



COALITION NEWS

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

December 2010

Issue 22

SURREY COALITION OF DISABLED PEOPLE

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SEASONS GREETINGS TO ALL OUR MEMBERS AND PARTNERS



WEST SURREY MENTAL HEALTH FAIR

Pictured here, manning the stand at the West Surrey Mental Health Fair on 17th November, are Board member David Keen and his wife, Gina. The Fair, organised by Cornerhouse in Woking, was a tremendous success, and was visited by hundreds of people during the course of the day. A great opportunity for networking and developing new partnerships.



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SURREY COALITION'S 2010 AGM



A packed audience of over 130 people attended our AGM on 28th October at Leatherhead Leisure Centre.

The day began with welcome from Chair Cliff Bush and an Opening Speech by Cllr Lavinia Sealy, Vice Chairman of Surrey County Council who said how much the Council valued the contributions made by Surrey Coalition and its many disabled members.



During the formal business of the AGM, Cliff gave his Chair Report and Carol Pearson gave an overview of the activities of Surrey Coalition members during the past year. The Accounts for 2009/10 were discussed and approved, and two new Board Directors were elected to the Board of twelve disabled people. These were Gemma Roulston and Jenny Teagle. Commemorative paper weights were presented to the two retiring Board Directors, pictured here.



Suzân Lewis Jones



Tracy Anderson

SURREY COALITION'S 2010 AGM

The Keynote Speech was given by Neil Coyle, Director of Policy at the Disability Alliance, who provoked lively comment on the subject of the impact of Government spending cuts and proposals for Welfare Reform on the lives of disabled people.



During the lunch break everyone visited the 22 excellent and informative exhibition stands manned by public and voluntary services across Surrey, before spending the afternoon in facilitated table discussions on key questions about improvements, if any, to the lives of disabled people since the Independent Living Bill three years ago.



Finally the very full day ended with a brief speech from Cllr Michael Gosling, Cabinet member for Adult Social Care at Surrey County Council. Pictured here with John Woods, Assistant Director for Personalisation in Adult Social Care, and Coalition Chair Cliff Bush.



UPDATE ON THE USER LED ORGANISATIONS PROJECT

Much progress continues to be made on implementing the User Led Organisations Project in Surrey, as a partnership between Surrey Coalition, SILC, Surrey Disabled People's Partnership, Action for Carers Surrey and Surrey County Council. Recent highlights were

• AT THE HUB - EPSOM

The **official opening** of The Hub Epsom at 131 High Street, took place on 1st November, officiated by the Major of Epsom & Ewell, pictured here with the Hub volunteers and trustees of Gateway, the local User Led Organisation



Then on 5th November, **Chris Grayling, MP** for Epsom & Ewell visited volunteers at the Hub, and said he would promote the information and advice service to disabled constituents and carers.

• AT THE HUB - REDHILL

We have now received planning permission to convert the shop at 41 High Street and the lease is being agreed so that building work can start early in the New Year. This Hub will have a retail element, and volunteers there will have equipment/aids to daily living available for people to buy (smaller items to take away, and larger items to be ordered and delivered).

Volunteers who will be running the information and advice service are starting their training programme shortly, to be ready for opening in January 2011.

INFORMATION FOR YOU

“SAFE SCOOT”

Norfolk Police have produced an online DVD on Mobility Scooter safety awareness, called ‘SAFE SCOOT’. They have also produced an illustrated easy read ‘Highway Code’ to accompany the DVD. Look on the website: www.safescoot.co.uk to view the DVD.

2011 CENSUS

Census Day is 27th March 2011, and everyone, everywhere needs to take part because census statistics are used to plan and deliver the services we all need. The organisers are trying to ensure the process is accessible for everyone. A range of different formats is being provided for people with sight, hearing, literacy, language and other issues. Here in Surrey, more information is going out in the SALDR Newsletter and the Empowerment Boards will be talking to the Area Managers for the Census in Surrey about the arrangements they are making.

RADAR ACCESSIBLE TOILET APP – COMING SOON

Due for release in late 2010 the new Radar accessible toilet app will show the location of all Radar key accessible toilets throughout the UK on iPhone, Android and Blackberry platforms. These toilets form the National Key Scheme network. Users will be able to provide feedback and indicate whether the toilets are left or right hand transfer, have a security alarm, have a handrail and a number of other attributes.

BUS INFORMATION ON YOUR MOBILE PHONE

You can now get Real Time information on your local bus service sent direct to your mobile phone. Text your Bus Stop code to 84268 and find out when the next bus is due to arrive. The Bus Stop code can be found on the website www.surrey.gov.uk/travel Texts cost the same standard text message charge from most mobile operators, plus 25p.

CAMPAIGN UPDATES

LOSING PATIENTS CAMPAIGN

Many sight impaired members attended the launch of the Surrey Campaign held on 17th September in Ewell, organised jointly with RNIB, Surrey Vision Action Group and SAVI. The event was all about explaining to NHS professionals the difficulties sight impaired people have when communications with their GP or local hospital are not provided in their chosen format (ie: by email, large print, Braille etc.) Ongoing work is being done by the RNIB Campaigns Team with members of Surrey Vision Action Group to promote the Campaign further.



CAMPAIGN AGAINST SHARED SURFACES

Members have been involved in a range of activities to campaign against shared areas without appropriate delineators. These include

- **Campaign against shared surfaces with cyclists in Woking Town Centre** – led by one of our partners, Surrey Disabled People's Partnership eleven disability organisations in Surrey are backing this challenge to Woking Borough Council and Surrey County Council. See their website to give your views on the current consultation. www.sdpp.org.uk
- **Contributing to current research** on the impact of shared surfaces on disabled people
 - a group of sight impaired members joined a Focus Group in October to give their views on a research project, and
 - a few members are going to test out delineators in London as part of another research project.

Let us have your views on the issues caused by shared surfaces or streets.

CAMPAIGN UPDATES

CAMPAIGN TRAINING

We organised two days of Campaign Training in late September, provided by the RNIB Campaigns Team, and funded from the Surrey Health and Social Care Joint Training Partnership – thank you to both of our sponsors. Some 28 members attended the training which they found very useful.



CAMPAIGNS AGAINST THE CUTS IN BENEFITS AND SERVICES AFFECTING DISABLED PEOPLE

- The **SUMMIT** of the leaders of disabled people's and carers' organisations in Surrey, organised by Geoff Jelly and held on 8th November discussed and reviewed all the various cuts proposed by the Coalition Government through it's Budget 2010 and the Comprehensive Spending Review. The Summit decided to form a small Task Group with a mandate to develop a manifesto of actions such as campaigns underpinned by live examples of the effects of the cuts. More details soon.
- **Campaign against plans to remove the mobility element of DLA from people in residential care**

The Government plans to reform Disability Living Allowance (DLA) and reduce expenditure by 20%. One of the ways in which they plan to achieve this is by removing the mobility component of DLA from people in residential care. Therefore we are urging people to support the Mencap campaign against this proposal, by encouraging you to complete a survey form and write to your MP. The removal of this allowance will potentially leave 56000 people without an allowance to enable them to get out and about or to achieve independent mobility. The Government seems to think that Social Services and Care Homes provide these, but we know they do not, except perhaps for 'group outings' which do not promote independence, choice and control. For information about the campaign, writing to your MP and to complete the survey form use the link <http://www.mencap.org.uk/page.asp?id=20515> or contact the Coalition office for a paper copy.

GIVE YOUR VIEWS

ON NHS SURREY'S SINGLE EQUALITY SCHEME

The Equality Act 2010 introduces a single public sector equality duty which requires us as a public authority to promote equality and eliminate discrimination over a wider range of “protected characteristics” including age, religion and belief, sexual orientation, gender reassignment, pregnancy and maternity as well as race, sex and disability.

This new Equality Scheme is the most recent document outlining our commitment to create more accessible services, policies and measures that meet the diverse needs of our population and workforce, ensuring that none are placed at a disadvantage over others. It will take into account the equality legislation and promotes equal opportunities for all.

We already have a number of priorities raised by disabled people in Surrey and we want to make sure that these are not lost in the transition to a broader scheme.

We would like your help in making sure we have the issues most important to you included in the scheme and action plan. Please give us some feedback on the following questions:

1. When accessing or using NHS services what really helps you?
2. What makes the most difference to you?
3. What should we focus on in order to promote equal opportunities for staff and to improve services?
4. Is there more we can do?
5. What do you think should be our top priorities?

Enclosed with this Issue is a form for you to complete and return to Tina Gull, Equality and Diversity Lead, NHS Surrey, Staff Development Centre, Guildford Road, Chertsey, KT16 OQA by **December 30th 2010** or if you prefer, the form can be completed electronically – email: info@surreycoalition.org.uk to request a copy.

WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

NEW HOME CARE PROVIDERS CONTRACTED BY SURREY COUNTY COUNCIL

Representatives of Surrey Coalition and Action for Carers continue to be involved in monitoring the quality of home-based care through the Home Care Reference Group. They were also recently involved in developing the specification and evaluating tenders for more Providers to be included in the County Council's contract for services for people receiving adult social care. As a result 15 new agencies have been added, making 57 in total, providing home care across Surrey funded by the Council, though of course there are many more providing services for people using Direct Payments or self-funding.

CO-DESIGN OF PATIENT TRANSPORT SERVICES

Members attended an event organised by NHS Surrey in September to help co-design future patient transport services, together with health and social care professionals, voluntary car scheme and community transport providers.



O T SUMMIT

Disabled people were also represented at the Occupational Therapy Summit held on 17th September, to consider the future shape of services in light of good practice elsewhere, and the importance of integration of services provided by both health and social care.



A report on the Summit is now available – contact us in the Coalition Office if you would like a copy.

WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

GIVING VIEWS TO CQC

The Care Quality Commission asked us to identify four people with experience of using different health and social care services, to participate in individual sessions to give their views on a draft questionnaire which CQC want to use to obtain people's views on services on an ongoing basis. Pictured here is one of the participants, Brenda Griffiths, with the CQC interviewer Hannah Atherton.



IT'S MY LIFE"

A fantastic event was attended by more than 120 people with learning difficulties at Bourne Hall on 15th October. Organised by the local SAMS Group (Self Advocacy Mid Surrey) and Advocacy Partners, everyone had the opportunity to share their views through discussion, drama and art.



Pictured here are some of the people who went.

HUMAN RIGHTS WORKSHOP

Two Directors of the Coalition Board attended this three day event in Southampton, which focused on the local applications of the UN Convention on the Rights of Persons with Disabilities. Led by Rachel Hurst CBE from Disability Awareness in Action and Svetlana Kotova from Disability Lib, the workshop helped delegates to grasp the various Articles within the UNCPD and how they relate to the everyday experiences of disabled people. The Convention is being used more and more to highlight deficiencies in services and inequalities of provision. Copies of the Guide to the UNCPD visit: <http://www.equalityhumanrights.com/human-rights/a-guide-to-the-un-disability-convention/>

WHAT COALITION MEMBERS HAVE BEEN INVOLVED IN

CONTRIBUTING TO CONSULTATIONS AT FRIMLEY PARK HOSPITAL

During the Autumn, members living in the Frimley Park Hospital catchment area including the North West Surrey Empowerment Board, were involved in consultations by the hospital on their

- Single Equality Scheme, and
- Plans for the emergency department

We have recently received a thank you letter for all this work and a request that Coalition members be involved in future consultations, which, of course we will do.

They also asked if any member would be interested in becoming a Foundation Trust Governor, or a member of the Foundation Trust. Anyone interested can contact Sarah Waldron, membership manager on 01276 26801 or email sarah.waldon@fph-tr.nhs.uk

CONTRIBUTING TO COMMISSIONING STRATEGY FOR PEOPLE WITH NEUROLOGICAL CONDITIONS

We supported 6 Focus Groups for people with neurological conditions and carers in early October to ensure their views shape the Commissioning Strategy being developed jointly by NHS Surrey and Surrey County Council, with support from the Neurological Commissioning Support Service run by the MS Society. Following these meetings a Stakeholder Event was held on 9th November to hear about the initial findings, and more work is now being done to map existing services so the gaps can be identified and priorities agreed for an equitable service across Surrey which really meets people's needs.

The Coalition will be supporting a Reference Group of people with experience of neurological conditions to ensure they can continue to shape the Strategy which it is hoped will be completed by April 2011.

If you have experience of a neurological condition and would like to get involved, please contact Carol on 01483 456558 or email carol.pearson@surreycoalition.org.uk

NATIONAL NEWS

GIVE YOUR VIEWS TO “DISABILITY RIGHTS WATCH UK”

They want to collect evidence from disabled people on examples of when people feel their rights under the UN Convention on the Rights of Disabled persons may have been violated. The aim is to give Government a clear picture of what our lives are really like, and what we need them to do to give us proper protection.

HATE CRIME FIGURES PUBLISHED

For the first time figures on Hate Crime have been published – and of a total of 52,028 crimes were reported during 2009, 1402 were related to disability. Data on non-crime incidents are not recorded nationally and are only available locally.

Surrey Police only recorded 4 Hate Crimes against disabled people but we know that harassment is much more frequently suffered by disabled people. Work is starting with Surrey Police to help people report harassment and hate crime more easily – more information on this later.

NATIONAL SURVEY OF USER LED ORGANISATIONS

NCIL (National Centre for Independent Living) has been commissioned by the Department of Health to carry out a detailed survey of established User Led Organisations across the country to find out about the services they provide and how they are funded. The main countywide ULOs in Surrey have joined in this Survey (SILC and Surrey Disabled People's Partnership as well as Surrey Coalition), and we look forward to seeing the results in the New Year.

STOP PRESS - CONSULTATION ON PROPOSAL TO REPLACE DLA WITH A NEW BENEFIT CALLED “PERSONAL INDEPENDENCE PAYMENT”, from 2013/14. This Government Consultation was issued on 6th December with a closing date of 14th February 2011. Information on how we will seek views to respond to this will follow shortly.

OPPORTUNITIES TO HAVE YOUR SAY

..... ON SERVICES FOR PEOPLE WITH SENSORY IMPAIRMENT

In the New Year, people with sight impairment and hearing loss will be involved in the next phase of work to help shape the services they will receive in future. Following completion of the draft Commissioning Strategy in which user groups have been involved, the Council has now decided how services will be provided over the next two to three years:-

- Services for people with sight impairment and combined sight and hearing loss – will go out to tender in February, and the contract will be awarded to start in July 2011.
- Services for people with hearing loss will remain provided 'in house' by Surrey Deaf Services Team for the same period until 2013. During the next two years the Council proposes to work with partners to develop an integrated Sensory Impairment Service which is user-led.

People with sight impairment and hearing loss will help to shape the future, and will be involved in early 2011 in developing service specifications and influencing improvements in current services. Meetings of the following groups will be held in January/February to focus on this work

- Surrey Vision Action Group
- Surrey Deaf Forum (for sign language users) and
- Surrey Hard of Hearing Forum

If you would like to get involved, please contact us in the Coalition Office.

.... ON THE COMMISSIONING AND PROCUREMENT OF IMPORTANT SERVICES

We are continuing to work closely with Adult Social Care Services to ensure user involvement in all work to commission and procure improved services. Current work includes the following:-

- Advocacy Services
- Brokerage (to help people develop and implement their Support Plans as part of Self Directed Support).

Contact us in the Coalition Office if you want to contribute.

OPPORTUNITIES TO HAVE YOUR SAY

... TELECARE AND COMMUNITY EQUIPMENT

The User and Carer Reference Group continues to meet every two months to review current services and to make suggestions for improvement. They will also be attending Surrey's Telecare Summit in January to give their views on future plans. Contact us in the Coalition office if you are interested in getting involved in these important services.

GIVE YOUR VIEWS AT YOUR LOCAL EMPOWERMENT BOARD MEETINGS

Following recent Open meetings held by each of the 5 local Empowerment Boards, more disabled people have been recruited to join and attend their bi-monthly meetings. Joining these meetings enables you to give your views on both local and county wide issues. At the January meetings of the five Boards, you can give your views on things such as

- Surrey's Bus Review - Phase 2
- Neighbourhood Policing
- The recent NHS White Paper
- Personalisation of Adult Social Care Services

Contact Yasmin Broome for dates of the meetings next year
Tel: 01483 517294 or email yasmin.broome@surreycc.gov.uk

REPORT PROBLEMS TO 'HIGHWAYS ONLINE'

Surrey County Council are encouraging residents to

Search for it

Report it

Ask about it

and do it, anytime – online at www.surreycc.gov.uk/highwaysinfoonline. For the latest on potholes, flooding, snow, roadworks and how we can all contribute. You can also use this to report any road humps which you think may not conform to standard heights/widths and therefore be potentially dangerous.

...SURREY LINK'S AGM

This is being held on Wednesday 19th January from 7pm to 9pm at the Runnymede Centre in Chertsey. For more information contact Nicola – Tel: 01737 368890 or email nicola@nb-consultancy.co.uk

WHAT MEMBERS HAVE ACHIEVED

• FOR DISABLED BUS PASS HOLDERS

Representatives of the Coalition and members of the Empowerment Boards have been giving views on the process for obtaining Bus Passes when the administration of the scheme transfers from local Councils to Surrey County Council from April 2011. Council officers have worked hard to respond to people's concerns that the process needs to be accessible for everyone, regardless of impairment, and they are making arrangements to ensure that:

- People unable to go to a library to apply for a new pass, have alternative ways of doing so, e.g. by phone, email or by proxy.
- People needing to renew their pass will not have to go to a library but will be contacted to arrange an automated process.

We have also been involved in designing the new leaflet so that it is accessible and clearly explains the procedures and options available to people. We would like to thank County Council staff (particularly Keith and Jackie) for their cooperation throughout this piece of work.

• SMS NUMBER NOW AT CONTACT CENTRE

After much campaigning Ted Pottage has succeeded in ensuring the County Council's Contact Centre has an SMS telephone number to which people can text their enquiries. Well done Ted. The number is 07527 182 861. Just text your enquiry from your mobile phone and you will receive a text reply.

OTHER ACTIVITIES

Over the past few months members of Surrey Coalition and the Empowerment Boards have been very busy:-

- Commenting on the revised SALDR application form
- Responding to the Government White Paper on the NHS "Equity and Excellence"
- Giving views on Surrey's draft Accommodation Strategy
- Responding to the Government's Autism Strategy
- Contributing to the development of the Right to Control Trailblazer Project, including designing the information leaflets.
- Giving views on NHS Surrey's Pharmaceutical Needs Assessment
- Attending Co-Design events on Community Nursing Services, Occupational Therapy Services and the Dementia Strategy.
- Giving views on the Public Value Review of Older People's Services.

NEWS IN BRIEF

CONGRATULATIONS TO SURREY DISABLED PEOPLE'S PARTNERSHIP

On being the first Advocacy provider in Surrey to achieve the national Quality Mark awarded by Action for Advocacy. Surrey Disabled People's Partnership is a key organisational member and partner of Surrey Coalition – being a user-led Organisation which now provides advocacy for people with physical and sensory impairments aged 18 and above, across Surrey.



Pictured here are Chief Executive, Clive Wood, together with the advocates who provide this vital service.

NEWSLETTERS FROM PARTNER ORGANISATIONS

Informative newsletters have recently been published by several other organisations working with and for disabled people. These include:-

- Delivering Empowerment Boards Newsletter – Issue 3 (Oct 2010)
- Deaf Services Newsletter – Winter Edition 2010
- Surrey Personalisation Bulletin – October 2010
- SALDR Newsletter - December 2010

If you are interested in any of these, but have not yet seen a copy, please contact us in the Coalition Office.

NEW 'SURREY INFORMATION POINT' WEBSITE

The exciting project led by the County Council, SID and NHS Surrey to provide a new web based Information Directory will be launched to the public in early 2011.

Disabled people across Surrey have contributed to the design and content over the past nine months, and are continuing to be involved as new sections are developed and included.

Look at the website www.surreyinformationpoint.org.uk in the New Year.