August/Sept 2019

COALITION NEWS

Working together to promote equality of opportunity and independent living for disabled people in Surrey  Issue 66

SURREY COALITION OF DISABLED PEOPLE
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IMAGE OF THE EDITION

Photo description: - A group of 10 people are gathered in front of the Surrey Coalition & Sight for Surrey stand at Hampton Court Flower Show. It’s a beautiful day and the group are adorned with beaming smiles and summer hats.

Please contact us to enter your photo or art work for our next edition! We would love to see an image of your summer.

WELCOME TO EDITION 66 OF COALITION NEWS!

A highlight of the last couple of months has been having the chance to speak to so many people about our organisation whilst we have been out and about at events. One of these events was Hampton Court Flower Show (as featured above!). We are so incredibly grateful to the many volunteers who helped Surrey Coalition and Sight for Surrey to prepare and run our stand – thank you to each and every one of you! During the event we were able to raise our profile by speaking to people, we signed up new members to the Coalition and we also received some donations from members of the public.

Don’t forget to put the Surrey Coalition Conference (and AGM) in your diary – Tuesday 8th October 2019 at the Dorking Halls.
SURREY NEWS

Surrey County Council have declared a Climate Change Emergency. Councillors voted to provide a “strong unified voice for councils” to lobby for support and address the concerns. The motion for the vote was put forward by Cllr Mike Goodman, Cabinet Member for Environment, and seconded by Cllr Will Forster. It received almost unanimous support. Mike has announced some of the ways Surrey County Council is supporting the environment and helping to tackle climate change. You can access the video of Mike here:- https://youtu.be/3qQmZFzsiA or by asking one of our team to share it with you next time you are at an event.

WHAT IS AN ICS?

ICS stands for Integrated Care System. ICSs are a new way of planning and organising the delivery of health and care services. An ICS brings together NHS, local authority, and third sector bodies to take on collective responsibility for the health and care of people living in the area. Collaboration is a key focus, rather than major contractual change. The NHS Long Term Plan set a target for every area of the country to be ‘covered’ by an ICS by 2021. We have two ICSs on our ‘patch’: Surrey Heartlands Health and Care and Frimley Health and Care.

SURREY HEARTLANDS INTEGRATED CARE SYSTEM (ICS) have announced that from Monday 15 July East Surrey CCG, Surrey and Sussex Healthcare NHS Trust and First Community Health and Care will now be part of the Surrey Heartlands ICS. This means that they will no longer form part of the current Sussex and East Surrey STP. If you would like to read the full letter explaining this change, please contact us at Surrey Coalition and we will get it across to you.

FRIMLEY HEALTH AND CARE INTEGRATED CARE SYSTEM (ICS): - Primary Care Networks have gone live! GP services across East Berkshire, Surrey Heath and North East Hampshire and Farnham have formed local ‘Primary Care Networks’ to improve the services they provide to their patients. The networks, or PCNs, were established across the Frimley Health and Care System on the 1st of July. You can find out more on their website (or by contacting us if you would like us to print this off for you) http://tinyurl.com/y3wg7djv

LOOKING AHEAD, you will read of the many opportunities to get involved with us and with the wider Surrey community during August and September.
WHAT MEMBERS HAVE BEEN DOING

MOBILITY EVENT AT BROOKLANDS MUSEUM

During June, Allied Mobility invited us to be part of their event at Brooklands Museum. Alongside historical vehicles were the complete range of Allied Mobility wheelchair accessible vehicles. Over 280 visitors shared the day and in addition to hearing about our services and those of our partners, Q'Straint offered their expertise on wheelchair travel safety; while People’s Parking and Disabled Motoring UK provided a range of information on current disability topics and projects. The event was a great success for us with lots of new members signing up to join the Coalition. We look forward to returning in the future!

Photo description: - a member of the public in an electric wheelchair chats to Surrey Coalition engagement Officer Angie Taylor in front of the Surrey Coalition display board. An assistance dog sits in the foreground and is looking interested in the fliers!

THE LEARNING DISABILITY PARTNERSHIP BOARD

The meeting at the end of May 2019 focused on health and, in particular, Tackling Loneliness. A Partners Loneliness event had been held back in February 2019 with a range of ideas being shared and agreed to support loneliness based on what people said are the priorities. At its first meeting the Partners Strategic Group explored funding for a project worker and setting up projects to tackle loneliness. Any new projects will link with existing ones. We will keep you updated with this work. We also heard more about Community Learning Disability Teams and Health Action Planning.

THE COMMUNITY TRANSPORT GROUP

When the group met it was noted that there were two projects running in Surrey at the moment which were looking at transport. Cass Brewer (who attended representing Surrey County Council) has put group members in touch with both these project leads to ensure that the voices of users of transport are heard and opportunities for co-design are realised. Yasmin Broome has arranged for the Rethinking Transport project team to attend the next round of DENS (Disability Empowerment Group Surrey) meetings along with our Special Interest Groups.
WHAT MEMBERS HAVE BEEN DOING

COMMUNITY EQUIPMENT GROUP

We met on the 8th of July. We agreed that the improvements made to Millbrook’s operational procedures were encouraging. More work is being done to make more improvements. We talked about the need for customer feedback to be included in the service provision. The community equipment service has recruited more staff to help with the specialist knowledge required for Recycling and the reissuing of equipment.

Nick Markwick also gave us an update on the Technology Enabled Smarter Homes (TESH) pilot project with Guildford and Waverley Borough Council and partner organisations. This small pilot will involve 20 participants who live in Guildford or Waverley Borough Council areas. The participant, and if applicable, their Carer, will work with the team to identify the most appropriate technology to meet their needs at home.

SURREY PRIDE

One event that we particularly would like to highlight is Surrey Pride – this is the first time that Surrey has ever had its very own Pride event! Saturday 10th August will see a parade in Woking Town followed by the event in Woking Park. We are looking for volunteers to help for an hour or so on our stall, please do contact Angie on 07908 146 167 and she would be delighted to slot you in to the rota! Face paint, flags and balloons will most definitely be provided! To find out more about the event and to get a free ticket, please go to:- https://prideinsurrey.org/tickets

FREE ROUND OF GOLF

Fancy a free round of Golf in August?
Every Friday between the 2nd to the 30th of August, the community are being invited to participate in a Community Golf session at Victory Park, Addlestone, between 2.30pm and 4.30pm. All equipment is provided and all abilities and ages are welcome! For further information on community Golf, please contact hello@communitygolf.co.uk.

Need help to find an opportunity to exercise? If you are an internet user then check-out the Activity Finder here: - https://www.getactive.io/surrey or contact us if you would like us to run a search for you.
The next DENS meetings will be held in September 2019 and the dates of these are below. Please note the new dates/times for North and South West DENS groups.

**What’s coming up in your local DENS group?**

The North DEN will be hearing from Simon Griffin on Rethinking Transport, Sarah White from Surrey Police Runnymede Neighbourhood Team and Chime Carlin on the role that Social Prescribing plays in empowering residents to improve their own health and wellbeing.

The Mid DEN will be hearing from Richard Nicolson on the Wheelchair Service procurement and Simon Griffin on Rethinking Transport.

The East DEN will be hearing from Lorraine Wells Surrey Police Tandridge Safer Neighbourhood Team and Simon Griffin on Rethinking Transport.

The South West DEN will be hearing from Liz Patroe Better Care Together Urgent Care Review, Simon Griffin on Rethinking Transport.

**How to get involved?**

Please join your nearest DENS group – new members are always made very welcome!! To join your nearest group, or for more information, please contact Yasmin.broome@surreycoalition.org.uk, or by phone 07455 267 424.
Over the last couple of months we have had meetings of the Hard of Hearing Forum and Surrey Vision Action Group. Surrey Deaf Community have recently held a meeting and BBQ event (and we are looking forward to seeing some photos!). The next meeting of the long Term Neurological Conditions Group is coming up.

In the most recent HARD OF HEARING FORUM, the group discussed the commissioning intentions and commissioning strategy for Adult Social Care which has been refreshed and renewed. We look forward to sharing the final version. We heard key updates from Sight for Surrey including the news that they would shortly be launching an e-newsletter.

**Next meeting: - Thursday 19th September 2019 10.30 am to 1.00 pm at Park House, Leatherhead**

SURREY VISION ACTION GROUP had an informative update from Sight for Surrey, input from Surrey County Council and a really interesting talk about an app that could help public transport users in Surrey to plan and undertake journeys should Surrey County Council be in a position to commission its configuration for Surrey. We then enjoyed a co-production workshop which was delivered for us by Mary Frances Trust (MFT). The workshop was focused on us as a group contributing ideas to improve peer support and emotional wellbeing for people with a Visual Impairment in Surrey. We are going to continue working with Mary Frances Trust to develop something together and we will update you on this as soon as we can. In the meantime, if you would like to get involved then please do get in touch!

**Next meeting:- Thursday 24th October 2019 10.15am – 12.30pm at Park House, Leatherhead.**

There will then be a coffee/tea group, which will continue the co-production discussions for those who would like to join us! We will be travelling as a group over to the Mary Frances Trust building in Leatherhead to make use of their social café area (which also serves food should anyone wish to purchase some lunch!). We will be in touch with all group members to find out if you will be joining this group after the meeting so that we can sort out the transport.

The LONG TERM NEUROLOGICAL CONDITIONS GROUP will next met on Tuesday 30th July so we will update you on what was discussed in our next edition.
LET’S LOOP REPORT

Back in June, we let you know that the Let’s Loop Surrey group would meet immediately after the Hard of Hearing Forum for a ‘Action Day’ in Leatherhead Town Centre. We were so incredibly disappointed by the experience the group had and we have included the report below. We have written to the Chief Executives of all the businesses mentioned as well as the Leatherhead Chamber of Commerce. We will update you as and when we have some news – a vague “we will get it fixed” or “it’s been reported” is simply not good enough! A big thank you to all our loop checking volunteers that took part. Hospitals are on the list for the group to target – we need more loop checking buddies, could you help?

Let’s Loop Surrey Visit to Leatherhead, Thursday 20th July 2019

The Let’s Loop Surrey group visited a number of major retailers during their action day in Leatherhead. The aim of the day was to check hearing loops, that enable people that are Hard of Hearing to hear what is being said, were working, that there was clear signage and that staff knew what a loop was for and how it worked.

The first stop was the Post Office, one member of our group who also uses a wheelchair was unable to even enter the building without assistance because the electronic door opener was not working. We are led to believe that this has not been working for quite a while. The first cashier we spoke to had no idea what a loop was so we had to wait for the other cashier to be free. She looked out the back for the loop and came back after about five minutes to say it was not working and as the Manager was not there to help there was nothing she could do about it.

The next stop was Argos, we found the attitude of staff to be welcoming of our visit as they had recently relocated the loop to a new till. Unfortunately, despite their good intentions the loop was not working. They said they would report it and thanked us for coming in.

We were trying not to feel too dejected; the next stop was Boots and we felt confident that this loop would work. We were told that the loop was located at the pharmacy and not the main tills. We asked the member of the staff on the till at the pharmacy who knew nothing about the loop but went to ask a colleague. We then waited whilst they went out the back to retrieve the loop. We were then informed that the loop was not working.
We asked how long this had been the case and were told that it had not been working since the beginning of the week. It is essential that everyone can hear the instructions given to them regarding their medication.

WHSmith’s did not have any signage to indicate a loop. We wandered around the store and eventually asked a member of staff who said they did not have a loop! I wondered how those who needed help at the Customer Service Desk were able to hear what was being said….

We went from there to Sainsburys. We had some hope as the signage was clear and one out of the two tills with a loop was open! However, things went downhill from there. Our loop checkers were not receiving any signal from the loop so asked the cashier for help, she was unable to help other than to say it should work automatically. I asked another member of staff if she could assist. She asked the cashier what the problem was and she said ‘I’ve told her it’s £1.70 and she says she can’t hear me.’ The other member of staff then knelt down and shouted in the ear of our loop checker ‘IT’S £1.70!’ The lack of basic knowledge in how to speak to someone with a hearing impairment was astonishing and deeply disturbing.

The group then visited Costa where staff knowledge was very limited and they held up the queue while they frantically tried to get the loop working. It didn’t work for our loop checker and the signage was very small and at neck height for our loop checker that uses a wheelchair on the front door.

The visits were concluded with Specsavers – this has an audiology centre so surely; we would end on a high. However, the loop was on the top shelf and had to be dusted off and plugged in. Once plugged in one loop checker could hear some noise for about 30 seconds and then there was no sound. Our other loop checker couldn’t hear anything. The assistant said it was working okay two days before our visit and when we challenged them to find out why it didn’t work, they had no idea. The signage was adequate.

So, our visit concluded and we were unable to find a working loop in any of the major retailers we visited in Leatherhead. I don’t think I can emphasise enough how disempowering this is for individuals. The most disturbing thing is that this could also be dangerous; no loop in the pharmacy means people cannot hear important instructions regarding medication. Something has to change, the technology is there to enable everyone to have equal access to services.
#WHOSAYS WE CAN’T EXERCISE?!

Who says it’s not a real sport if you have to adapt it? Who says disabled people aren’t competitive? A new exciting campaign from Activity Alliance is calling time on negative perceptions about disability, inclusion and sport and asks – who says? For far too long disabled people have faced misconceptions and presumptions on what is and isn’t possible, including in sport. Activity Alliance wants to move the conversations on, open people’s minds and shift outdated views on disability. If you are a twitter user, check out the #WhoSays hashtag for some brilliant videos. Could you join them? We would love to see a video of you and your #WhoSays challenge.

Could you give it a go? Each edition we highlight a different opportunity to participate in a different area of the county. This edition we turn our attention to the Rainbow Leisure Centre in Epsom.

FUNction GROUP EXERCISE CLASS FOR PEOPLE WITH DISABILITIES

The Rainbow Leisure Centre will be offering a brand new group exercise class for people with disabilities called FUNction from this September. The 30-minute class has short bursts of exercises for all muscle groups. These one-minute activities work towards building strength and stamina, whilst giving you a chance to rest in between, helping participants to look good and feel great.

FUNction is an exercise class that has been specifically created by a fitness professional with disabilities, supported by Instructability and Aspire, a national charity that helps disabled people work in the leisure industry across the UK.

Free FUNction taster session: Thursday 12th September at 1pm. Booking is required, please contact 01372 727277 or email Rainbow@gll.org to reserve your space (or contact Surrey Coalition and we can put you in touch by text). There is also a set of six classes which cost £18 for the course, starting on Thursday 19th September 2019 at 1pm & Thursday 31st October 2019 at 1pm.

Photo description:- Karen Wilson, the class Instructor who trained with Instructability.
Are you using an airport this summer? Have you heard about the Sunflower Lanyard scheme?
If you have a ‘hidden' disability and would appreciate some extra support from staff in airports or supermarkets without needing to ask, you may be interested to know there is a lanyard you can wear to help. The lanyard is sometimes known as the “sunflower lanyard” because of it's print- a strip of green with a pattern of sunflowers all over it. Once you get one, it's yours to keep and use for future trips.

**Travelling at airports**
Airports can be stressful and confusing places for some people. In 2016, Gatwick launched the lanyard for passengers with hidden disabilities who may require additional support when travelling. Since then, over 10,000 have been handed out! Following Gatwick’s lead, most UK airports have now launched the scheme, including London Heathrow, Luton, Stansted, Newcastle International, Edinburgh, Belfast, Bristol, Manchester, and East Midlands. By wearing the lanyard at Gatwick or other major UK airports, you could receive support with: getting more time to prepare at check-in and security, getting a more in-depth briefing on what to expect as you travel through the airport or having staff offer to assist with reading a departure board or sign.

**Shopping at supermarkets**
The lanyard is also being trialled by two major supermarkets. Sainsbury’s is running an extended trial at 38 branches and Tesco, who are running a trial in Hertfordshire.

**How to get a lanyard**
If you’re due to fly from a major UK airport, ask in advance by contacting the airport you will be departing from. You should also be able to ask for a lanyard from an airport assistance desk, depending on your chosen airport but we would recommend contacting the airport before you travel to limit stress on the day. And if you happen to shop in any of the Sainsbury’s or Tesco stores running the trial, you can request the lanyard at the customer service desk. Even if your local branch is not running the scheme currently, requesting one could well prompt them into doing so.

This initiative is being supported by charities including Alzheimer’s Society, The National Autistic Society, RNIB and Action on Hearing Loss. We hope the railways are next!
London North Eastern Railway (LNER) has become the latest transport provider to introduce the lanyards. The sunflower print lanyard is fast becoming a symbol of hidden disabilities in the UK.
The Independent Mental Health Network are, as we write, in the process of running the annual Chair and Co-chair elections. This will be decided by IMHN members on the 19th July and we will bring you a full write up in our next edition.

In the meantime, please join us at our next meeting, which is being held on Friday 20th September 10.30am – 1.00pm at Parkhouse, Leatherhead. Please contact Guy Hill, Network Coordinator, to find out how you can get involved without attending (if that is your preference). Guy can be contacted by phone or text on 07305 009 869 or by email guy.hill@surreycoalition.org.uk.

FOCUS
At the June and July FoCUS Area Group Meetings there were presentations from Surrey and Borders staff on their:

- Suicide prevention work
- Older adults services
- Transfer (discharge) leaflet explaining the process of transferring care from Community Mental Health Recovery Services back to the care of the GP
- Working age adult care pathways in mental health services.

In August FoCUS Representatives will meet with Surrey and Borders Directors at the FoCUS Committee Meeting to discuss issues raised by members at the June and July Area Group Meetings. The outcome of the FoCUS Committee Meeting will be fed back to FoCUS members at the September Area Group Meetings. The dates of these meetings are:

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<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Venue</th>
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<tbody>
<tr>
<td>East &amp; Mid Surrey</td>
<td>Monday 2nd Sept</td>
<td>Holy Trinity Church, Carlton Rd, Redhill, RH1 2BX</td>
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<tr>
<td>South West Surrey</td>
<td>Wednesday 4th Sept</td>
<td>Godalming Baptist Church, Queen Street, Godalming, GU7 1BA</td>
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<tr>
<td>North West Surrey</td>
<td>Monday 9th Sept</td>
<td>Hythe Centre, Thorpe Road, Staines, TW18 3HD</td>
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<tr>
<td>West Surrey &amp; North East Hampshire</td>
<td>Thursday 12th Sept</td>
<td>PCT07, Aldershot Centre for Health, Hospital Hill, Aldershot, GU11 1AY</td>
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LIBRARIES

In our last edition, we let you know that there would be a consultation on the Library Service coming soon. Unfortunately, at the time of going to press, the details and dates of this had not been confirmed. It is likely to be in September. If you use the internet, please do keep an eye on our social media as we will announce the consultation as soon as we know more. **We will also circulate details by email so if we don’t yet have your details please do get in touch!** We will of course also be updating you on this at any of our groups that you attend such as the meetings of the Disability Empowerment Network Surrey groups.

SURREY HEALTHY AGEING RESEARCH PARTNERSHIP (SHARP) EVENT

Join the university of Surrey for an event that gives you a chance to hear the latest research on healthy ageing. The event on Tuesday 10th September runs from 4.00pm – 6.00pm and will be held in the Rik Medlik Building at the University. You can book your place by email SHARP@surrey.ac.uk or by phone 01483 686 475 or we can put you in touch if you use text.

LEONARD CHESHIRE SURVEY

Leonard Cheshire are running an online survey aimed at highlighting problems with accessible toilets at tourist attractions across the UK, which may be of interest to you or someone you know. If you would like to participate, please do so here: - [http://tinyurl.com/y556ww63](http://tinyurl.com/y556ww63)

Live in the Guildford area?

HAVE YOUR SAY ABOUT PRIMARY CARE. The in-person engagement events were back in July but there is still a chance for you to give your views through a survey, which is open until the 15th August and available here, [https://www.smartsurvey.co.uk/s/NorthGuildfordEstates/](https://www.smartsurvey.co.uk/s/NorthGuildfordEstates/) if you would like this survey in a different format, please do let us know and we can put you in touch with the CCG to arrange this.
GET INVOLVED

THE GRANGE, BOOKHAM HAS LAUNCHED IT’S SUMMER FUN 2019 PROGRAMME FOR PEOPLE WITH LEARNING DISABILITIES

The programme includes: cookery, craft, gardening, sport and fitness, chill time and outings, drama and music

All sessions are supported by trained staff and PAs are welcome.

The programme runs from the 5th-30th August 2019 at The Grange, Bookham.

Sessions run between 9.15am and 4.15pm and you can go any time between 5th and 30th August for as many or as few days as you like.

Call 01372 452608 or email vikki.schadenberg@grangecentre.org.uk

www.grangecentre.org.uk

“Summer Fun is a chance for people with learning disabilities to experience what life is like at The Grange”.

Fancy a cuppa and a cake on a Friday morning? Check out the new café at The Grange!

Cuppa and Cake café on a Friday morning is perfect for people and their carers looking for an interesting but accessible outing – and some company. Cakes are made and served by people supported by The Grange in their lovely Victorian conservatory, and we open the doors into our beautiful grounds (free to explore) when the weather is good. You can find out more information here http://tinyurl.com/y57zfnh4 or turn up from 10.00am – 11.30am.

FINDING OUT WHAT YOU THINK

PLEASE help us gather your views by completing and returning the enclosed/attached survey.

We look forward to sharing our Annual Report with all of you in October and seeing many of you at our conference and AGM on Tuesday 8th October at the Dorking Halls.

In the meantime, please do get in touch with us on our usual office details at any time. Thank you for all you do, the Surrey Coalition Team.
Our Payroll Services

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Our range of services include:

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✔ 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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