

Surrey Coalition of Disabled People

ANNUAL REPORT 2017 - 2018



**CREATING A STRONGER VOICE FOR DISABLED
PEOPLE IN SURREY**

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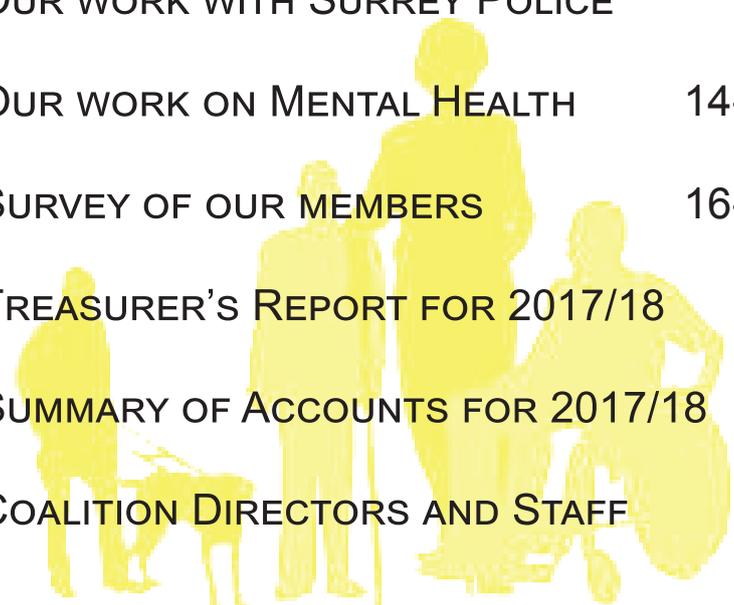
OUR PURPOSE

Promoting the right of disabled people to independent living and equality of opportunity by

Being the central point of contact for engagement with disabled people in Surrey and

Ensuring the involvement of disabled people in the co-production of strategies, policies and services which impact on their lives

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Surrey Coalition of Disabled People is a user-led organisation run and managed by disabled people. It is a Company limited by guarantee with charitable objects, Registered in England and Wales. Registered No: 3298760

ABOUT SURREY COALITION

AIMS, VALUES AND MEMBERS

Surrey Coalition is a user led Disabled People's Organisation, run and managed by disabled people, which means that our activities and priorities are set by people with lived experience of the services they receive and the barriers they face. We are an inclusive organisation, and by the term '**disabled people**' we mean people with any impairment or long term condition. This includes people who have a mental health condition, people with a learning difficulty and those with physical, sensory, neurological or cognitive impairments, of all ages, including those who experience disability through the effects of ageing.

We work to the **Social Model of Disability** which means that our work focuses on reducing the barriers which cause disability rather than on people's impairments or conditions.

Surrey Coalition receives its core funding from Surrey County Council, to be the central point of contact for engagement with disabled people in Surrey. Our work focuses on ensuring user involvement in the co production of strategies, plans and services, and influencing policies at national, regional, county and local level.

Our work focuses on reducing the barriers

THE COALITION BOARD IN 2017/18

The Coalition Board of 10 Directors work both collectively and individually to give leadership to the organisation and ensure good governance.

During the past year they have reviewed the Constitution, approved policies and procedures to comply with GDPR, monitored the finances, represented the organisation and our members with the many public bodies in Surrey, and ensured delivery of the Business Plan. They have also led on many campaigns, influencing and co designing activities highlighted in this Annual Report. The Board also developed the Business Plan for 2018/19 based on members' feedback, commissioners' requirements and the priorities for disabled people in Surrey. The members of the Board of Directors are listed on the back page.



CO-CHAIRS' REPORT FOR 2017/18



Once again an increasingly busy year has sped by and the Co-Chairs of Surrey Coalition of Disabled People are happy to report an extremely active and successful year. Coalition members have worked tirelessly to represent the disabled community's rights and interests across Surrey and the surrounding areas.

In these difficult fiscal times there has been a noticeable decrease in funding available to the voluntary, community and faith sector, and Surrey Coalition has been fortunate that our finances have remained relatively steady. There has, however, been a marked increase in the amount of work and representation we are providing with the same resources.

We have particular concerns about the impact of significant reductions by the County Council in many services, such as Housing Related Support, Direct Payments support services, substance misuse services and Telecare. The final closure of the

Surrey Hubs in March left a particular gap in peer supported information to disabled people. The combined effects of these will be having a significant impact on people's independence.

With increasing momentum towards more and more integration between health and social care and devolution from NHS England, much of our energy has been focused on the Surrey Heartlands Health and Care Partnership and the two other Health and Care Systems covering Surrey. It has been especially difficult to keep up with the speed of change, and ensuring that the Voluntary, Community and Faith Sectors are actively involved and listened to in these changing times. Surrey Coalition has attempted to ensure the sector is not ignored. Recent engagement with the new NHS bodies is improving and we are working with the leaders of Surrey Heartlands, and hope to be involved with the emerging local ICPs (Integrated Care Partnerships).

A large number of our members have again been involved in the design, procurement and monitoring of numerous services across the county. Highlights include working on the Integrated Urgent Care, NHS 111 and GP Out of Hours service which will start in April 2019.

CO-CHAIRS' REPORT FOR 2017/18

Also the design and ongoing procurement of a new and integrated wheelchair service for the entire county. Many Coalition members have been involved during the consultation meetings and surveys to ensure that users' views are fully heard and used to guide the process.

Our work on supporting people with experience of mental ill health to have their say has continued to increase. We were pleased to be awarded the contract to continue to support FoCUS on behalf of Surrey & Borders Partnership NHS Foundation Trust from September last year. Since July 2016 we have also received grant funding from NHS Commissioners to support and develop an Independent Mental Health Network for people with lived experience of mental illness and their carers living in Surrey and North East Hampshire.

During 2017 and beyond several of our Board members have worked tirelessly with Healthwatch Surrey and the patient group from the Blanche Herriot Unit at St Peter's hospital to challenge the impact of the new sexual health services contract commissioned by the Surrey County Council's Public Health department in 2017. Our collective concerns have been about failure to co-design and consult on the new service, communication with clients, the accessibility of clinics and reduction in services generally

across Surrey. These concerns have been consistently raised with the County Council's Adults and Health Select Committee during the past year and discussions are still ongoing.

Elsewhere we have continued to help monitor the Non-Emergency Patient Transport Service, the contract for new Community Health Services in North West Surrey and more recently the retender of Guildford & Waverley CCG's Adult Community Health Services.

It's impossible to list all the work of us all in Surrey Coalition of Disabled People. The User Led Groups, our work with Surrey Police and with the Disability Empowerment Network Surrey - it's invidious to leave them out, so please read the rest of this Annual Report for more details of our work.

Yet again we must thank Surrey County Council for the funding that allows us to continue providing all this invaluable work. Having the ability to be a critical friend but also to challenge when necessary is more important than ever.

For the amount of resources we have Surrey Coalition punches way above our weight. We thank all of you for making the Coalition the outstanding and envied organisation that it is.

Nick Markwick and Cliff Bush

NETWORK OF USER LED GROUPS

Surrey Coalition tries to reach as many disabled people as possible to enable them to have their say on matters affecting their lives. We do this through our membership of over 1000 people and through a Network of User

Led Groups.

During 2017/18 disabled people attended about 600 meetings and events to give their views.

Examples of the user led groups and their activities are given on the following pages.

DISABILITY EMPOWERMENT NETWORK SURREY

This is the new name for the Disability Alliance Network Surrey (DANS), which was adopted in May 2018.

AREA GROUPS

The Network enables disabled people to meet together in their local areas to influence services provided by the NHS, Social Care, local Councils and many other public and voluntary services. The Area Groups cover:

- North Surrey
- South West Surrey
- Mid Surrey
- East Surrey

CHAIRS GROUP

The Chairs and Vice-Chairs of the 4 Groups meet every three months with Surrey Coalition and Surrey County Council to plan and coordinate activities.

Working together they produced **joint responses** to several local and national consultations, including:

- Proposed introduction of parking charges for Blue Badge holders in Waverley
- Department for Transport's Accessibility Action Plan
- DfT proposals to extend eligibility for Blue Badges across England
- Plans for redevelopment of Guildford Bus and Train stations



USER LED GROUPS OF PEOPLE WITH HEARING AND SIGHT LOSS

We support three user led groups to help them improve services available from public sector and voluntary services.

Some of the issues they have worked on during the past year include:

- Contributing to a new strategy for Sight for Surrey
- Supporting Sight for Surrey to set up a new Employment Support service
- Challenging the NHS to comply with the NHS Accessible Information Standard



SURREY VISION ACTION GROUP

Working with Surrey Highways and Surrey Police this group of visually impaired people achieved a great deal in 2017/18, such as:

- Providing guidance to waste operators to ensure refuse bins do not block pavements
- Producing guidance on how to report pavement parking and other pavement obstructions
- Working with Guildford Council to reduce obstructions by A boards



SURREY HARD OF HEARING FORUM

This user led group continued to work together with Sight for Surrey and Guildford Diocese to:

- Develop more lip reading classes
- Improve information about audiology services
- Promote hearing aid repair clinics provided by Guildford Diocese Hearing Champions
- Continuing to lead the Let's Loop Surrey campaign for better provision of hearing loops, and
- Working together with BSL users from Surrey Deaf Community on issues of common concern, such as the provision of SMS texting



SURREY DEAF COMMUNITY

This is a user led group of BSL users who meet together to improve services provided for them by the public sector. Pictured here at a meeting with Surrey Police, Community Safety and the Fire Service.



WORKING WITH OTHER USER LED GROUPS

LONG TERM NEUROLOGICAL CONDITIONS GROUP

This group of people with lived experience of MS, Parkinson's, MND, Epilepsy and Acquired Brain Injury work together with the Charities which support them and with Commissioners and providers, to improve services. During the past year they:



- Raised concerns about access to Continuing Healthcare
- Encouraged the provision of specialist practitioners for people with Motor Neurone Disease
- Worked with Active Surrey to provide awareness training for fitness instructors to improve access to gyms and leisure centres
- Developed more opportunities for supported swimming sessions

PATIENT TRANSPORT ADVISORY GROUP



This user led group works with NW Surrey CCG to monitor the non-emergency patient transport services provided by South Central Ambulance Service since April 2017, pictured here visiting their contact centre.

COMMUNITY EQUIPMENT GROUP



Working with the County Council and the NHS, our members monitor the Integrated Community Equipment Service provided by Millbrook Healthcare.

They are also monitoring implementation of an independent report about Home Adaptations and Disabled Facilities Grants which the Borough and District Councils are working on together to improve these services.

INVOLVEMENT IN CO-PRODUCTION

Co-production is the term we use to describe the involvement of people using services and carers in the whole commissioning process, from the co-design of strategies, to implementation by procuring new services, and then involvement in the ongoing monitoring and review of these services to ensure they are delivering what people said they need and want.

Monitoring delivery of Home Based Care and the award of new contracts

Helping to evaluate bids for new Time to Change Surrey initiatives

Being involved in evaluating bids for grants to develop innovative means of supporting people at home through Technology Enabled Care

Contributing to the specification and evaluating tenders for new Community Health Services in Guildford and Waverley which started in April 2018

Monitoring the impact of reduced funding for the provision of Direct Payments Support services by Surrey Independent Living Council, from September 2017

Monitoring the new Non-Emergency Patient Transport contract being delivered by South Central Ambulance Service since April 2017

Co-designing a new wheelchair service for the whole of Surrey with Surrey Downs Clinical Commissioning Group, and ongoing involvement through representation on the Wheelchair Procurement Board

Monitoring the Wheelchair Services currently provided by Virgin Care across West Surrey through a Wheelchair User Group

Co-designing and developing the specification for a new Surrey wide Urgent Care, NHS 111 and GP Out of Hours service with North West Surrey Clinical Commissioning Group, and helping to evaluate the tenders, for a new contract from April 2019

Co-designing new Accommodation with Care and Support services and Housing Related Support for people with severe mental illness

HIGHLIGHTS OF THE YEAR

CODESIGNING PLANS FOR A NEW SURREY WIDE WHEELCHAIR SERVICE



Pictured here are over 40 wheelchair users and carers at a

workshop organised by Surrey Downs CCG to involve people in developing that specification for a new integrated service, including assessment, wheelchair provision and repairs. Coalition representatives have continued to be involved on the Wheelchair Services Procurement Board.

PROMOTING SURREY COALITION

Our members have yet again helped us to run an information stand shared with Sight for Surrey at **Hampton Court Flower Show** and **Wisley Flower Show** as well as the **Wisley Freedom Days** in August.



ANNA'S 80TH BIRTHDAY



Anna Sartori, who will be well known to all, celebrated this special day with

a cake made by our Sue Perry at the Board meeting in January. Anna was amongst the disabled people's activists who set up Surrey Users Network in 1997, and which became Surrey Coalition of Disabled People in 2007. Since then Anna has been a Coalition Board member and now also chairs the Mid Surrey Disability Empowerment Network Group.

HIGHLIGHTS OF THE YEAR

SABP CARE AWARD FOR DAVID



Long standing and active Surrey Coalition member David Muir won a silver award for **Volunteer of the year** at Surrey & Borders annual CARE awards in March. Congratulations to David on this much deserved recognition of his work as a FoCUS representative and Trust Governor.



IMPROVING ELIGIBILITY FOR A DISABLED PERSON'S BUS PASS

We worked with Surrey County Council and Surrey Welfare Rights Unit to review the eligibility criteria for a free bus pass, improve information about the scheme and in particular to ensure that people with a learning disability supported by Adult Social Care continued to be able to obtain a pass.



POSITIVE OUTCOMES TO OUR CONSULTATION RESPONSES

DfT Transport Accessibility Action Plan

In December last year we submitted a joint response with Surrey Vision Action Group and the Disability Alliance Network to the Department for Transport consultation and were pleased to hear recently that they have taken on board many of our comments, and they will, for example, provide more funds for audible and visual information on buses.



DfT Consultation on eligibility criteria for Blue Badges



Having responded to the consultation earlier in the year we were delighted to hear that the Department for Transport have agreed to extend eligibility for a Blue Badge to people with “hidden disabilities” such as autism and mental health.

THE YEAR AT A GLANCE

Surrey Coalition members have contributed in many ways in addition to all the other activities included in this Report. Examples are given below:

APRIL 2017

- Community Equipment and Telecare Service User Group
- North East Hants and Surrey Heath Mental Health Forum
- Surrey Suicide Prevention Group

MAY 2017

- Meeting about eligibility for Disabled Person's Bus Passes
- Launch of Tobacco Control Strategy
- Disability Awareness training for Leisure Centre staff and gym instructors

JUNE 2017

- SCC Adults & Health Select Committee
- East & Mid Surrey Mental Health Stakeholder Forum
- SECamb's Patient Voice Group
- Surrey Police Disability Working Group

JULY 2017

- Stand at Hampton Court Flower Show
- Kingston University Service User Group
- North West Surrey CCG AGM
- Learning Disability Partnership Board

AUGUST 2017

- Long Term Neurological Conditions Group
- Stand at Wisley Gardens Freedom Days
- FoCUS Committee
- Self-Advocacy Group meeting

SEPTEMBER 2017

- Waverley Council meeting about changes for Blue Badge parking
- Surrey Safeguarding Adults Board
- Challenging Blue Badge parking charges at Royal Surrey Hospital

OCTOBER 2017

- Patient Transport Advisory Group with NW Surrey CCG
- Family Voice Surrey AGM
- Surrey Police Independent Advisory Group
- Surrey Coalition AGM

NOVEMBER 2017

- Public Enquiry about plans for Guildford train station
- Mental Health Crisis Concordat Delivery Group
- NE Hants & Farnham CCG Innovations Conference

DECEMBER 2017

- Area meetings of FoCUS
- Health & Wellbeing Board
- SW Surrey Valuing People Event
- Liaison meeting with Surrey Care Association

JANUARY 2018

- Training for Disability Support Officers
- Surrey Equality Group
- Sexual Health Services Working Group
- SCC Budget Consultation
- Autism Partnership Board

FEBRUARY 2018

- SABP members event on Autism
- Co-design workshop on a new Surrey wide wheelchair service
- Unlocking Guildford public consultation
- Living & ageing well Partnership Board

MARCH 2018

- NW Surrey CCG and Guildford & Waverley CCG Patient & Public Engagement Forum meetings
- Healthwatch Hampshire United Communities Event
- Guildford Access Group



OUR WORK WITH SURREY POLICE

During the past year we have worked closely with Surrey Police to help them provide better support to disabled people and to tackle disability related crime. Some examples of the many achievements are given below.

2017 SURVEY OF DISABLED PEOPLE

We helped Surrey Police to produce a new “Feeling Safe” survey asking disabled people to give their views about accessing their services and reporting disability related crime. More than 2000 people responded and the results were used to agree some key recommendations for action to improve policing for disabled people.

DISABILITY SUPPORT OFFICERS

Surrey Police recruited 14 officers to take on an additional role as a Disability Support Officer. The scheme was launched in January 2018 when we provided some disability awareness training around the social model of disability



DISABILITY WORKING GROUP

We have been members of this Group for several years, and have helped Surrey Police to:

- Increase disability awareness training for Police Officers, particularly around autism and learning disability
- Produce guideline for Police Officers on where they can go for support to communicate with disabled people
- Raised awareness of the Pegasus Scheme, and helped them to make communications and their website more accessible

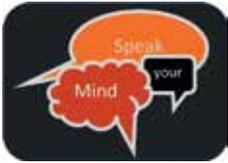


SURREY POLICE IAG

Two Surrey Coalition Board members were re-appointed to the Independent Advisory Group earlier this year, and Cliff Bush was presented with a special “Citizens in Policing” award for his contribution over many years. Pictured here.



OUR WORK ON MENTAL HEALTH



INDEPENDENT MENTAL HEALTH NETWORK for people with lived experience of mental ill health and carers living in Surrey and North East Hampshire.

COORDINATING GROUP

The Group continued to meet bi-monthly with NHS and Social Care Commissioners to influence future plans, challenge current services and respond to consultations.



Their activities during 2017/18 included:

- Contributing to a new Suicide Prevention Strategy for Surrey
- Challenging service providers about poor communications with service users and carers, and between primary, secondary and community care
- Influencing the new independent body called the Health Care Safety Investigation Branch, who were investigating mental health care in Emergency Departments
- Participating in the commissioning of accommodation with care and support and housing related support for people with severe mental illness
- Contributing to Healthwatch Surrey's investigation into mental health support following discharge from inpatient care

NEW CHAIR ELECTED

Elected Chair in May 2017 Don Illman was recently re-elected for a further year.



WORKING IN SUB-GROUPS

More recently IMHN members have worked with Commissioners on, for example:

- Producing a joint response on Rehabilitation services to NICE
- Reviewing the Section 75 agreement between Surrey County Council and Surrey & Borders Partnership NHS Foundation Trust on the provision of social care
- Producing outcomes for people receiving accommodation with care and support



OUR WORK WITH FoCUS

FoCUS is the Forum of Carers and people who Use Services of Surrey and Borders Partnership NHS Foundation Trust - we continued to provide independent administration and support for FoCUS with our partner LF Solutions (32 Area Group Meetings a year in various towns plus the quarterly FoCUS Committee).

FOCUS REPRESENTATIVES

We are delighted to now have 12 FoCUS Reps who discuss issues raised by FoCUS members with Trust Directors at the quarterly FoCUS Committee. These include Larisa.



Larisa joined FoCUS less than a year ago and soon became a FoCUS Rep. She says *'FoCUS appeared in my life while I was going through such difficulties to give me hope and with involving me with FoCUS and all activities and projects triggered the process of my recovery. I cannot express enough my gratitude towards FoCUS. Due to FoCUS I am taking part in various projects and already feel a different person - my old self.'*

Pictured here are Jane Ahmed, our FoCUS Involvement Facilitator, supporting West FoCUS members to produce ideas to further improve the way people's voices could be heard, listened to and acted upon.



JUST SOME OF FOCUS' ACHIEVEMENTS WERE:

Agreement to work towards creating a participation team within the Trust to increase participation by 50% over the next year.

FoCUS members visited Community Mental Health Recovery Services (CMHRS) reception areas with staff to highlight best practice that can be shared.

FoCUS members being part of interview panels for NHS staff.

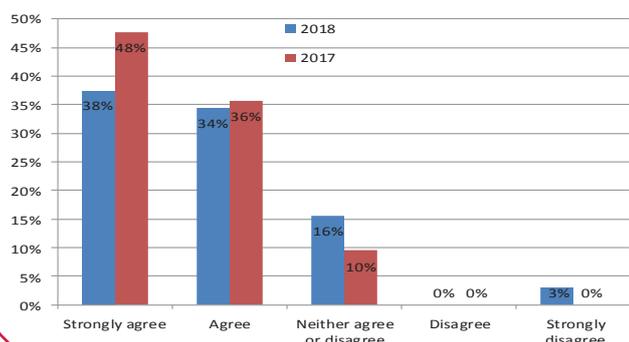
FoCUS Reps sitting on the project board that is looking at plans to reconfigure the wards at the Abraham Cowley Unit (ACU) which is a mental health in patient unit.

2018 SURVEY OF OUR MEMBERS

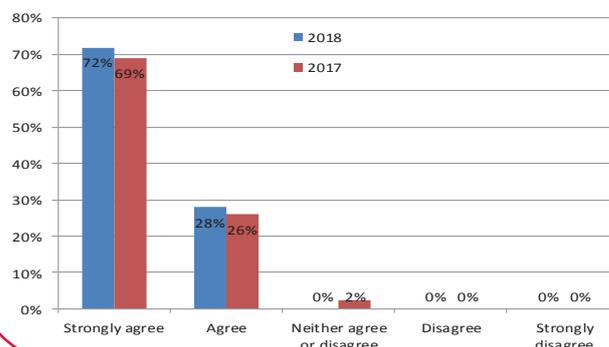


Survey forms were sent out to 1000 Surrey Coalition members earlier this year, and 32 completed forms were returned. Members were asked to say the extent to which they agreed or disagreed with 6 outcome statements, and the results are given below, together with the results from last year.

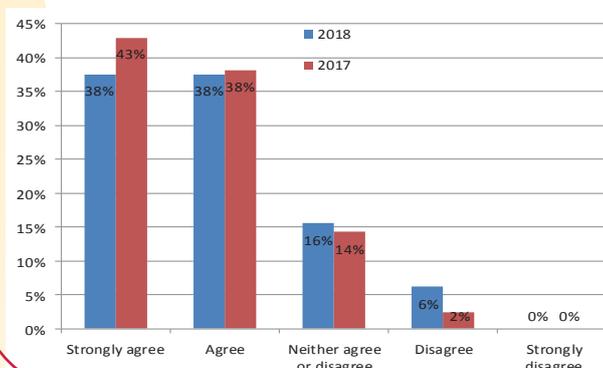
My access requirements are taken into account



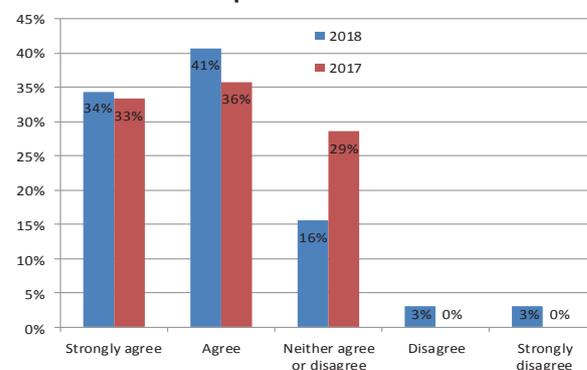
I receive regular newsletters and communications from Coalition



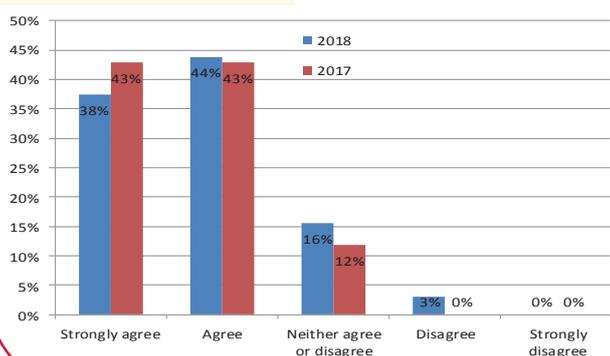
I have the opportunity to attend meetings to give my views



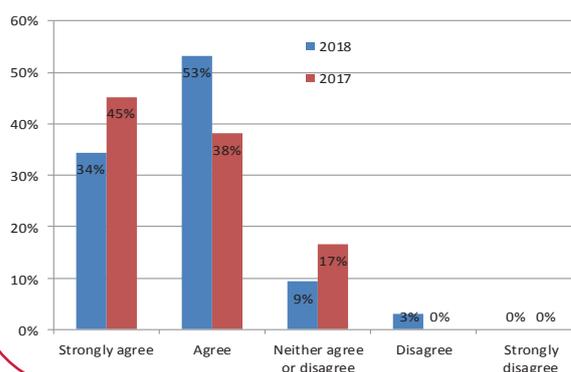
I have the opportunity to influence Adult Social Care plans for future services



I have a voice to help shape services in Surrey



Surrey Coalition can help me contribute to local and national consultations



2018 SURVEY - MEMBERS COMMENTS



95%

Of our members agreed or strongly agreed they feel **informed** by getting a regular newsletter

“It has allowed me to be informed and share this information with others.”

“I have learnt about services that I didn't know existed.”

“Not only meeting some super people but have learned a lot about different disabilities other than learning disabilities where my main interest was”



82%

Of our members agreed or strongly agreed that their **voice is heard**

“Gives me the confidence to campaign for Accessibility because I know how many other people in Surrey face the same problems”

“It has given me confidence to stand up for myself and others in a similar situation”

76%

Of our members agreed or strongly agreed that they get an opportunity to **attend meetings and give their views**



“Encouraged me to take a much more active part in involvement”

I get a chance to raise issues which are of concern for disabled people of my area

TREASURER'S REPORT FOR 2017/18

I am pleased to present a satisfactory financial outcome for the year ended 31st March 2018, as shown in the Summary Accounts on the next page. The results show a small deficit of £4,144 on expenditure against income received due to cost pressures and because our core grant has not increased for several years.

Total income for the year was £226,218, a decrease of £6,248 on the previous year, mainly due to a decrease in engagement activities which are rechargeable to Commissioners. Income for core activities received through a service level agreement with Surrey County Council was £113,328, the same as in the previous three years.

Expenditure, including depreciation totalled £230,363 creating a deficit of £4,144 after tax.

Surrey Coalition is the fund holder and co-manager of a project to run the South East Network of Disabled People's Organisations (SENDPO), which originally received core funding from a Surrey County Council grant. At the year end, we held funds for SENDPO totalling £13,733, which have been carried forward into 2018/19, and is shown as a creditor in the Accounts.

Surrey Coalition also received gross income of over £35,000 from the FOCUS contract commissioned by Surrey & Borders Partnership NHS Foundation Trust. Of this, around £23,000 was paid to our partners LF Solutions for fees and expenses and the remainder was retained by Surrey Coalition to fund the part-time post of the FOCUS Involvement Facilitator and other costs.

During the year Surrey Coalition continued to support the Independent Mental Health Network, and as at the year end we held funds of £42,917, which have also been carried forward into 2018/19, and is shown as a creditor in the Accounts.

The balance sheet shows net fixed assets of £4,141 and net current assets of £52,605, down from £59,024 in the previous year. Cash at the year end was £83,542 indicating strong liquidity. Reserves have fallen from £60,890 to £56,746 representing around three month's expenditure. The Coalition Board of Directors considers this level of reserves to be adequate to meet unforeseen circumstances.



Derek Williamson
Honorary Treasurer

SUMMARY OF ACCOUNTS 2017/18

The Full Financial Statements for Surrey Coalition of Disabled People for the year ended 31st March 2018, produced by the Company's Accountants, Stewart & Co, will be available for inspection at the AGM on 25th October 2018 or can be inspected at the offices of Surrey Coalition of Disabled People. Summary Financial Statements are given below.

PROFIT AND LOSS ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2018

	<u>2018</u>	<u>2017</u>
	£	£
TURNOVER	226,218	232,466
Administrative expenses	(230,508)	(233,718)
OPERATING (LOSS)/PROFIT	<u>(4,290)</u>	<u>1,252</u>
Interest receivable and similar income	180	275
(LOSS)/PROFIT BEFORE TAXATION	<u>(4,110)</u>	<u>(977)</u>
Tax on (loss)/Profit	(34)	(55)
(LOSS)/PROFIT FOR THE FINANCIAL YEAR	<u><u>(4,144)</u></u>	<u><u>(1,032)</u></u>

BALANCE SHEET AS AT 31ST MARCH 2018

	2018		2017	
	£	£	£	£
FIXED ASSETS:				
Tangible assets		4,141		1,866
CURRENT ASSETS:				
Debtors	40,378		16,269	
Cash at bank in hand	83,542		103,477	
		123,920		119,746
CREDITORS:				
Amounts falling due within one year	(71,315)		(60,722)	
NET CURRENT ASSETS:		52,605		59,024
TOTAL ASSETS LESS CURRENT LIABILITIES:		56,746		60,890
RESERVES:		56,746		60,890
Income and expenditure account				

BOARD MEMBERS & STAFF 2017/18

BOARD DIRECTORS



Nick Markwick

Co-Chair

Cliff Bush

Co-Chair

Anna Sartori

Vice-Chair

Alison Downer

Jonathan Fisher

Gill Haworth

Dan Hefferland

Ted Pottage

Gemma Roulston

Jenny Teagle



The Directors who served on Surrey Coalition's Board of Directors from the AGM held on 19th October 2017 are pictured here



STAFF TEAM

The members of staff who provided the support, coordination and administration for Surrey Coalition in 2017/18 were:

Carol Pearson, Chief Executive

Yasmin Broome, Involvement Coordinator

Joanna MacPherson, Independent Mental Health Network Coordinator

Jane Ahmed, FoCUS Involvement Facilitator

Sue Perry, Administrator

Sylwia Squires, Access to Work support worker

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