



# COALITION NEWS

April 2010

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

Issue 19

## SURREY COALITION OF DISABLED PEOPLE

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## TRAINING ON EQUALITY IMPACT ASSESSMENTS

Pictured here are a group of Coalition members receiving training on how to do Equality Impact Assessments (EIAs) from Tina Gull, the Equalities Lead with NHS Surrey. Suzân Lewis-Jones, one of our Board Directors, has been helping NHS Surrey with EIAs of their policies for a couple of years now, but more people are now needed to do this work on any future strategies or plans for service changes - to ensure that any adverse impacts on disabled people are identified, and steps taken to address them. Please let us know if any of our other members are interested in doing this kind of work to ensure disability equality in Surrey.



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# WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

## GIVING VIEWS ON SENSORY IMPAIRMENT

Several events were held during March to seek the views of people with sensory impairment on a new Commissioning Strategy being developed by Surrey County Council and NHS Surrey:

- **Forum for people who are hard of hearing or deafened**

On 10<sup>th</sup> March 35 people attended the first meeting of a new Forum set up by Surrey Coalition with help from Surrey Deaf Services Team. They are pictured here giving their views on what is good about current services, the gaps and priorities for the future. What emerged in particular was that services vary considerably across the county, and that easy access to information, advice and equipment is most important. Another meeting will be held in July - please contact us in the Coalition office if you are hard of hearing and would like to attend.



- **Surrey Vision Action Group**

This already established group of vision impaired people met on 11<sup>th</sup> March to focus on discussion on the Commissioning Strategy.

Their priorities include the need for IT and other specialist equipment - considered essential for communication, inclusion and independence (in the same way as people with severe mobility problems may need to use a wheelchair). Referral for specialist support and assessment at the point of diagnosis and registration was also felt to be vital. This Group meets bi-monthly and if you have a vision impairment and want to join, contact us in the Coalition office.

# WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

- **Surrey Deaf Forum**

Run by and for people who use sign language, this already established Forum met on 24<sup>th</sup> March to give their views on the Sensory Services Commissioning Strategy. 36 people attended this interactive meeting (pictured here) and used post-it notes to record all the problems they have in accessing services, ranging from transport, information and education to social care and health services.



- **Next Steps**

The Project Team developing the Commissioning Strategy includes the Chairs of each of these 3 User Groups, to ensure peoples views are taken into account. Further meetings of all 3 Groups will be held in early July to discuss the draft service specifications based on the Commissioning Strategy.

## COMMENTING ON AMBULANCE SERVICE WEBSITE

Pictured here are members working with South East Coast Ambulance Service on the design of their website to help ensure it is accessible and meets people's needs.



# **WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN**

## **GIVING VIEWS ON STROKE SERVICES**

As mentioned in the last Issue of Coalition News, we are now a member of the Care Quality Commission's (CQC) Speak Up Network, and were asked to hold a Focus Group to seek people's views on their personal experiences of services received following a recent stroke. A group of 8 individuals and carers attended the Focus Group in March, and gave very moving accounts of their experiences - both good and bad. Their views will contribute to CQC's current national review of stroke services, due to be published in the summer. We also plan to send a report on the views from our Focus Group to local health and social care services in Surrey to show them where improvements need to be made.

## **COMMENTING ON SURREY'S BUS REVIEW**

As you may know, Surrey County Council has embarked on a major two phase review of bus services in order to make services more efficient and to save money. Consultation on the first phase took place between November 2009 and January 2010, and consultation on the second phase will start in the autumn.

The Coalition has challenged the Council about its processes on involving disabled people and producing equality impact assessments, and as a result a number of positive actions have been agreed to enable the Council to obtain more information about bus usage by the 7600 disabled people who have concessionary passes, and about the problems they face in accessing buses. We are now working with the Council to:

- Carry out a survey of people with bus passes,
- Minimize any adverse impact on disabled people of any changes to bus routes and services, and
- To meet regularly with officers in the Transport, Highways and Infrastructure Directorate to ensure better ongoing involvement by disabled people, for example in Surrey's Transport Plan which will come into effect from April 2011. (See Page 14 for more information)

# WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

## DISCUSSING THE WAY FORWARD FOR FoCUS

Surrey and Borders Partnership NHS Trust held a Workshop on 1<sup>st</sup> March to discuss the way forward for FoCUS (Forum of Carers and people who Use Services). The write-up has now been produced and is being sent to members of all the FoCUS Area Groups, together with a letter from Trust Chairman, Graham Cawsey, thanking people for their contributions. The next step will be to produce an Action Plan for discussion at FoCUS in May.

For more information contact Lucy Darlow Tel: 01883 383707 or email [lucy.darlow@sabp.nhs.uk](mailto:lucy.darlow@sabp.nhs.uk)

## OTHER ACTIVITIES WITH SURREY COUNTY COUNCIL

- Coalition members have contributed in many other ways to the planning and delivery of services provided by the County Council, such as:-
- Participating in the tendering and evaluation of services for people with Hiv.
- Contributing to the on-line survey undertaken by Surrey Library Service.
- Attending the conference on “Challenging risk within Personalisation”, to give the service users view.
- Being on the interview panel for the new post of Quality Assurance Manager in Adult Social Care.
- Being on the Working Party to plan Safeguarding Adults Awareness Week 2010.
- Continuing to input to Induction training for Council staff.

# OPPORTUNITIES TO HAVE YOUR SAY

## ...ON BLUE BADGE PARKING IN EPSOM

Geoff Jelly, Vice Chair of Surrey Coalition and Chair of Epsom & Ewell Access Group, has been leading a campaign against the Borough Council's decision to start charging Blue Badge holders for parking in their car parks.

Now the Council want to connect with Blue Badge holders who live in the Borough or travel into the Borough from the surrounding area. They want to conduct a survey to more fully understand the impact of their decision and to see what improvements are needed in the car parks to improve facilities for disabled people.

If you are a Blue Badge holder living in the Epsom & Ewell area, please contact the Coalition Office so that you can be involved in the Survey.

## ...ON TRANSFORMING COMMUNITY HEALTH SERVICES

Surrey Community Health Services want to involve people with long term conditions in their work to review and improve the clinical services they provide, for example, for people needing rehabilitation, acute care closer to home, or end of life care. They provide community health services in North-West, South West and East Surrey (but not in Mid Surrey - Epsom & Ewell, Mole Valley and East Elmbridge, where services are provided by Central Surrey Health). They have asked Surrey Coalition members to help them in their work to provide improved and consistent services across Surrey. **Please contact us in the Coalition Office** if you have a long term physical health condition and would like to be involved in future work with Surrey Community Health Services.

## ....ON PODIATRY SERVICES

Surrey Community Health have recently reviewed their current podiatry services (formerly called chiropody) and now want to involve people who receive podiatry in developing a consistent model for Surrey that meets people's needs. Please contact us **if you live in North-West, South West or East Surrey and receive podiatry services**. Caroline Nichols who is leading this work wants to hold a meeting with a group of service users by the end of May. **Contact Carol Pearson on 01483 456558 or email [carol.pearson@surreycoalition.org.uk](mailto:carol.pearson@surreycoalition.org.uk)**

# **OPPORTUNITIES TO HAVE YOUR SAY**

## **.... ON HOME IMPROVEMENT AGENCIES**

Adult Social Care services are working with Borough Councils and other partners to develop more consistent home improvement (handyman) services across Surrey. They want to consult people on their plans and want to contract for services area by area across the county. The first phase will cover Reigate & Banstead and Mole Valley, so discussions will take place at the next meetings of the Empowerment Boards covering these Boroughs/Districts, as follows:

### **Mid Surrey Board**

- on Monday 10<sup>th</sup> May  
from 1.30 to 4  
at Parkhouse,  
Leatherhead

### **East Surrey Board**

- on Monday 17<sup>th</sup> May  
from 1.30 to 4pm  
at White Hart Barn  
Godstone

Contact Yasmin Broome, the Coordinator if you would like to attend.

Tel 01483 517294 or email [yasmin.broome@surreycc.gov.uk](mailto:yasmin.broome@surreycc.gov.uk)

## **...ON ACCESS AT FRIMLEY PARK HOSPITAL**

As part of their work on Equality and Diversity, the hospital are carrying out a survey to ask disabled people their top priorities for improving access to services and the support they need due to their impairment. Surrey Coalition is helping the Hospital Trust by sending the questionnaire to some 350 members who live in West Surrey and may use Frimley Park Hospital. They are also being sent information about the hospital's consultation on proposed changes to it's A & E Department.

## **.... ON TAXIS IN GUILDFORD**

Guildford Borough Council are consulting on proposed changes to licensing of taxis and private car hire, and want people's views by 28<sup>th</sup> May 2010.

For more information go to the link below

<http://www.guildford.gov.uk/guildford.gov.uk/guildfordweb/licensing//taxis/hackneycarriageAndPrivateHireLicensingPolicyConsultation.htm>

# INFORMATION FOR YOU

## HOME OWNERSHIP FOR DISABLED PEOPLE

Surrey County Council has produced a really useful guide for individuals, carers and those who support them, on how to go about owning your own home. This is for people with any form of impairment, including physical and sensory, learning difficulty or for people on long-term mental ill health.

## EXPERT PATIENT PROGRAMME

The next Living Well programme for people with long term conditions is being held at Farnham Maltings from 10.30 to 1pm every Thursday from 22<sup>nd</sup> April to 27<sup>th</sup> May 2010. For more information or to find out about future FREE courses in your area call 01372 201723 or visit [www.expertpatients.nhs.uk](http://www.expertpatients.nhs.uk)

## VOLUNTEER AT THE OLYMPIC GAMES

Minister for Disabled People, Jonathan Shaw has invited disabled people to act as volunteers at the London 2012 Olympic and Paralympic Games - saying that "having disabled people at the forefront ...can help change society's attitudes towards disabled people".

To find out more visit [www.london-2012.co.uk/London-2010-volunteer/](http://www.london-2012.co.uk/London-2010-volunteer/)

## IMPROVEMENTS TO BLUE BADGE MAP



Directgov's online map of parking facilities for Blue Badge holders now includes a rail map feature, with accessibility information for more than 2000 train stations, enabling people to plan journeys in the UK more easily and book assistance in advance. The map has also been expanded to feature accessibility information for more than 160 major football stadiums.

Find out more - visit <http://www.direct.gov.uk/en/DisabledPeople/MotoringAndTransport/Bluebadgescheme/>

# INFORMATION FOR YOU

## JOIN FoCUS

**ENCLOSED** with this Issue is a leaflet about FoCUS and how you can give your views on the mental health and learning disability services provided by Surrey and Borders Partnership NHS Trust.

## LEARNING DISABILITY PARTNERSHIP BOARD

**ENCLOSED** - for members interested in issues for people with learning difficulties is a copy of the Bulletin for February 2010 from the Learning Disability Partnership Board in Surrey.

## ABLE RADIO

Able Radio is a unique live online digital radio station presenting information and entertainment, primarily of interest to people with a disability or limiting medical condition. Our programmes are also of interest to everybody, not just to those with a disability, and within the schedule we hope you will find a variety of different topics on a daily basis that are of interest to you. From health to disability sport, no topic is left uncovered! As the only live pan-disability radio station in the UK, Able Radio are offering the chance to be part of something new, exciting, and above all fulfilling! The radio station is also currently advertising for new staff. Even though it is based in Wales, some posts can be home-based. These are forum co-ordinator, fundraiser and PR positions which mainly involve internet work. Amy Howes Assistant Station Manager says, "We welcome enquiries from everyone and everywhere! If any of these appeal then email [amy@ableradio.com](mailto:amy@ableradio.com) for more information." Able Radio can be found at <http://www.ableradio.com>

## YOUR CHOICE OF GP PRACTICE

"If you could register with a GP Practice anywhere - what would you do? Secretary of State for Health, Andy Burnham, wants your views on this question, as the Government thinks people should be able to choose a GP practice that is most convenient for them. NHS Surrey's Public Engagement Managers will be discussing this with people at the Empowerment Board meetings during May, so that views can be sent to Government by 28<sup>th</sup> May. Everyone is welcome to attend these meetings, held locally across Surrey. Contact Yasmin Broome for more information (Transport can be provided)

Tel: 01483 517294 or email [yasmin.broome@surreycc.gov.uk](mailto:yasmin.broome@surreycc.gov.uk)

You can also give your views online. Visit [www.gpchoice.dh.gov.uk](http://www.gpchoice.dh.gov.uk)

# UPDATE ON PERSONALISATION IN SURREY

Disabled people and carers are continuing to play an important role in working with Adult Social Care staff and other partners to implement Personalisation in Surrey, and to put individuals at the centre where they can take control of their lives and determine the support they need to live as independent and active citizens. Whilst all 13 Projects which aim to deliver this transformation are important to disabled people and carers, the main ones in which we are involved are as follows:


## • **INFORMATION PROJECT**

A new web-based Information Directory is being created to give individuals and professionals online access to information people need to be able to access services. This will also be used by information providers such as SID (Social Information on Disability) and local information services such as WIDE and DisCASS who are there to help people who cannot access the internet themselves. Disabled people and carers are involved in identifying the key questions and information which people ask and need - to go into the Directory. The first phase will be available by the summer.

## • **COMMISSIONING AND PROCUREMENT**

Work is being done on a protocol for ensuring service users and carers are involved to co-design and co-produce all processes for commissioning and procuring services. People are already involved in developing the Commissioning Strategy for Sensory Impairment (See Page 2 for more); the tendering for Home Care services; and future contracts for Home Improvement Agencies (through the Empowerment Boards - see Page 7)

## • **DEVELOPING USER LED ORGANISATIONS**

On the front page of the last Issue of Coalition News we pictured the people who are working to set up a local User Led Organisation (ULO) in Epsom, Ewell and Banstead, as the first step towards a vision to create a ULO in every Borough and District in Surrey. Progress is also being made to open a citizen hub in Epsom High Street, run by disabled people for disabled people and carers, and providing information, advice, advocacy, support, and access to services. 

# UPDATE ON PERSONALISATION IN SURREY



We have recently sent an Update on the ULO Project to all disabled people living in Epsom, Ewell & Banstead who are on the Council's register, to tell them more about what's going on and to give them another opportunity to get involved or become a volunteer in the Hub. Contact us in the Coalition Office if you live in other parts of Surrey but want to know more about what's going on, and would like a copy of the Update. **Tel 01483 456558**

## **“RIGHT TO CONTROL”**

A new project is now being set up following Surrey's success in bidding to Government to be one of 8 Trailblazer sites in the country to implement "Right to Control". This new 'Right' for disabled people was introduced in the Welfare Reform Bill last year and will give people the right to control the income they may receive from a number of different sources including employment support through Access to Work and Work Choice; housing related support through Supporting People funds; Adult Social Care; Equipment and Disabled Facilities Grants.

Surrey's bid was produced jointly by Surrey Coalition, Surrey Independent Living Council (SILC), North West Surrey Association of Disabled People (NWSADP), Surrey County Council and Job Centre Plus, and means that Right to Control will be implemented in Epsom & Ewell and Reigate & Banstead Borough Councils from December this year. Our bid uses the Citizen Hub concept as its core, so we will have some funds from Government to set up a Citizen Hub in Redhill/Reigate in addition to the one being set up in Epsom using funds from the Department of Health for our User Led Organisations Demonstrator project. This is great news, and we will be starting work on this soon. In the meantime, if any Coalition members living in the Reigate, Redhill, Merstham and Horley area want to be involved at an early stage, please contact Carol Pearson in the Coalition office.

**Tel: 01483 456558 or email [carol.pearson@surreycoalition.org.uk](mailto:carol.pearson@surreycoalition.org.uk)**

# NEWS IN BRIEF

## NEW TREATMENT FOR ELLA

Former Coalition Board member Ella Findlay wants people to know about the positive improvements she is already seeing from the new treatment she has received for MS. Ella travelled to Poland for treatment based on research by vascular surgeon Dr Paola Zambooni who examined hundreds of people with MS and found the majority had defective circulation in their neck - which he has called CCSVI (Chronic Cerebro-Spinal Venous Insufficiency). Since receiving the treatment last month Ella has been enjoying improvements in her timed walk, gait and levels of fatigue and says "as an individual with S.P - M.S. the return of any ability is enormous. Even if I stop seeing any improvements, ceasing the progression would be enough for me."



## EVALUATION OF SDS

Surrey Coalition and Action for Carers Surrey have been asked to participate in the evaluation of Self Directed Support (SDS), and we are now undertaking face to face interviews with service users and carers who have expressed a wish to give their views on how the SDS process has been for them. Adult Social Care are planning the roll-out of SDS to everyone in Surrey - starting in Mole Valley in July and including all Boroughs and Districts by December. The evaluation of the process which has been operating in Epsom, Ewell & Banstead since last year, will help ensure that SDS works well for everyone.

## NEW WARDS AT FARNHAM ROAD HOSPITAL

Individuals from Surrey LINK's Mental Health Group and from Surrey Coalition are contributing their experience and expertise in the design of new wards for adult mental health at Farnham Road Hospital. One of our members, who has nearly completed training to be an Access Auditor, will be helping to ensure the new facilities are accessible for everyone.

## CQC REVIEW OF ADULT SOCIAL CARE

The Care Quality Commission visited a number of services in early April as part of their ongoing monitoring of Surrey's Adult Social Care Service. Strategic Director Sarah Mitchell arranged for the Inspector to visit services provided by the main User Led Organisations in Surrey, and to hear about all our work. The Surrey Inspector met people from Surrey Independent Living Council, North West Surrey Association of Disabled People, Action for Carers Surrey as well as Surrey Coalition.

# GIVE YOUR VIEWS AT NATIONAL LEVEL

There are several Consultations currently being undertaken by Government which Coalition Members may wish to comment on, as follows:

## . **BLUE BADGE REFORM CONSULTATION**

The Department for Transport (DfT) is seeking views on Government proposals for improving the Blue Badge (Disabled Parking) Scheme. In particular, the proposals are about improving the enforcement regime for the Blue Badge Scheme; extending the eligibility criteria; and funding to help local authorities to establish independent medical assessments.

The Consultation runs from 22nd March to 2nd July 2010. For further information and copies of the Consultation contact, Katherine Lancaster, Department for Transport, Travel Concessions Divisions, 3/19 Great Minster House, 76 Marsham Street, London, SW1P 4DR. [bbes@dft.gsi.gov.uk](mailto:bbes@dft.gsi.gov.uk).

<http://www.dft.gov.uk/consultations/open/2010-20/>

This is also being discussed at the April meeting of Surrey Access Forum, and it is hoped that local Access Groups will also respond to the Consultation.

## **POWERED MOBILITY SCOOTERS CONSULTATION**

The DfT is also seeking views regarding the use of mobility vehicles with a view to possible changes to the regulations that govern their use. The Consultation runs from 03 March 2010 to 28 May 2010. For further information and copies of the Consultation contact, Mobility Vehicles Consultation, Department for Transport, Zone 2/15, Great Minster House, 76 Marsham Street, London, SW1P 4DR.

Or email: [mobilityvehiclesconsultation@dft.gsi.gov.uk](mailto:mobilityvehiclesconsultation@dft.gsi.gov.uk)

Website: <http://www.dft.gov.uk/consultations/open/2010-10/>

This is also being considered by Surrey Access Forum.

# OTHER OPPORTUNITIES

## SURREY TRANSPORT PLAN 2011-20

Surrey County Council has started a major consultation process to develop its third Surrey Transport Plan which will start from April 2011.

### . **TRANSPORT FOR SURREY PARTNERSHIP FORUM**

Several Coalition Members attended the launch event at County Hall on 25<sup>th</sup> March, to hear about the Council's plans and to ensure that the views of disabled people are taken into account. Further opportunities for disabled people to get involved are as follows:

### . **WEB CONSULTATIONS**

If you can access the Internet then visit [www.surreycc.gov.uk/surreytransportplan](http://www.surreycc.gov.uk/surreytransportplan) - to find out about and give your views on two consultations currently taking place:

- **Transport Climate Change Strategy.** Consultation from 25<sup>th</sup> March to 17<sup>th</sup> June.
- **Proposed Vision and Objectives.** Consultation from 9<sup>th</sup> April to 2<sup>nd</sup> July

### . **EMPOWERMENT BOARD MEETINGS**

If you cannot access the Internet then there will be opportunities to discuss the Surrey Transport Plan Consultations at meetings of the 5 local Empowerment Boards which meet bi-monthly across Surrey. For more information and dates of meetings, contact Yasmin Broome on 01483 517294 or email [yasmin.broome@surreycc.gov.uk](mailto:yasmin.broome@surreycc.gov.uk)

## EMPLOYMENT SUPPORT

- . Contact **SUPPORTED EMPLOYMENT HELPLINE 08456502638** for information on how to get support to get back into work.
- . **NETHERNE PRINTING SERVICES** is a social firm based in Dorking which offers training and work experience for disabled people including those recovering from mental health problems. For more information and a Volunteer Information Pack Tel: 01306 875150

# **WORKING TOWARDS DISABLED EQUALITY**

Back in December 2006 the DDA (Disability Discrimination Act) introduced the Disability Equality Duty on all public bodies requiring them to develop Disability Equality Schemes (DES) to show how they would promote equality and challenge inequality in all their activities. Disabled people in Surrey were very much involved in contributing to the DES's of many public bodies and particularly the countywide organisations like Surrey County Council, Surrey PCT and Surrey Police

Now three years on, these bodies are reviewing their DES's and incorporating them within new Single Equality Schemes for the next three years 2010 - 2013. Coalition members are involved in this work in a number of ways:

## **WITH SURREY COUNTY COUNCIL**

We held a Workshop in February to review the Council's DES and Action plans, identify outstanding actions and give views on the priorities for the next three years. These views are now being included in the Council's Single Equality Scheme which will be going out for formal consultation in June/July. More people will then have the opportunity to give their views. In the meantime, if you would like a copy of the notes from our Workshop, please contact us in the Coalition office.

## **WITH NHS SURREY**

Surrey Coalition members are involved with NHS Surrey's work on Equality and Diversity on an ongoing basis by having a representative on their Equalities Board and through the Joint Disability Steering Group which meets quarterly. Their DES is being reviewed and a new Action Plan is being agreed and prioritised, to focus in particular on the need for better information and communication to enable disabled people to access health services on an equal basis. We hope that these priority actions will also be included in contracts with Acute Hospital Trusts and other health providers. (eg see the survey of disabled people currently being carried out by Frimley Park Hospital - Page 7)

If you are interested in getting involved in disability equality issues, and helping to do equality impact assessments (See front page), then please contact us in the Coalition Office.

# **DATES FOR YOUR DIARY**

## **DELIVERING EMPOWERMENT ANNUAL CONFERENCE 2010**

Organised by the Empowerment Boards for people with physical, sensory and cognitive disabilities in Surrey

**“INFORMATION INDEPENDENCE INCLUSION”**

**THURSDAY 17<sup>th</sup> JUNE 10 - 4**

**Dorking Halls**

**“See enclosed Flyer and Booking Form”**

### **ACTION FOR CARERS SURREY**

#### **CARERS FORUM**

**Tuesday 25<sup>th</sup> MAY 2010  
10 - 3**

**Leatherhead Leisure Centre**

For more information contact Action  
for Carers Surrey Tel 01483 302748

or

email [diane@actionforcarers.org.uk](mailto:diane@actionforcarers.org.uk)

### **White Lodge Centre's next BRINGING IT TOGETHER DROP IN SESSION**

on

**Wednesday 12<sup>th</sup> May 2010  
from 11 to 2**

**at Rendezvous,  
White Lodge, Chertsey**

One point of access for free advice  
information and equipment  
demonstrations from partner  
organisations.

For more information  
Tel 01932 577957

### **YOUR LIFE - YOUR CHOICE**

A free informal event for people with  
learning difficulties and their  
families, to find out more about  
Personalisation.

**Wednesday, 5<sup>th</sup> May  
7 - 9 pm**

**High Cross Church,  
Camberley**

For more information and tickets  
Tel 01932 567666, or email  
[vp@valuedpromotions.com](mailto:vp@valuedpromotions.com)

### **THE GENERAL ELECTION**

We hope all our members can  
access the support they may need  
to be able to vote on Thursday 6th  
May.

**Do not forget to register  
for a postal vote if you need it.**