



**SURREY COALITION OF
DISABLED PEOPLE**

BUSINESS PLAN

2011 - 2012

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SECTION 1

INTRODUCTION

1.1. PURPOSE

The aim of Surrey Coalition of Disabled People is to promote the right to independent living and equality of opportunity for disabled people in Surrey.

We do this by influencing policies, strategies and services where these impact on the lives of disabled people in Surrey.

1.2. THE ORGANISATION

Surrey Coalition is a User Led Organisation (ULO) run by disabled people with a membership of over 1060 individuals and organisations which are also user led.

Surrey County Council provides core funding through an annual grant, in recognition of its responsibilities under the Disability Equality Duty and Government Policy to support and enable User Led Organisations. (Putting People First 2009)

Surrey Coalition supports and enables disabled people to be involved and to have influence through a developed network of organisations and involvement processes at local, county and national levels, working together to create a stronger voice for disabled people in Surrey.

Surrey Coalition is run and managed by a Board of up to 12 Directors all of whom are disabled people. Each Director takes a lead role in a range of activities related to their personal experiences, knowledge and interests, as well as taking a corporate and collective role in governing the organisation.

1.3. BUSINESS PLAN FOR 2011/12

This Business Plan describes the context and drivers for Surrey Coalition's activities during 2011/12; the priorities to be achieved and the Action Plans to deliver the priorities.

SECTION 2

CONTEXT TO THE BUSINESS PLAN FOR 2011/12

There are many Drivers both external to and internal within Surrey Coalition of Disabled People which provide the context for setting priorities for 2011/12. These include:

2.1. EXTERNAL DRIVERS

- Government plans to cut public expenditure to reduce the country's financial deficit.
- Surrey County Council's response to expenditure cuts
- NHS Surrey's response to expenditure cuts
- NHS White Paper, Equality and Excellence
- Government's vision for Adult Social Care, including Personalisation and outsourcing service provision (Nov 2010)
- SCC Adult Social Care Directorate Strategy 2011/12 – 2014/15
- Adult Social Care Implementation Programme, including 14 Projects
- Requirements of Funders providing Grants to Surrey Coalition of Disabled People

2.2. INTERNAL DRIVERS

2.2.1. Views of Surrey Coalition Members about Independent Living, given at table discussions at the AGM on 28th October 2010.

- 2.2.2.** Views of members on the benefits of Disability Living Allowance, given through a Survey carried out at the AGM.
- 2.2.3.** Feedback from members in response to the publication of activities and opportunities for involvement through bi monthly issues of Coalition News.
- 2.2.4.** The 12 Basic Rights of disabled people to have equality of access to services needed to enable them to achieve Independent Living and equality of opportunity. These are:
- Access to buildings and the environment
 - An accessible Transport system
 - Technical aids and equipment
 - Accessible/adapted housing
 - Personal Assistance and support
 - Inclusive Education and Training
 - An adequate Income
 - Equal opportunities for Employment
 - Appropriate and accessible Information
 - Advocacy (towards self-advocacy)
 - Counselling
 - Appropriate and Accessible Health Care

Surrey Coalition does not have the capacity to work on all these issues during 2011/12, but will use existing processes to maintain involvement as set out in the Action Plan.

SECTION 3

PRIORITIES FOR 2011 – 2012

3.1. DELIVERING OUTCOMES REQUIRED BY FUNDERS

The main sources of income are derived through grants from Surrey County Council. Additional income comes from user involvement in training and from administrative charges made to organisations other than Surrey County Council, for organising their user involvement activities.

The Grant Agreements with Surrey County Council contain a number of outputs which Surrey Coalition is required to deliver, as follows :-

3.1.1. Core Grant of £104589

This Grant is provided by SCC to fund the Coalition's core activities and to meet the following **Outcome** :-

“To increase the involvement and influence of disabled people in all policies and services affecting their lives, and to achieve greater equality of opportunity and independent living.”

To achieve this we have agreed the following **Outputs** for 2011/12:

- Give a voice to disabled people in Surrey in shaping services provided by public and voluntary sector services
- To support SCC in developing and implementing equalities policies and all policies affecting the lives of disabled people
- To participate in Surrey Strategic Partnership as a elected member of Surrey Assembly (VCFS)
- To provide a central point of contact for engagement and consultation between SCC and disabled people of Surrey

- To be an active partner in ASC Implementation Programme, at all levels, and in all projects
- Lead the User Led Organisations Project on behalf of ASC
- Ensure the involvement of disabled people in the commissioning and procurement of ASC services
- Involve disabled people in new Quality Assurance processes for monitoring service quality in ASC
- Work with SCC to produce joint responses to Government consultations, where appropriate
- Work with SCC Transport, Highways and Infrastructure to influence improvements in access to buildings, environment and transport for disabled people
- To produce and distribute regular, relevant publication to 1000 members

Achieving these Outputs is therefore a priority for 2011/12.

3.1.2. Additional Grant from SCC Adult Social Care Directorate £5500

This Grant was made during 2010/2011 and again during 2011/12 in recognition of additional work being carried out to support the ASC Implementation Programme.

Specifically the **Outputs** agreed are :-

- Give a voice to disabled people in Surry in shaping services provided by public and voluntary sector services and policies affecting the lives of disabled people, in particular:
 - additional time and expense incurred in chairing the User Led Organisation project

- additional time and expense incurred in co-chairing the ASC Implementation Programme Board

Surrey Coalition is working in Partnership with Surrey Independent Living Council, Surrey Disabled Peoples Partnership, Action for Carers Surrey and SCC to deliver the User Led Organisation Project which has the following **Outcomes**:

1. Public bodies in Surrey understand the value of and are committed to supporting User Led Organisations
2. Public bodies actively support user led organisations to engage with disabled people and carers, in particular those who are seldom heard, and to involve them in the co-design of services and policies
3. All citizens have the opportunity to access and to be involved in local user led organisations
4. More disabled people are empowered active citizens and are supported into voluntary or paid work
5. A wide network of user led organisations exists across the county, operating to a common set of core values
6. Health and social care providers in the voluntary sector are demonstrably more 'user-led'
7. Standards of good practice in ensuring equality, promoting diversity and preventing discrimination are well established

3.1.3. SCC Right to Control Trailblazer Grant - £68167 over two years from June 2010 to May 2012

This Grant is provided to enable Surrey Coalition to employ one member of staff for two years as the ULO Project and Hub Coordinator. The outputs are therefore integral to delivery of the User

Led Organisation Project and the Right to Control Project which are two of the 14 projects comprising the Adult Social Care Implementation Programme.

3.2. PRIORITIES FOR DISABLED PEOPLE IN SURREY

In addition to meeting the outputs required by Funders, Surrey Coalition, as an independent organisation, also sets its own agenda of priorities for action to meet its purpose of:

“Working to ensure the voice of disabled people in Surrey is being heard, to influence and shape policy, strategies and services where these impact on their lives. Thereby to promote and achieve greater equality of opportunity and the right to independent living”

The priorities for 2011/12 to work towards there aims are as follows :-

3.2.1. Working with other Disabled People’s Organisations (DPO’s) to challenge Government plans for Welfare Reform and public expenditure cuts

Work to respond to Government plans began in 2010 with a Summit of DPO’s and Disability Organisations (November 2010) to coordinate views, and to prepare a response to the Consultation on Disability Living Allowance (February 2011)

The priorities for 2011/12 are :-

- To actively participate in the newly created Network of Disabled People’s Organisations in the South East, to coordinate views and responses to Government.
- To encourage members to participate in the activities of Disability Rights Watch UK, e.g: attending the Rally and Lobby of Parliament on 11th May 2011.

- To work with National DPO's such as the National Centre for Independent Living (NCIL) and Disability Alliance to respond to their calls for evidence to challenge the Governments plans for Welfare Reform

3.2.2. Responding to Government Consultations

Work was carried out during 2010/11, sometimes in collaboration with Action for Carers Surrey, Surrey LINK and Surrey County Council, to prepare responses to Government consultations.

These included :-

- Consultation on Reform of Disability Living Allowance
- Response to Public Health White Paper
- Response to ASC Transparency of Outcome Consultation

The priorities for 2011/12 will be to respond to

- Joint Committee on Human Rights Inquiry into the implementation of the right of disabled people to Independent Living. (April 2011)
- Opportunities to be involved in and to influence the development of Government policy on implementing their proposed reforms of DLA in April 2013.
- The Law Commission Report on Social Care, the Dilmott Report on the funding of long term care, and the Adult Social Care Green Paper expected in the autumn 2011.
- Respond to other Consultations directly impacting on the lives of disabled people.

3.3. PRIORITIES FOR WORKING WITH OTHER NETWORKS TO PROMOTE THE RIGHTS OF DISABLED PEOPLE

Surrey Coalition continues to work with a range of other networks and organisations to ensure that disabled people and people with long term health conditions are involved in and influence policies and services affecting their lives.

During 2011/12 the priorities will be:

3.3.1. Working as a key member of Surrey LINK

In particular :

- Representing Surrey Coalition on Surrey LINK Council (and its successor during the transition to Health Watch)
- Involvement in the work related to Mental Health and Learning Disability Services
- Working with Action for Carers Surrey to lead on Adult Social Care Issues on behalf of Surrey LINK
- Contributing to discussions on the future Health Watch for Surrey
- Working as a member of CQC's National Speak Out Network

3.3.2. Working with the Surrey Health and Social Care Network to ensure public and voluntary sector providers focus on the needs of disabled people

In particular :

- Contributing to bi monthly meetings of the Health & Social Care Network
- Running the Surrey Advocacy Forum to promote consistently high standards of service provision

- Encouraging voluntary sector organisations to be demonstrably more user-led
- Working with partners from the 6 funding streams to implement the Right to Control Trailblazer

3.3.3. Working through Networks to promote Disability Equality

In particular :

- Monitoring implementation of the Equality Act through quarterly Joint Disability Equality Review meetings with Surrey County Council and NHS Surrey
- Being an active contributor to SCC's Equality Advisory Group
- Promoting disability issues through other networks, e.g: Surrey Faith Link, Surrey Minority Ethnic Forum, Gypsy & Traveller Network etc.
- Utilising the Surrey Diversity and Equality Network (SuDEN) to promote disability equality within all public sector organisations in Surrey.
- Ensuring the Empowerment Boards, Special Interest Groups and Partnership Boards monitor and influence improvements in disability equality in their local areas

3.4. RESOURCING SURREY COALITION FOR THE FUTURE

Whilst we have the benefit of grant funding for 2011/12 as set out in Section 1 above, the organisation has to work to ensure its sustainability for the future. This will be achieved by:

3.4.1. Continuing work to ensure we are valued as a partner by Surrey County Council and other public sector organisations in Surrey.

3.4.2. Working with key user led partners including Surrey Independent Living Council, Surrey Disabled People's Partnership and Action for Carers Surrey to deliver the User Led Organisations Project in Surrey.

3.4.3. Developing opportunities for other funding streams including:

- Implementing a policy to advertise services and organisations in Coalition News
- Providing training courses with funds awarded by Surrey Health & Social Care Training Partnership (£3870 in 2011/12) and bidding for further training in subsequent years
- Reviewing the policy on charging an administrative fee for arranging user involvement activities, to increase income, and
- Continually reviewing costs to reduce these to a minimum and to ensure value for money

4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2011/12

4.1. PRIORITY PROJECTS

	Project	Actions	Lead Director	Staff Lead	Comments
1.	Ensure involvement of disabled people in Adult Social Care Implementation Programme	Monitor delivery through ASC Implementation Board	Cliff Bush	CP	
		Ensure involvement in all 14 Projects	Cliff Bush	CP	
2.	Developing User Led Organisations and Hubs	Through ULO Project Board – deliver agreed objectives	Cliff Bush	CP SL	

	Project	Actions	Lead Director	Staff Lead	Comments
3.	Implementing Right to Control Trailblazer in Epsom & Ewell and Reigate & Banstead	Through User Led Hubs in Epsom and Redhill, and RtC Partnership Meetings	Nick Danagher	CP SL	
4.	Working with Surrey LINK to develop Health Watch Surrey	Through Surrey LINK Council and Co – Design Events	Cliff Bush	CP	
5.	Improving access to Employment	<ul style="list-style-type: none"> Promote through Right to Control Project 	Nick Danagher	CP	
		<ul style="list-style-type: none"> Promote take up of SCC's Employability Service for people with physical & sensory impairment 	Alison Downer	CP	

	Project	Actions	Lead Director	Staff Lead	Comments
		<ul style="list-style-type: none"> Promote opportunities through Sensory Impairment Commissioning Strategy and Implementation Plan 	Mary Collyer	CP	
		<ul style="list-style-type: none"> Encourage Hub volunteers into employment 	Gemma Roulston	SL	
6.	Involving disabled people in developing commissioning strategies, Implementation Plans and Procurement of Services	As detailed in Section 2 of the Action Plan	All Board Directors	CP YB	

	Project	Actions	Lead Director	Staff Lead	Comments
7.	Continue the involvement of disabled people in routine processes to improve access to services and to achieve Independent Living	<p>As detailed in Section 3 of the Action Plan.</p> <p>Through the Coalition's Network of members and user led groups including the Empowerment Boards (As detailed in Appendix 3)</p>	All Board Directors	CP YB AW	
8.	Promote right to Independent Living and equality of opportunity at National, Regional and County level	<p>Through individuals and user led groups as detailed in Appendix 1 and Appendix 2</p> <p>Support the development of South East Regional Network of Disabled Peoples Organisation</p>	<p>All Board Directors</p> <p>Nick Danagher</p>	<p>CP YB</p> <p>CP</p>	

4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2011/12

4.2. PROCESSES TO INVOLVE DISABLED PEOPLE AND THOSE WITH LONG TERM HEALTH CONDITIONS IN THE DEVELOPMENT OF COMMISSIONING STRATEGIES AND IMPLEMENTATION PLANS

	Commissioning Strategy	Process	Lead Directors & Members	Staff Lead	Comments
1.	Sensory Impairment Strategy and Implementation Plan	Surrey Sensory Partnership (quarterly) - to oversee implementation of the strategy	Mary Collyer David Revie Andrew Taylor	CP	
		Surrey Vision Action Group	Mary Collyer	CP	
		Surrey Hard of Hearing Forum	David Revie	CP	
		Surrey Deaf Forum	Andrew Taylor	CP	

	Commissioning Strategy	Process	Lead Directors & Members	Staff Lead	Comments
2.	Commissioning Strategy for Advocacy	Advocacy Commissioning Strategy Project Team	Nick Danagher	CP	
	Services and Procurement for services from April 2012	Involvement of disabled people via Empowerment Boards, LD Partnership Board and Groups, Mental Health User Groups etc.	Empowerment Board Chairs	CP YB	
3.	Joint NHS/SCC Strategy for people with long term neurological conditions	Strategy Project Team for Neurological Conditions		CP	
		User & Carer Reference Group for neurological conditions	Paul Jordan Anna Sartori	CP	

	Commissioning Strategy	Process	Lead Directors & Members	Staff Lead	Comments
4.	Ageing Well Strategy	Ageing Well Strategy Steering Group		CP	
		Involvement processes yet to be agreed			
5.	Public Value Review of Learning Disability Services	Learning Disability Partnership Board and Local Valuing People Groups		CP/ AW	
6.	Autism Commissioning Strategy	Surrey Autism Partnership Board	Jen Fookes	CP	
7.	Social Inclusion and Wellbeing Strategy for mental health services	Social Inclusion Project Team Involvement process yet to be agreed	Alison Downer	CP	

4. SURREY COALITION OF DISABLED PEOPLE – ACTION PLAN 2011/12

4.3. REGULAR PROCESSES TO INVOLVE DISABLED PEOPLE AND ACHIEVE IMPROVEMENTS IN ACCESS TO SERVICES

	Basic Rights Objective	Meetings/processes	Lead Director/ Member	Staff	Comments
1	Improving access to buildings and the environment	Surrey Access Forum (quarterly) + Local Access Groups	Jenny Teagle Paul Jordan Anna Sartori	YB CP	
2	Improving access to Transport	Quarterly Review meetings with SCC Transport Leads	David Keen	CP YB	
		Patient Transport Contract Monitoring Meeting (monthly)	Paul Jordan	-	
		NHS Surrey/SCC Transport Procurement Board (monthly)	Cliff Bush	-	

	Basic Rights Objective	Meetings/processes	Lead Director/ Member	Staff	Comments
		Patient Transport User Group (bi monthly)	Cliff Bush Paul Jordan	CP	
3	Improving access to Equipment and Telecare	User & Carer Reference Group (bi monthly)	Paul Jordan Anna Sartori SuiLing Leung	AW	
		ASC Telecare Strategy Group	Anna Sartori	-	
		Surrey Community Equipment Board (monthly)	Paul Jordan	-	

	Basic Rights Objective	Meetings/Processes	Lead Director/Member	Staff	Comments
4	Improving access to personal care and support (including SDS)	Home Care Reference Group and Procurement Project Team (monthly)	Cliff Bush	CP	
		Personalisation Project Board (bi monthly)		CP	
		ASC's 4 Area Quality Assurance Groups, and regular reporting to Empowerment Boards	Roger Blishen Pat Jarrett Sarah Davies Paul Jordan	YB CP	
5	Improving access to suitable Housing and accommodation	ASC Independent Living Project Board	Anna Sartori		
		Implementation of ASC/Borough Council Accommodation Strategy	Via Empowerment Boards	YB	

	Basic Rights Objective	Meetings/Processes	Lead Director/ Member	Staff	Comments
6	Improving access to Information	ASC Information & Communications Project Board (bi monthly)		CP	
		Increase provision of Information via ULO Hubs	Gemma Roulston	SL	
		Sensory Impairment User Groups <ul style="list-style-type: none"> • Surrey Vision Action Group • Surrey Deaf Forum • Surrey Hard of Hearing Forum 	Mary Collyer SuiLing Leung David Revie	CP	

	Basic Rights Objective	Meetings/Processes	Lead Director/Member	Staff	Comments
7	Improving access to Advocacy & support	Surrey Advocacy Forum (quarterly)	Nick Danagher	CP	
		Commissioning Strategy Project Team	Nick Danagher	CP	
8	Improving access to healthcare and health services	Surrey LINK Council	Cliff Bush Anna Sartori	CP	
		Surrey LINK Mental Health and Learning Disabilities Group	Alison Downer Anna Sartori	CP	

APPENDIX 1

INVOLVEMENT BY BOARD DIRECTORS AT NATIONAL AND COUNTY LEVEL – 2011/2012

LEVEL	BOARD/COMMITTEE	DIRECTOR
National	Equality 2025 – influencing Government Policy	Nick Danagher
National	Shaping Our Lives – National User Group Committee member	Anna Sartori
National	Special Adviser to Department of Health	Cliff Bush
County	Surrey Safeguarding Adults Board	Ken Reissland*
County	Surrey LINK Council	Cliff Bush Anna Sartori*
County	South East Coast Ambulance Service (Public Governor)	Paul Jordan
County	ASC Implementation Board (Co-Chair)	Cliff Bush*
County	Surrey Community Equipment Board	Paul Jordan*
County	Surrey Telecare Board	Anna Sartori *

LEVEL	BOARD/COMMITTEE	DIRECTOR
County	Surrey Access Forum	Jenny Teagle*
County	Learning Disability Partnership Board	Gemma Roulston*
County	Surrey LINK Mental Health Group	Alison Downer* Anna Sartori*
County	Surrey Deaf Forum	SuiLing Leung*
County	Procurement Board for NHS and SCC Transport	Cliff Bush*

* Denotes representing Surrey Coalition

APPENDIX 2

INVOLVEMENT IN PROMOTING DISABILITY EQUALITY 2011/12

PUBLIC BODY	INVOLVEMENT LEAD BY	LEAD(S)
Surrey County Council/NHS Surrey	Joint SCC/PCT Disability Equality Steering Group	Gemma Roulston Paul Jordan David Revie
Surrey County Council	Equalities Reference Group	Carol Pearson
NHS Surrey	NHS Surrey Equality and Diversity Steering Group	Paul Jordan
Surrey Police	Surrey Police Independent Advisory Group (IAG)	Cliff Bush Jonathan Fisher
Surrey and Borders Partnership NHS Trust	Disability Equality Review Meetings	Anna Sartori Gemma Roulston Ted Pottage
Spelthorne B.C. Runnymede B.C.	North Surrey Empowerment Board	Jonathan Fisher
Woking B.C. Surrey Heath B.C.	North West Surrey Empowerment Board	Christine Batham
Guildford B.C. Waverley B.C.	South West Surrey Empowerment Board Waverley Disability Forum	Roger Blishen Suzân Lewis-Jones

PUBLIC BODY	INVOLVEMENT LED BY	LEAD(S)
Elmbridge B.C. Mole Valley D.C. Epsom & Ewell B.C.	Mid Surrey Empowerment Board	Paul Jordan
Reigate & Banstead B.C. Tandridge D.C.	East Surrey Empowerment Board	Ken Reissland
Ashford & St Peters Hospitals NHS Trust	Disability Action Group	Jonathan Fisher David Revie
Royal Surrey County Hospital NHS Trust	South West Surrey Empowerment Board	Roger Blishen
Epsom Hospital	Mid Surrey Empowerment Board	Paul Jordan
Surrey & Sussex Hospitals NHS Trust	East Surrey Empowerment Board	Ken Reissland Ted Pottage
Frimley Park Hospital NHS Trust	North West Surrey Empowerment Board	Christine Batham
South East Coast Ambulance Service	Ad hoc engagement events	Paul Jordan Ted Pottage
All public services in Surrey	Surrey Diversity and Equality Network (SuDEN)	Carol Pearson

APPENDIX 3

NETWORK OF USER-LED INVOLVEMENT PROCESSES AND SUB-GROUPS 2011 - 2012

PROCESS	FREQUENCY	LEAD MEMBERS	SUPPORT BY
EMPOWERMENT BOARDS (Physical, Sensory, and Cognitive Impairments)	Bi-Monthly X 5 Area Boards + bi-monthly Chairs meetings	Paul Jordan Roger Blishen Christine Batham Ken Reissland Jonathan Fisher	YB
LEARNING DISABILITY PARTNERSHIP BOARD	Monthly	Gemma Roulston	AW
SURREY DEAF FORUM (For Deaf people who use sign language)	Quarterly + quarterly steering-group	Suiling Leung	CP
SURREY VISION ACTION GROUP (Sub Group for Sight Impaired People)	Bi-monthly	Mary Collyer	CP
SURREY HARD OF HEARING FORUM	Quarterly	David Revie Gordon Reynolds	CP
MENTAL HEALTH SUB GROUP OF SURREY LINK	Bi-Monthly	Alison Downer Anna Sartori	CP
SURREY ACCESS FORUM	Quarterly	Gemma Roulston Paul Jordan	YB

PROCESS	FREQUENCY	LEAD MEMBERS	SUPPORT BY
SURREY LINK COUNCIL	Bi-Monthly	Cliff Bush Anna Sartori	CP
TRAINING SUB-GROUP	As required	Anna Sartori Gill Haworth Meena Sharma	AW
TELECARE AND COMMUNITY EQUIPMENT USER & CARER REFERENCE GROUP	Bi-Monthly	Paul Jordan Anna Sartori Suiling Leung Gemma Roulston	CP/AW