the Patient Transport Patient Advisory Group, led by NW Surrey CCG
- Mobilisation of new Adult Community Health Services in Surrey Downs from October 2018
- Delivery of the new Community Health Services contract for Guildford and Waverley, which started in April 2018
- Direct Payments Peer Support and Personal Assistant's Service, which started in September 2017
- Implementation of the Surrey Care Record, from July 2018
- New Sexual Health Services provided across Surrey since April 2017
- Mental Health Services monitored by the Independent Mental Health Network
- 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
- Surrey Safeguarding Adults Board
- Meetings of the CCG Governing bodies
- CCG Patient and Public Involvement Forums
- The CCGs Individual Referral Fund Panel led by Surrey Downs CCG
- Engagement events led by Surrey County Council, the Clinical Commissioning Groups, Integrated Care Organisations, and Borough & District Councils
- Health and Social Care Partnership Boards, including those for Dementia, Learning Disability, Autism, Living & Ageing Well and Mental Health
- Surrey Police Independent Advisory Group

3.1.6. To **deliver the Grant Agreement** with NHS Mental Health and Social Care Commissioners to support and develop the new Independent Mental Health Network for people with experience of mental ill health and carers. This Network enables service user and carer involvement in the commissioning of mental health services across Surrey and North East Hampshire, and ensures 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 from June 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 2018/19 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 changes and funding decisions resulting from Brexit, the Social Care Green Paper, and National and Local Government.

Our priorities will be to influence and campaign to address concerns about:

1. Having **an adequate income**, particularly in light of continuing Welfare Benefits changes, reductions in funding for Adult Social Care and increases in charges
2. **Health services** including mental health, the importance of prevention and early intervention, and working with

NHS Clinical Commissioning Groups and NHS Trusts to improve local services

3. 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
4. **Stigma and negative attitudes** towards disabled people, including those with mental health issues through Time to Change Surrey, and working with Surrey Police on reducing disability hate crime
5. Better “**Access for All**” to buildings and the environment (including the Let’s Loop Surrey initiative)
6. Issues faced by **young disabled people** during their transition from Children’s to Adult services
7. Preserving the remaining rights **for Blue Badge Holders** within Borough and District Council car parks, and the need for consistency in the application of rules
8. Compliance by NHS Trusts, GP Practices and Pharmacies with the **NHS England Accessible Information Standard**
9. Funding of **Adult Social Care packages and Direct Payments**, to ensure choice and access to consistent high quality home care and support delivered equitably across Surrey
10. **Responding to National and Local Consultations**, including:
 - The Social Care Green Paper due in Summer 2018
 - Delivery of Substance Misuse Detox services (April to May 2018)
 - SCC Low Emissions Strategy (due May 2018)
 - Surrey Suicide Prevention Strategy (May to June 2018)

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 2018/19 are:

- To work with National DPOs such as Disability Rights UK to enhance our influence at local and national levels
- To actively participate in the South East Network of Disabled People's Organisations (SENDPO) to influence and coordinate views and responses to Government.
- To continue 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 and Universal Credit.

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

The priorities for 2018/19 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 December 2017.
- 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 2018/19 include:

- Monitoring implementation of the NHS England Accessible Information Standard.
- Being an active contributor to Surrey County Council's Surrey 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, Roma and 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 to deliver a wide range of grants and contracts for 2018/19 (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:

1. Working to ensure that Surrey Coalition continues to be valued by Surrey County Council, the NHS Clinical Commissioning Groups, the new Integrated Care Organisations and other public sector bodies in Surrey, to ensure ongoing funding from April 2019.
2. 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 grant from the NHS and Social Care to support the development of the Independent Mental Health Network for people with experience of mental ill health and carers
3. Working with funders to ensure they adequately resource their requirements for engagement and co-production with disabled people.
4. Developing the capacity, skills, knowledge and expertise of Surrey Coalition members and Board Directors, to ensure their effectiveness in influencing and co-production activities.
5. Continuing to promote Surrey Coalition and to recruit more members to increase the voice of disabled people in Surrey.
6. Continually reviewing expenditure to achieve efficiency savings and to provide value for money.
7. Bidding for new grants and contracts to provide support for user involvement and coproduction, when the opportunities arise.
8. Seeking other sources of income to build sustainability for the longer term.

3.5. ACTION PLAN FOR 2018/19

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

The Action Plan contains detailed actions to deliver 7 overall objectives, which are:

1. Be the central point of contact for engagement between Surrey County Council, the 6 NHS Clinical Commissioning Groups, the 3 Accountable Care organisations (STPs), Surrey Police and disabled people in Surrey.
2. Ensure the involvement of disabled people / those with long term health conditions in developing the strategies and plans for Health and Social Care services
3. Ensure the involvement of disabled people / patients in the co-design and procurement of new services
4. Ensure the involvement of disabled people in monitoring new services commissioned by Health and Social Care
5. Continue to ensure that disabled people attend and give views at public meetings of Surrey County Council, the 6 NHS Clinical Commissioning Groups and 3 Accountable Care Organisations (STPs)
6. Deliver the Grant Agreement with the NHS and Social Care Mental Health Commissioners to support the Independent Mental Health Network for Surrey and North East Hants
7. Influence and campaign on other issues affecting the lives of disabled people, to enable them to achieve equality of opportunity and independent living

4. **SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN FOR 2018/19**

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, 3 STPs, Surrey Police and disabled people in Surrey	1.1	Liaise with CCG engagement and communication managers to involve disabled people in their engagement activities	✓ All CCGs			
		1.2	Liaise with Adult Social Care Engagement Team to coordinate engagement activities through the disability groups, boards and commissioning groups		✓ SCC ASC		
		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 hate crime			✓ Surrey Police	
		1.4	Work with Surrey's Travel and Transport Team to improve access to transport and highways for disabled people			✓ SCC Transport	
2	Ensure the involvement of disabled people / those with long term health	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	✓ All CCGs + STPs	✓ SCC ASC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
	conditions in developing the strategies and plans for Health and Social Care services	2.2	Ensure disabled people are represented on Partnership Boards developing plans to implement existing strategies. These include:				
		<ul style="list-style-type: none"> Living & Ageing Well Partnership Board 	✓ All CCGs	✓ SCC ASC			
		<ul style="list-style-type: none"> Emotional Wellbeing & Mental Health Partnership Board 	✓ All CCGs	✓ SCC ASC			
		<ul style="list-style-type: none"> Learning Disability Partnership Board and Valuing People Groups 	✓ All CCGs	✓ SCC ASC			
		<ul style="list-style-type: none"> Long Term Neurological Conditions Group 	✓ All CCGs	✓ SCC ASC	✓ VCFS		
		<ul style="list-style-type: none"> Dementia Partnership Board 	✓ All CCGs	✓ SCC ASC	✓ VCFS		
		<ul style="list-style-type: none"> Surrey Safeguarding Adults Board 	✓ All CCGs	✓ SCC ASC	✓ Surrey Police		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
		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		✓ SCC ASC	✓ Active Surrey + VCFS	
3	Ensure the involvement of disabled people / patients in the co-design and procurement of new services	3.1	Provide the patient representatives on the Project Board led by NW Surrey CCG to procure new NHS 111 and GP Out of Hours services for Surrey (except Surrey Heath), including evaluation of bids June/July 2018 for new contract in April 2019	✓ NW CCG			
		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)	✓ All CCGs	✓ SCC ASC	✓ Bs & Ds	
		3.3	Provide 2 wheelchair user representatives on the Wheelchair Services Procurement Board to co-produce the specification and evaluate bids for a new services for Surrey & North East Hants from April 2019	✓ Surrey Downs CCG on behalf of all CCGs	✓ SCC ASC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
		3.4	Involve Mental Health service users and carers in the design and development of Accommodation with Care and Support for people with long term mental illness and substance misuse (through the Independent Mental Health Network)	✓ All CCGs	✓ SCC ASC	✓ Providers	
		3.5	Provide service user representative on evaluation panel for grants to deliver innovative approaches to Technology Enabled Care (TEC) . May/June 2018		✓ SCC ASC		
		3.6	Provide representation from the Independent Mental Health Network on evaluation panel for grants to deliver Time to Change Surrey . April/May 2018		✓ SCC Public Health + ASC		
		3.7	Involve the Independent Mental Health Network in the Review by ASC of the Section 75 agreement with SABP to deliver Adult Social Care services for people with mental ill health and carers		✓ SCC ASC		
4	Ensure the involvement of disabled people in monitoring new	4.1	Continue to support the patient representatives on the NW Surrey CCG Patient Advisory Group, monitoring delivery of the Non Emergency Patient Transport	✓ NW CCG for all			

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
services commissioned by Health and social care			Service for all CCGs in Surrey except Surrey Heath	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	✓ All CCGs	✓ SCC		
	4.3		Continue involvement in monitoring delivery of the new Community Health Service in North West Surrey , from April 2017	✓ NW CCG	✓ SCC		
	4.4		Monitor delivery of the new Community Health Services contract for Guildford & Waverley provided by Royal Surrey Hospital from April 2018	✓ G&W CCG	✓ SCC ASC		
	4.5		Monitor delivery of the new Adult Community Health Services contract in Surrey Downs which starts on 1 st October 2018	✓ Surrey Downs CCG	✓ SCC ASC		
	4.6		Monitor the delivery of Direct Payments Support Services provided by SILC and Adult Social Care since September 2017		✓ SCC ASC		
	4.7		Support people with experience of using SABP's services, through	✓	✓	✓	

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
			FoCUS , to enable them to give their views on services received and to shape future plans	All CCGs	SCC	SABP	
		4.8	Continue to monitor implementation of the Sexual Health Services contract which started in April 2017, including regular reports to the Adults and Health Select Committee		✓ SCC Public Health		
		4.9	Monitor implementation of the new Surrey Care Record from July 2018	✓ NW CCG on behalf of G&W & Surrey Downs CCG	✓ SCC ASC		
		4.10	Continue to monitor the provision of the new Surrey Advocacy service , including mental health advocacy, through representation on the Partnership Boards and Independent Mental Health Network		✓ SCC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
		4.11	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	✓ All CCGs	✓ SCC ASC	✓ Bs & Ds	
		4.12	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	✓ East Surrey CCG on behalf of CCGs	✓ SCC ASC	✓ Borough & District Councils	
5	Continue to ensure disabled people / patient representatives attend and give views at public meetings of Surrey County Council and the 6 NHS Clinical Commissioning Groups	5.1	Provide representatives to attend meetings of the Health and Wellbeing Board , and give views on behalf of people with long term conditions	✓ All CCGs	✓ SCC		
		5.2	Provide representatives to attend and give views to the SCC Adults and Health Select Committee , on behalf of social care service users, NHS partners and people with mental health issues	✓ All CCGs	✓ SCC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
		5.3	Ensure disabled people are represented at public meetings of the CCG Governing Bodies , and their processes for seeking people's views on local health services (e.g. PPIF forums, Rant N Rave events, PAN meetings etc.).	✓ All CCGs	✓ SCC ASC		
6	Deliver the separate Grant Agreement with the NHS Mental Health Collaborative (6 CCGs) and Surrey County Council to set up support and develop the 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 at their bi-monthly meetings and Task & Finish Groups	✓ All CCGs	✓ SCC	✓ VCFS & NHS Providers	
		6.2	Produce and deliver an Annual Work Plan and Monitoring Reports	✓ All CCGs	✓ SCC ASC		
		6.3	Provide administration and support for the local Mental Health Stakeholder Groups	✓ NW Surrey Downs East CCGs	✓ SCC ASC		
		6.4	Ensure service user and carer representation on the EW&MH Partnership Board on behalf of the	✓ All	✓ SCC ASC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
			Network and Stakeholder Groups	CCGs			
7	Influence and campaign on issues affecting the lives of disabled people, in addition to the objectives above	7.1	Act as a critical friend to Surrey County Council through involvement in the Adult Social Care and Public Health Partner meetings		✓ SCC ASC		
		7.2	Continue to monitor the way in which the Care Act is being implemented, to ensure equity of approach and delivery, appropriate funding to meet assessed needs, and the impact of increases in charging		✓ SCC ASC		
		7.3	Monitor compliance by Health and Social Care providers with the NHS England Accessible Information Standard , and challenge where appropriate	✓ All CCGs	✓ SCC ASC	✓ 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		✓ SCC ASC	✓ 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	✓ All CCGs	✓ SCC ASC		

No	OBJECTIVE	No	ACTIONS	Commissioners involved			Activities/ Outcomes
				CCGs	ASC	Other	
		7.6	Work with the Disability Alliance Network and other user led groups to challenge any further plans by Borough and District Councils to introduce parking charges for Blue Badge holders		✓ SCC ASC	✓ Bs & Ds	
		7.7	Co-design a joint response to the Social Care Green Paper due in July 2018		✓ SCC ASC		

APPENDIX 5.1

REGULAR PROCESSES TO IMPROVE ACCESS TO SERVICES AND ACHIEVE GREATER DISABILITY EQUALITY – 2018/19

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

Basic Rights Objective		Meetings/Processes	Lead Board Director, Member or Group
	personal care and support	Direct Payments Review Group	Cliff Bush 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	Anna Sartori 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 DANS Groups
		Influence through Sensory Impairment User Groups: <ul style="list-style-type: none"> - Surrey Vision Action Group - Surrey Deaf Community - Surrey Hard of Hearing Forum 	Jonathan Fisher Amanda Lilley Ted Pottage /Anna Sartori
7	Improving access to healthcare and health services	Through involvement with the 6 CCG's, and with HealthWatch Surrey	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 Alison Downer Anna Sartori FoCUS Members
8	Improving access to employment, training and volunteering,	Through the implementation plans of commissioning strategies (e.g: Sensory Impairment, Mental Health, Learning Disability and Neurological Conditions)	Alison Downer Jonathan Fisher Ted Pottage Gemma Roulston Anna Sartori

Basic Rights Objective		Meetings/Processes	Lead Board Director, Member or Group
	and enabling disabled people to become more active citizens.	Continue to work with SCC HR Department to promote the recruitment and retention of more disabled people	Cliff Bush 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 Carol Pearson
		By participating in Time to Change Surrey, reducing stigma in mental health	Ted Pottage

APPENDIX 5.2

INVOLVEMENT BY BOARD DIRECTORS AND MEMBERS AT REGIONAL AND COUNTY LEVEL – 2018/19

Level	Board/Committee	Director/Member
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 Dementia Partnership Board	Anna Sartori Rosemary Moore
County	Surrey Autism Partnership Board	Sara Truman Yasmin Broome
County	Living & Ageing Well in Surrey Partnership Board	Anna Sartori Yasmin Broome
County	Surrey Equality Group	Nick Markwick Carol Pearson
County	Surrey Police Independent Advisory Group	Cliff Bush Jonathan Fisher
County	SCC Adults and Health Select Committee	Don Illman Nick Markwick
County	Health & Wellbeing Board	Nick Markwick

APPENDIX 5.3

NETWORK OF USER LED GROUPS AND MEETINGS – 2018/19

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

APPENDIX 5.4

INVOLVEMENT IN PROMOTING DISABILITY EQUALITY – 2018/19

Public Body	Involvement Led By	Lead(s)
Surrey County Council	Surrey 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 Cliff Bush
Guildford BC Waverley BC	South West Surrey Disability Alliance Network Guildford Access Group	David Beaman Roger Blishen Gemma Roulston Jenny Teagle
Elmbridge BC Mole Valley DC Epsom & Ewell BC	Mid Surrey Disability Alliance Network	Anna Sartori
Reigate & Banstead BC Tandridge DC	East Surrey Disability Alliance Network	Ted Pottage Jane Sellers Gemma Roulston
Surrey and Borders Partnership NHS Foundation Trust	FoCUS Independent Mental Health Network	Jane Ahmed Don Illman Joanna MacPherson
Ashford & St Peters Hospitals NHS Foundation Trust	North Surrey Disability Alliance Network Ashford & St. Peter's Disability Access Group	Jonathan Fisher Tony Kenny Jonathan Fisher Anna Sartori
Royal Surrey County Hospital NHS	South West Surrey Disability Alliance Network	David Beaman Roger Blishen

Public Body	Involvement Led By	Lead(s)
Foundation Trust		
Epsom and St. Helier Hospital	Mid Surrey Disability Alliance Network	Anna Sartori
Surrey & Sussex Hospitals NHS Trust	East Surrey Disability Alliance Network	Jane Sellers Ted Pottage Gemma Roulston
Frimley Park Hospital NHS Trust	North Surrey Disability Alliance Network	Jonathan Fisher Jenny Teagle
North West Surrey CCG	North Surrey DANS CCG Public & Patient Engagement Forum Coalition Board Links	Jonathan Fisher Cliff Bush Anna Sartori Cliff Bush Anna Sartori
Surrey Downs CCG	Mid Surrey DANS Coalition Board links	Anna Sartori Anna Sartori Ted Pottage Nick Markwick
East Surrey CCG	East Surrey DANS Coalition Board Links	Ted Pottage Gemma Roulston
Guildford & Waverley CCG	South West Surrey DANS Coalition Board Links	David Beaman Roger Blishen Nick Markwick 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	David Beaman Roger Blishen
All public services in Surrey	Surrey Diversity and Equality Network (SuDEN)	Yasmin Broome