



MORNING TABLE DISCUSSIONS

HAVING HEARD FROM JOANNA KILLIAN ABOUT THE SURREY VISION FOR 2030:

1. QUESTION 1

**Do you agree with the Community Vision for Surrey?
(please see the details in your pack)**

Table 1. Facilitator Jane Bremner

- Good idea – putting into picture, e.g. large organisation = hard to implement
- Admirable but hard to achieve. People focus on their ‘favourite problem’ = hard to get people to not go off on a tangent
- Hard to get volunteers – people don’t have time to get involved
- Being too ambitious – saying all things to all people. Need to look at community leads / leadership → enabling partnerships most important
- Partnership collaboration vital
- Elderly / Mental Health / Physical disability and young people – high priorities
- Statutory bodies need to work together
- How many of the objectives are already met by legislation and other requirement
- 1 Care Act → need recognition of 2 tier authorities → changes around partnership need to be implemented

Table 2. Facilitator Alison Wright

- No – putting it into action may fall short
- No money to back it up – vision may fail

- Nice presentation but no confidence in it at all
- Funding for social care, where is it? Council tax!
- There was a question from central government. Leader of opposition was accused of “starving councils”. But there would be £420m for social care for councils
- Are we getting any of the £420m for social in Surrey?
- Chancellor of the Exchequer is Weybridge & Runnymede MP
- We asked for more money but he said no!
- Was he invited to this meeting?

Table 3. Facilitator Abid Dar

- There was an appreciation of the financial constraints that the Council is under but still concerns over the proposed cutbacks.
- The Vision as proposed, although agreed in essence, as there was nothing to disagree with, was lacking detail, especially on the daily impact on service users.
- Who are the “partners”, what charities are the Council working with.
- There is no mention of Carers and the efforts and contributions they make to the welfare of the disabled person.
- Carers bring a lot of value to the Council and this is not recognised.
- No action plans were shown or how we can access them.
- There was no community consultation on the Vision and Plans, it did not go deep enough.
- Where is the supporting infrastructure that will allow access to services, if locations of services are greatly reduced.
- Transport is a major problem.
- Communications have been poor.
- We need to know about the changes through printed versions of Surrey Matters, as far fewer disabled people go online.
- Councillors have not been involved at local level.
- We have a lack of belief it will be different, we have heard it all before.
- There is very little help on offer for carers.
- SCC is not working together between services, they are covered in sticking plaster.

Table 4. Facilitator Sandy Frean

- Yes
- Agreed – worried about implementation
- If fulfilled vision?
- Money is the problem. Cuts across Surrey. Debt. How can the vision be delivered
- Vision is doable. Affluent county
- Partnership in the past hasn't worked – costs a lot of money
- Finance and partnership are concerns going forward
- Can partnership really work if they are having their own cuts too?

Table 5. Facilitator Julian Temblett-Wood

- Is it practical? We've seen it before
- It's easy to say in a Vision, but without funding it won't be possible
- Overall theme is great
- We need to let go of our own priorities to work together as a community
- Services that are robust, should take more of the financial burden (cuts) – less cuts to more vulnerable services
- Some universal services should go (e.g. advice, healthy eating) → forget £ at key service for the most vulnerable

Table 6. Facilitator Kathryn Pyper

- Agree, but how implement i.e. no further education for visually impairment for working age adults
- Only opportunity for employment is voluntary
- SCC documents need to be accurate, e.g. support plan and letters to ensure cost savings
- Cutting support for people in community
- Vision is fine but where's funding & is it possible to deliver SCC need to use SMS with devoted number (SF&R already have it)
- Need to maximise use of Community Transport hopper buses to access the community
- Say children and young people should feel safe, but should be all people of all ages

Table 7. Facilitator Richard Davy

- Yes, but children and young people sure won't happen without money. Need for education
- Family lives – access barriers prevent disabled people using the community – when problems with access nobody responds or takes action
- 11 pm every day closes so no support for mental health, why don't SCC set up a buddy scheme. Mental health / criminal justice
- Hidden in community vision is to not raising threshold to access services. Community is supposed to fill gap but community is at capacity = service reduction
- SCC have only provided a few extra care places in 12 years. How can they expect to deliver 2000 by 2030
- Too much bureaucracy within SCC
- Nothing wrong with words but it's raising expectations but no clear plan and methods or accountability
- Grants to community already reduced

Table 8. Facilitator Sue Zirps

- We agree but planning to 2030 seems ambitious

Table 9. Facilitator Sue Murphy

- Idealistic for future planning – current situation is what matters
- Going from bad to worse but have to start and plan
- Employ people for their worth, not how they look
- No incentive around benefits to seek a job without support
- Agree with the vision ambitions – start to plan now and work together
- Retaining staff is an issue – look at people with disabilities
- Technology taking away people's jobs
- Why plan so far ahead when we should be looking at the current problems
- Not a quick fix and how do we achieve the ambitions?

- No further cuts to children with disabilities please
- Need accessible buildings to meet the needs of disabled people
- Presentation not in an easy understanding language – needs to be accessible to all
- Adults with Autism not supported to appointments as they are when children
- County Hall outside of Surrey and not accessible
- Employ disabled people even as consultants --> cost savings

Table 10. Facilitator Yasmin Broome

- Glad about transport – long standing issue for visiting family members in hospital
- Can't visit in another borough. Taxis are very expensive visiting people in care homes. Parking
- Disabled people into work – can't drive
- Most jobs this is an issue
- Focused a lot on young people but every disabled person is vulnerable – or those who are homeless. Need to focus on how to help people get back into work but now will they do that? Expert by experience should be used to help people into work
- Communication important in every sense – including verbally. Not able to visualise how to get a job

Table 11. Facilitator Ann McCutcheon

- We say children and young should feel safe but we do not feel they are at moment
- They would like to go to college and learn skills which could help them to live a different life and might lead to job opportunities (funding has stopped this)
- They agree they all should lead healthy life, do have access to doctors etc. Felt hopes about this vision.
- Consensus around tackling e.g. support good at moment. Are able to go out, but no further cars please

Table 12. Facilitator Siobhan Abernethy

- It is not achievable in any way by 2030
- Have to change whole mind set across community
- One small place in the Grange
- Café and shop saturated with the team, could be better
- Do pay rest of Grange
- Offer SZ to help people to prepare to live in the community
- Supported many well to live independently
- Bookham / Epsom. Work from Polesden Lacey
- Awareness and community support is key
- Do have public meetings
- Many work in shop / cafes
- To to day centres
- Work in nursery
- Some paid / voluntary / experience work

2. QUESTION 2

Which of the Ambitions for People and for Place are the highest priority?

Table 1. Facilitator Jane Bremner

- Journeys across county – plus disabilities who can't drive is impossible
 - SUs routes, timings, access to bus stops
 - One side of county to another is difficult
 - Could be more easily achieved
- More connected communities – what does this mean? Housing, schools, roads, the right ground which is planned / the right infrastructure
- Everyone should get H+SC support and info they need
- Working together is really important, e.g. getting into B&D Newsletters – getting info
- Accessibility of info is vital – really hard.

Table 2. Facilitator Alison Wright

- SCC gives poorer and poorer service – Philip Hammond, MP for Weybridge and Runnymede should be here!
- We agree with vision in principle
- K: I don't agree! It won't be SCC paying for it, it will be us! This includes ASC and any other service – we pay for it.
- A lot of people don't pay council tax – why? They should pay. We have an unfair system
 - Students, many from overseas don't pay – that's wrong! Very well off people why don't they pay council tax!
 - They are using our services. They are living in rented accommodation. Buy to let. But property in disrepair. Stop overseas students! (not all agreed)
- Our community – if we are going to have 2030 doctors, dentists, cannot afford it the infrastructure needs to be in place! More services. There is an underinvestment in schools
- One thing “empowering disabled people” – there needs to be work opportunities
- Sports & leisure – being able to get to leisure centre and staff need to be equipped. The staff are not trained enough. They don't know how to support people with different disabilities
- Transport very difficult. Good neighbours schemes but not good enough as voluntary
- So transport is improved. A structure needs to be in place
- Concern about housing – new houses being built but the roads not big enough
- Also infrastructure needs revamping
- Not accessibility sports centre! Vicarage Rd Egham but 300 yards is nearest bus stop! Not accessible
- Overall vision looks good but no confidence it can be delivered successfully!

Table 3. Facilitator Abid Dar

- There should be adequate support given to carers needs.

- There is a severe lack of available information about Council priorities especially since the closure of the information Hubs. These were valuable as sources of latest community information and also places to meet a friendly face and have a Human face to the Council.

Table 4. Facilitator Sandy Frean

- Health and Social Care – the major priority for people. Everything else should fall into place
- Everyone has a place they can call home
- Transport – difficult journeys, dangerous, noisy
- People feel abused when travelling on public transport if disabled.
- Not enough sustainable public transport
- Place – Home & Transport – equal

Table 5. Facilitator Julian Temblett-Wood

- Employment opportunities is key – not enough people accessing at present (skills)
- Place called home – key
- Healthy, active, etc. – less of a priority – people should / can do for themselves
- Communities – need to be open and welcoming, not just well connected

Table 6. Facilitator Kathryn Pyper

- Need accessible information, i.e. large print
- Being safe and feeling safe for all people
- Everyone having a home – no one homeless
- Transport to access the community and access across B&D boundaries
- Employment opportunities for disabled people
- Education for everyone who needs it with disability
- Recognise invisible disabilities e.g. brain injury

Table 7. Facilitator Richard Davy

- Housing. But what about barriers to this. Funds/ borrowing/ planning
- Employment – results in valued members of community
- High priority for disabled and vulnerable people. Service reductions
- Policy of isolation
- Now such a low base with SCC (listen to voice of disabled) services and benefits that any ambitions will be hard to deliver
- Real ambitions should be proper grants to organisations
- MPs don't listen to council
- Surrey County Council should have open book accounting

Table 8. Facilitator Sue Zirps

- No 4. Families need to be supported more where there are vulnerable children
- Place. No 2. Transport is vital – that it works better, is safer and more flexible

Table 9. Facilitator Sue Murphy

- Learning disabilities – a lot of ignorance as there is no physical disability
- Support for people after having a heart attack – bed blocking – incurs costs
- People – all vital
- Health and social care – do not communicate together
- Massive cuts – cut your coat according to your cloth – think about what you can do and achieve
- Restructure of SCC to save money
- Future looks bleak. Look at the best fit we can achieve
- Make information accessible
- Whole system working together
- Carers are supported
- Understanding people's needs – invest at the right time and place (prevention of bed blocking)
- Be more realistic about the here and now to get to the future

- Supporting people's needs to meet better outcomes (appointments across county – taxi, as unable to travel on public transport)

Table 10. Facilitator Yasmin Broome

- Mental health services need to delegate a lot more – SCC attached to Surrey and Borders
- Children – vulnerable people
- Transport
- Health and safety
- Isolation – if can't get out in the community more likely to have MH issues
- People with autism is a difficult pathway, still needs more work. Nowhere for some people to go. People with autism sent between services. Look at pathway and make some services work well for everyone

Table 11. Facilitator Ann McCutcheon

- Everyone has a place they can call home (people around own table, where hopes at the moment)
- Well connected communities (we need focus on relevant information to go with it)

Table 12. Facilitator Siobhan Abernethy

- Paid employment
- Why not paid from the cuts within probate
- Would want to understand impact on benefits
- Healthy lifestyles – diet / lots of exercise
- Healthy walks, Wednesday bootcamp. A nice day.

3. QUESTION 3

What could residents do to help achieve the Vision for Surrey by 2030?

Table 1. Facilitator Jane Bremner

- Some of the problem: breakdown of social communication – not to cooperate / support has been the message
- In retirement – can give something back
- Community organise own things. Think that social media – has broken up communities
- Central encouragement to get community going
- Bringing communities together, e.g. people who live in flats

Table 3. Facilitator Abid Dar

- There was a strong sense in the group that they were not aware of the Strategy's and Plans being proposed by the Council and that they would like to be more involved.
- They were unaware of where, when consultations had taken place. Many were happy to be included but felt excluded from the consultation process.
- Traditional places for consultation such as libraries are also difficult to access and the newer buildings don't have adequate access facilities.
- The voice of Carers of disabled people needs to be heard as they are also their advocates.

Table 4. Facilitator Sandy Freaan

- Communication – as disabled community should be able to provide feedback to SCC / working relationships
- More info available to everyone from statutory bodies, e.g. NHS, councils etc. Keeping people informed timely and correctly
- External body – Ombudsman – final procedure – need to resolve issues before get to that stage

- Commission – design + commissioning of services, e.g. Sight for Surrey services good
 - Need more of this
- Social Prescribing – East Surrey has done well. Elsewhere not so
- Surrey – geographically can be difficult, e.g. East Surrey – Sussex. Surrey Heath – Hampshire
- Reputation of Surrey – need more trust communication better / developing with councils
- Money is being taken by Government

Table 5. Facilitator Julian Temblett-Wood

- Enthusiasm – volunteer / local communities can be mobilised, promoted
- More grant funding need, in part to enable small organisations to work together more. More awareness of funding available + easier access to it – less bureaucracy
- The church can really help
- There needs to be more local publicity / awareness about local groups and how easy it is to join in + help – there is plenty of time available
- Access to venues is also key for local groups to thrive

Table 6. Facilitator Kathryn Pyper

- Signage for toilets
- Community Rangers to be available to help people
- Ensure VC&F sector are trained, insured, funded to deliver support
- Listen to disabled people
- Ensure communities are dementia friendly, e.g. shops

Table 7. Facilitator Richard Davy

- Those that do and can are already doing
- Where is this community capacity
- Most active people are getting older
- For disabled people to be involved they need resources with support
- Hope that they get it right

- Legal aid costs prevent access to justice

Table 8. Facilitator Sue Zirps

- VCFS can run services more efficiently and cost effectively than SCC
- Should VCFS be campaigning to Government about lack of funding in SCC?
- Integrity of wealth is a challenge – we should be supporting people through VCFS and not receive cutbacks in funding

Table 9. Facilitator Sue Murphy

- Whole system working together
- Prevention is key
- Accessible information
- Take on views of the community – experience that is helpful
- Look at how money is being spent to know where to make savings
- SCC website to be improved – difficult to navigate
- Community – information that is accessible in different formats
 - Possible for people to live where they want with support around them
 - How to ask for help – link into voluntary services to support
- Psych Liaison in hospitals after midnight
 - Rethink MH crisis night – not sufficient support
 - Looking at adolescents – prioritising fresh look at MH support
 - 24 hours Safe Haven places – outside the hospitals
- Funding costs – poor, disabled and vulnerable
 - Focus on priorities of the vision – no one gets left behind
 - Work more on partnership
 - Lobbying government
 - Supporting older, frail people
- Employment
 - SCC has low numbers of disabled employees – not doing enough as an employer
 - Involve disabled people to help you to help us
 - Vision – pie in the sky which you won't achieve

- Unable to get work experience let alone get a job
- Have closed Hubs in which disabled people used to work
- Equitable across employers in Surrey
- Housing
 - Leave it to districts and boroughs and SCC not get involved

Table 10. Facilitator Yasmin Broome

- Adequate funding – if this shrinks there are fewer people to work with
- Disabled people – experts by experience
- Closure of Hubs – should be run by 3rd sector organisations to run rather than by SCC. Needs to be more drop ins
- Need move community- groups of residents. What could residents do to promote this. The County Council help in promoting how to support community growth. Hard for individuals to know how to go about this
- Volunteer centres could do this work with volunteers to increase support to residents
- What can residents do to make a difference?
- Space – affordable space for community groups to meet. Library wanted to change a small community group the same as a professional organisation
- Discount for residents to hold groups
- There needs to be some incentive
- SCC could help groups to get started by putting an ‘how to do us’ link on the website. Fine resources – links etc.
- Residents would need a professional
- Similar to Vicki Turton – support she provides to voluntary car schemes. This would help with legal issues
- Church groups
- More clubs

Table 11. Facilitator Ann McCutcheon

- We had lost the ‘self advocacy’ this was such a good way to help people’s confidence and socialising

Table 12. Facilitator Siobhan Abernethy

- Be welcoming / accepting of people with disabilities
- People with LD really excluded
- Zero working FT from mid November. TV star
- Better response for transport – finding a taxi in the evening is an issue. Need buddies / volunteers run their own dial – a – ride.
- Crossing the road still issue. Zebra crossing
- Road safety – issue
- Travel buddy