WELCOME TO THE FIRST COALITION NEWS OF 2019!

Spring is finally in the air and it is such a relief to be starting to see some sunshine again. We hope you enjoy reading this edition and find the information included helpful. If you would like to contribute to our next edition or have suggestions as to how we can make Coalition News better then please do get in touch with us.

CAROL PEARSON HAS RETIRED FROM SURREY COALITION

We had a day of mixed feelings here at the office on Friday 15th February. There was the sadness at saying goodbye to Carol as our Chief Executive, the fun of reminiscing on years gone by and a real sense of gratefulness for the hard work, tenacity and commitment that Carol has given over the years.

We were able to surprise Carol with a cake (beautifully decorated with our logo by Sue!), some gifts and some money towards her travelling fund due to the generous donations many of you have made. We all very much hope that Carol will continue to be involved with Surrey Coalition and we look forward to hearing all about her adventures in retirement.
HELLO, MY NAME IS CLARE

I am delighted to be joining Surrey Coalition of Disabled People as your new Chief Executive.

I am committed to the social model of disability and passionate about tackling barriers in society to ensure that we all have the same freedom of opportunity to live our lives in the way that we choose.

My background is mostly in the third sector with my most recent job roles being with a local mental health and wellbeing Charity and, prior to that, with Guide Dogs for the Blind.

My main interests outside of work are my dogs and family, exercising, volunteering and some long-distance walking routes (I am currently spending my annual leave each summer trying to make my way in chunks along the South West Coast Path and I have about 300 miles to go.

I know a number of you already, having met at events and meetings in Surrey over the last few years. I am really looking forward to meeting those of you that I don’t already know, and working alongside you all.

As a community, it’s clear that we are facing unparalleled challenges with the vast array of service cuts we are experiencing and the financial pressures that our health and social care teams are operating under. It’s also a time of great innovation, experimentation and change and this presents us with opportunities to be a central part of designing new solutions – ensuring that they reflect our needs and the social model of disability.

You will hear of opportunities later in this newsletter and over the coming months to help us make a range of decisions about our priorities and our activities. I welcome any thoughts you would like to share and you are welcome to contact me.

I am aiming to get out to all of our regular meetings at least once over the coming weeks – please do say hello!

With very best wishes, Clare.
Over 3000 people responded to the Surrey County Council consultation on Disabled Persons bus passes and the Coalition submitted a detailed response to the proposals which were:

1. To remove the extra concession which enables disabled people to travel free at any time, and to allow free travel only between 9.30 am and 11 pm on weekdays (this is the statutory requirement)

2. To completely remove the Companion Pass which enables the disabled person carrying a bus pass with +C on it to have a companion travel free too

The proposals went to the Surrey County Council Cabinet on 29th January 2019.

Cabinet members decided to keep the Companion Pass which we were very relieved to hear as we understand how crucial this concession is to many of our members.

We were very disappointed that despite our best combined campaigning efforts, the Cabinet agreed to the proposal to remove the extra Concession to the Disabled Bus Pass which enables pass holders to travel free at any time. From the 1st of April 2019, Disabled Bus Pass holders in Surrey will still be entitled to free bus travel but this will be restricted to between 09.30 and 23.00 on weekdays, all day at weekends and on bank holidays.

The loss of this concession will have an impact for many of us. Surrey County Council are currently working with the bus companies to investigate the possibility of a reduced flat rate fee for Disabled Bus Pass holders outside of these times – we will of course keep you up to date with progress.
Coalition members attended the Interpretation and Translation Focus Group at HG Wells Woking on 5th February and gave feedback and ideas on what these services should look like in Surrey. An engagement report will be drafted detailing recommendations made following the event and then this will be used to write up a service specification which will detail what the service will look like. A survey is being developed in different languages which people can respond to with thoughts and ideas of what they would like to see in the service.

SURREY VISION ACTION GROUP (SVAG)

The photo shows some of our SVAG members around a table at a recent meeting in January, where they:

- Heard more about the Amazon Alexa
- Were updated on Highways Issues
- Discussed priorities for the coming year
- Reviewed services provided by Sight for Surrey for People with Sight Loss

To join the group please email Yasmin: yasmin.broome@surreycoalition.org.uk, or Tel./Text: 07455 267 424
ASHFORD AND ST PETERS DISABILITY ACCESS GROUP

Members of the Ashford and St Peters Disability Access Group met on 11th February 2019. The meeting was chaired by Dr Erica Heppleston, Associate Director of Quality.

The group discussed:

- Changing Places toilet and emergency services development - the refurbishment is delayed until PALS and Bereavement Services can be moved. The group will be kept informed and will be asked to design the new work area.
- Report on Accessible Information Standard (AIS) - The hospital are currently carrying out a gap analysis and have invited the group to be involved in smaller working groups when required.
- A full update on the existing red flagging system in mental healthcare will be given at the next meeting.
- Individual departments seem to be developing their own Patient passport systems independently. Details are available on request.

The next meeting will take place on 13th May 2019.

COALITION BOARD MEETING

The Coalition Board meeting took place on 23rd January. Board Directors took the opportunity to say goodbye and thank you to Chief Executive, Carol Pearson. Carol was presented with two delicious cakes and given a round of applause for her hard work and dedication over the years. The Board were also given the opportunity to welcome the new Chief Executive, Clare Burgess to the meeting.

In addition to the normal business the Board were given a presentation on SCC plans for Accommodation with Care and Support and gave their feedback on this.
Members of the Learning Disability Partnership Board met on 10th January 2019 and discussed

- The new central team within Adult Social Care that has been set up to help people with learning disabilities.
- NHS 10 Year Plan and the work in progress to improve Services for People with Learning Disabilities and Autism.
- Positive Behaviour Support Training, which provides Coaches to support people with Learning Disability and Autism on an individual basis and the coaches will support their team to improve practices across their service.

Members with a learning disability are encouraged to attend both the Learning Disability Partnership Board and their local Valuing People Group. To join these groups please contact Angie Taylor: Tel./Text 07908 146167 or email angie.taylor@surreycoalition.org.uk

**WOKING ACCESS GROUP**

At their last meeting on 28th January 2019, Woking Access Group (pictured here) discussed the Woking Town Centre Development and members raised any access issues they had.

The group also discussed the poor customer service experienced by disabled people and the cleanliness of toilets at Waterloo station, South Western Railways will attend a future meeting.
COMMUNITY EQUIPMENT GROUP

The Community Equipment Group met on 14th January at Millbrook where they discussed:

- The Surrey Equipment and Foundations Project.
- Millbrook Operational Report
- Update on the Community Equipment Service

The next meeting will take place on Monday 1st April, from 10.30am to 12.30pm at Millbrook.

PATIENT ADVISORY GROUP MEETING

The Patient Transport Advisory group (pictured here) met on 7th February 2019. The group were asked to provide comments on the revised Eligibility Criteria and given a presentation on the new online booking service called Patient Zone designed to enhance the Patient Transport Service.

People with complex needs are encouraged to phone the service Central Booking Line 0300 123 9840 between 8:00 am and 6.00pm, Monday to Friday.

The next meeting will take place on 10 May 2019.
OPPORTUNITIES TO HAVE YOUR SAY

JOIN THE DISABILITY EMPOWERMENT NETWORKS

Go along to the next meeting of your local Area Group of the Disability Empowerment Network, to meet other disabled people and share your views on local services. The next meetings are listed below and will include topics such as Personal Independence Payment/Universal Credit updates (for the North West meeting) and these topics as well as Highways and Transport (for the East meeting).

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<tr>
<th>Area</th>
<th>Date and Time</th>
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<tr>
<td>East Surrey DENS</td>
<td>Monday 11th March</td>
<td>11 am to 1pm</td>
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<td></td>
<td>Orpheaus Centre, Godstone</td>
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<tr>
<td>North Surrey DENS</td>
<td>Tuesday 12th March</td>
<td>2 to 4 pm</td>
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<td>Addlestone Community Centre</td>
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<tr>
<td>South West DENS</td>
<td>Monday 18th March</td>
<td>10.30 to 12.30 pm</td>
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<td>Godalming Baptist Church</td>
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<tr>
<td>Mid Surrey DENS</td>
<td>Monday 25th March</td>
<td>10.30 to 12.30 pm</td>
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<td></td>
<td>Park House, Leatherhead</td>
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To find out more and to book transport if you need it, please contact Julia by email: Julia.otoo@surreycc.gov.uk, by phone on 01372 832 984 or by text 07970 749 933.

HELP TO SHAPE THE AUTISM AND LEARNING DISABILITY TRAINING PACKAGE FOR HEALTH AND SOCIAL CARE STAFF

The recent release of the NHS 10 Year Plan included a commitment to introducing mandatory training in autism and learning disabilities for all health and care staff. We now have an opportunity to have our voices heard in shaping this training package as the Department of Health and Social Care have begun the consultation process.

You can find out more and give them your views on their website: http://tinyurl.com/y59ppbh5, alternatively, you can contact Clare at Surrey Coalition if you would like us to include your views in our response either by email clare.burgess@surreycoalition.org.uk or by phone on 01483 456 558 or SMS text on 07780 933 053.
SURREY HEARTLANDS INTEGRATED CARE SYSTEM ARE ‘EXPLORING OUTPATIENTS’ ON FRIDAY 8TH MARCH 2019 AT THE HG WELLS CENTRE, WOKING – 1.30PM TO 4.30PM

Surrey Heartlands are running an event to focus on outpatients clinics. Feedback at recent workshops from those working in outpatient settings is that the traditional model of outpatients is struggling to keep up with growing demand. This can have a negative impact on those patients attending these important clinics. Surrey Heartlands would like to talk to patients and carers – those who have attended outpatients over the years – to hear their views on these services.

The event will cover the following: What is the purpose of outpatients? Are patients’ needs met by the traditional model or should they look at doing things differently? What would make outpatients fit to keep up with future demands? Surrey Heartlands value your input to the design of future outpatient services across Surrey Heartlands.

Clinical lead, Dr Mark Hamilton, has written a blog that might prompt a few thoughts: [http://surreyheartlands.uk/outpatients-the-future/](http://surreyheartlands.uk/outpatients-the-future/)

To register to attend, please email lisa.mardell@nhs.net or phone/SMS Text 07880 300 441

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WHEELCHAIR USER ENGAGEMENT EVENT

**Wednesday 17th April 2019**

10:00 am – 3.00 pm

Dorking Halls, Reigate Road, Dorking, Surrey RH4 1SG

The event is aimed at all users of the Surrey Wheelchair Services and/or their Carers/families

Lunch and refreshments will be provided and there is accessible parking at the venue.

If you require more information or transport to this event please contact angie.taylor@surreycoalition.org.uk
INFORMATION FOR YOU

CHARITY CONCERT

Mary Frances Trust are celebrating their 25th anniversary this year!

To kick-start the celebrations, Soundbytes choir (link: https://www.choirs.hazelhannam.co.uk/) are performing a concert to raise money for this Mental Health Charity on the 22nd of March from 7.30pm at the Ashtead Peace Memorial Hall (link: www.apmh.org.uk/)

The concert is free but there will be a collection for MFT. Lots of parking space, accessible entrance and facilities, cash only bar before and after event. No need to book, people can just turn up.

DISABILITY-THEMED EMOJIS APPROVED FOR USE (TAKEN FROM BBC NEWS)

The new emojis include hearing aids, wheelchairs, prosthetic limbs, white canes and guide dogs. They have been included in the 2019 official list so many smartphones should gain them in the second half of the year.

GUILDFORD DOLPHINS

Cliff Bush (our Co-Chair) has been working with Surrey Independent Living Council and Active Surrey on developing an Inclusive Swimming Programme in Guildford – Guildford Dolphins. The group have set the date for the first trial session so they are able to plan and agree any necessary improvements. For full information or to get involved (as a participant or, as a volunteer) please contact Cliff on cliff.bush@surreycoalition.org.uk or 07752 054 370.
I am sure that nearly all of you have heard of the Smart Speaker called 'Amazon Echo'. I am also pretty sure that most of you have heard of the Voice Assistant called 'Alexa', but do you know the range of things you can ask Alexa to do for you? Well, this article outlines some of the most popular things that Alexa can do on your Echo device!

Before continuing with this article, I want to spend a few minutes explaining what an Amazon Echo is, what you need in order to make one work and how to talk to Alexa, Amazon's voice assistant, for best results.

**What Is An Amazon Echo?**

*In simple terms, an Amazon Echo is a device which contains one or more microphones, a speaker and a small processing unit. It can come in a range of sizes. The smallest of all is called the Amazon Echo Dot. This is around the size of an Ice Hockey puck and fits in the palm of your hand. The next size up is called the Amazon Echo 2nd Generation. This is shaped a little like a large can of Baked Beans. The largest of all is called the Amazon Echo Plus. This is similar to the Amazon Echo 2nd Generation, however, it is approximately twice the height, and contains a built-in hub. There is even a model which contains a screen - ideal for video calling. This is called the Amazon Echo Show.*

**How Much Does an Amazon Echo Cost?**

At the time of writing (14 February 2019), the Amazon Echo Dot is priced at £49. The Amazon Echo 2nd Generation is priced at £89, the Amazon Echo Plus is priced at £139 and the Amazon Echo Show is priced at £219. You can purchase an Amazon Echo device direct from Amazon UK, or from a number of High Street stores including Argos, John Lewis, Curry's Digital, Maplins and Tesco.

From time to time, Amazon offer each device at a reduced rate, so look out for special offers! In addition, Amazon often bring out new and updated versions of their Amazon Echo devices, so the prices may vary!

**What Do I Need To Make An Echo Work?**

In order for an Amazon Echo device to work, you need 6 things:

- An Amazon Echo device.
- An electrical socket to plug your Echo device into.
- A Wi-Fi connection.
- An Amazon Shopping Account.
- A Smart Phone or Tablet.
- The Alexa App.

**How does the Echo Actually work?**

In order for your Amazon Echo device to work, you need a piece of software called Alexa. This provides the real power to the Amazon Echo. Alexa can be downloaded as an app to your Smart Phone or Tablet, or accessed through a web browser on your computer.
Next, using the app on your Smart Phone or Tablet, or by using the Alexa web site (http://www.alexा.amazon.co.uk), you go through a fairly simple set-up process in which you provide your Amazon Account details (User Name and Password) and then finally enter the details of your Wi-Fi router to connect to the internet. Once the set-up procedure has been completed, you are ready to use your Amazon Echo!

You communicate with the Amazon Echo by issuing voice commands or requests. When you issue a command or make a request, the Amazon Echo then connects to the Internet via your Wi-Fi network. The device then gathers the voice commands that follow and sends them to a natural voice recognition service on the web called Alexa Voice Service, which interprets them and sends back the appropriate response.

**What Can I do with my Amazon Echo Device?**

There is literally no limit to the things you can do with your Amazon Echo device. For example, you can find out what the weather is like outside your home, or in any other location in the world. You can play radio stations from anywhere in the world, even including Greenland! You can even listen to radio programmes that you have missed!

The Amazon Echo can also be used for setting alarms and timers - ideal for when you are in the kitchen creating your masterpiece. It can be used to control your lights (not all models and special bulbs required) and it can even be used to compile a shopping list, which is transferred automatically to your Smart Phone or Tablet!

For those moments of leisure, you can use the Amazon Echo to play games and quizzes, listen to audio books and even find out what is on the TV at a particular time. You can listen to millions of songs (subscription required) and you can even create your own playlists!

When you are thinking of travelling, you can use the Amazon Echo to find out train times and bus times as well as finding out road traffic information! You can even find out flight times!

You can even use the Amazon Echo as a communication device. You can make calls to other Echo users, send text messages and coming soon, you can send and reply to email messages!

To do any of the aforementioned things, all you need to do is speak to your Amazon Echo device. Simply say "Alexa", pause for a second or two, and then ask your question or issue your command. A few seconds later, what you requested will be carried out! It really is as easy as that!

I hope this article has provided you with sufficient information about the Amazon Echo and Alexa. The tasks outlined are a tiny proportion of what can actually be achieved, but I am sure you get the idea!

For more information regarding the Amazon Echo range of products, and how to use Alexa for best results, please contact Gary Eady, Access Technology Trainer at Sight For Surrey, on 01372 377701. Alternatively, you can contact Gary via email at geady@sightforsurrey.org.uk.
INFORMATION FOR YOU

UPDATE ON SURREY’S HOUSING ADAPTATION PROJECT

Written by Alyson Smith, Surrey Adaptation and Equipment Project Manager

Work continues to introduce more flexibilities and improvements to the process of having a home adapted within Surrey, in light of physical health needs.

At national level the District and Borough Councils were glad to see that the Government continue to recognise the importance of making housing adaptations, to assist people live safely and independently at home. Before Christmas additional one-off funds were announced to this year’s budget, which is being spent in a range of ways to assist people with disabilities in the local councils; we await news of next year’s budget but anticipate it being in line with the higher levels over the last three years.

Within Surrey work has focused on ensuring customers receive a similar service, regardless of which borough they live in, also to ensure the process is as streamlined as possible across the roles of Surrey County Council and District / Borough Councils. This has involved preparing training both for Reablement staff, to ensure they refer for adaptations; also a series of workshops for staff of both Occupational Therapy teams and Adaptation services, to study how the process can be improved, particularly or people with complex and rapid onset diagnoses.

Each District and Borough Council is making, or has already made local decisions on how to ensure their housing adaptation service offers adaptations quickly, with minimal paperwork. Policies have been changed, or are going through consultation, to bring reduced administration and therefore quicker installation of the adaptations people need, a greater focus on providing works to assist hospital discharge or prevent falls or ill-health, also to provide certain equipment, e.g. rails, ramps and stairlifts free of charge in many boroughs. We are now at the stage where the majority of councils have had changes to their policies approved – please contact your local adaptation service for further details.

Information about the services and their changing focus is important, therefore new leaflets summarising the process of applying for housing adaptation, or assistance from the handyperson service, have been compiled – thanks to Jenny Teagle, for providing useful comments on drafts.

The leaflets are beginning to be circulated, we hope to raise the profile of the adaptations that can be provided through Surrey website and magazines, as well as through local health partners, both within the community and to assist those preparing to return home after a stay in hospital.
Mole Valley, Reigate & Banstead and Tandridge Councils have been undertaking a tender of their shared Home Improvement Agency. The outcome of the tender was a contract award to Millbrook Healthcare, who hold an excellent reputation for their service in South West England. The new service went live mid January, following through cases that were with Independent Homes Solutions, as well as new cases allocated by the three councils.

Finally, we are all presumably aware of living amidst increasing levels of technology, indeed many Coalition members are passionate supporters of how technology can assist their day-to-day living and independence. Guildford and Waverley Borough Councils have recently begun to look at what technology could be useful and provided within future adaptation services, either within these councils, or across Surrey. Clare Burgess, Nick Marwick and Sight for Surrey are participating in this project and will assist to report back on the findings of this short study.

If you would like to report a pot-hole or another hazard on the pavement you can do so online: http://tinyurl.com/yxnzvybew, or through the contact centre by phone: 0300 200 1003, or SMS text: 07860 053 465, or by email: contact.centre@surreycc.gov.uk. In an emergency please always use the contact centre.

Have you received any good service this month? Please pass it on, we would love to share it!

A member said “Thank you to Surrey County Council’s highways department for such quick service in fixing a pavement trip-hazard that I fell over. I reported the issue and had an acknowledgement back quickly. The pavement had been fixed when I went to check a few days later.”
We introduced you to Guy Hill (our new Network Coordinator) in our last edition of the Newsletter. Guy continues to settle in really well and has enjoyed meeting many of you at network meetings over the last couple of months.

If you are interested in learning more about the IMHN you can check out the website (www.useyourinfluence.org.uk) or you can contact Guy and he will provide you with all the meeting dates and key information. Either email guy.hill@surreycoalition.org.uk or phone or text him on 07305 009 869.

FOCUS

Forum of Carers and people who Use our Services

If you are using or have used services provided by Surrey & Borders Foundation NHS Trust (SABP) then you are welcome to join FoCUS.

If you would like to learn more about FoCUS or to join then please contact Jane Ahmed by email jane.ahmed@surreycoalition.org.uk or by phone or text on 07426 022 279.

NEXT MEETINGS

FoCUS members meet in their 4 local Area Groups 8 times a year, and the next ones are in July - see below.

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<th>Area</th>
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<th>Venue</th>
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<tbody>
<tr>
<td>East &amp; Mid Surrey</td>
<td>Monday 4th March</td>
<td>Reigate Baptist Church, Sycamore Walk, Reigate, RH2 7LR</td>
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<tr>
<td>South West Surrey</td>
<td>Wednesday 6th March</td>
<td>Guildford Baptist Church, Millmead, Guildford, GU2 4BE</td>
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<tr>
<td>North West Surrey</td>
<td>Monday 11th March</td>
<td>Christ Church Woking, Jubilee Square Woking, GU21 6YG.</td>
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<tr>
<td>West Surrey &amp; North East Hampshire</td>
<td>Thursday 14th March</td>
<td>PCT07 Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY</td>
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GET INVOLVED!

There are lots of opportunities to get involved with us over the next few months; from our usual schedule of Special Interest Groups and network meetings, our Independent Mental Health Network meetings and projects and our FoCUS area meetings for those who are accessing or have accessed Surrey and Borders NHS Partnership Trust services.

Alongside these meetings and events, we are also looking for some volunteers to help in a few roles which are below. Please do contact us at the office if you would like to find out more and share your skills.

**Admin volunteer**
Are you organised and efficient? Are you confident in using Microsoft Outlook? We are looking for a volunteer (or two!) who might be able to help for a couple of hours each week in the office at Astolat. The volunteer will be working closely with some of our Director team, supporting them in sending emails and completing tasks like expenses sheets. The volunteer would also be lending general administrative support to our office team and would have the opportunity to gain skills and experience in a number of areas depending on their interests.

**Online researcher**
Would you like to volunteer from home? We are looking for a researcher volunteer who can help for an hour or more a week tracking down information online and helping us to compile information.

**Technology testers: help us to test new ways of involving others**
We are keen to explore new technology which will allow more Disabled People to join our networks and meetings from a distance when this is appropriate. One package we are keen to test is something called ‘Zoom’ which works a bit like skype but is useful for a meeting where there are lots of participants and it gives more features like the ability to type what is being spoken to appear on screen. Would you be interested in helping us to test this out by joining a short ‘virtual meeting’?

**Out and about in the community**
Do you regularly go somewhere with a noticeboard that could house a poster or leaflet to help spread the work about Surrey Coalition and any of our Special Interest Groups or networks? This could be a hospital clinic, a coffee shop or your local library.
Could you help us to raise funds for the organisation by looking out for opportunities in the community? A good example of this is the Waitrose Green Token scheme (Community Matters). It is really easy to nominate us: if you are in your local Waitrose, please ask for a Community Matters nomination form. You can either fill this out yourself and give it in or ask us to give you a hand to do it. Please do let us know if you nominate us as we would love to keep track of nominations.

**Help at a Community Engagement Event**
We have a series of events planned this year including shared stalls at both Hampton Court and Wisley Flower Shows and at the very first Surrey Pride event which is planned for October 2019 in Woking park. We need volunteers to help us run our stall at all of these events – please let us know if you could help for an hour or two.

**Share your ideas**
After the fantastic success of the 2018 AGM, we are now turning our attention to planning the event for this year. We want to make sure that the event is of interest to you – please share your ideas! Is there a specific speaker you would like to hear from? Do you have a theme you would like to hear a bit more about? Have you got something you would like to share? Ideas we have had so far this year include a mindfulness meditation session, an idea for a speaker and a confidence building workshop.

**How we keep in touch with you**
Did you receive this newsletter in print? This means we either don’t have an email address for you, or we have recorded your preferred format as in print. If you do use email and would be happy to receive your next edition in this format please let us know.

For any of our members that use email, you will know that we regularly email relevant information out to you in-between editions of Coalition News. We are considering an idea of compiling all of this information into one weekly e-bulletin for our members that use email to save our email traffic. If you have any thoughts on this please contact Yasmin on [Yasmin.broome@surreycoalition.org.uk](mailto:Yasmin.broome@surreycoalition.org.uk)
Our Payroll Services

At dhpayroll we provide a simple payroll solution that offers a comprehensive range of payroll services to all direct payment users.

Our range of services include:

✓ Set up or Transfer a Payroll
✓ Complete management of the payroll processing
✓ PaySAFE, our online portal for all your payroll documentation
✓ Text messaging reminder service FREE OF CHARGE
✓ Complete Auto Enrolment pension solution FREE OF CHARGE
✓ Managed Account service (with Payroll)
✓ Managed Account service (without Payroll) – paying agency invoices only
✓ Excellent support service for all your payroll queries
✓ Friendly experiences staff

We are committed to providing solutions to all the challenges you may face with your payroll and will provide you with full support along the way. You can choose from our full range of services and build up a service that best suits your needs. We aim to offer a bespoke service for each service user and are flexible in our approach to working with you.

For more information on how we can help you, please contact us as follows:

(t) 020 8977 3559  (e) payroll@davidhoward.co.uk  
(w) www.dhdirectpayments.co.uk

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