**Annual Report 2021 - 2022**

**WHO WE ARE**

Surrey Coalition of Disabled People is an innovative and dynamic user-led organisation. Our members work together to achieve our vision for Disabled people.

**OUR VISION**

Our vision is a world where difference is valued, and diversity is celebrated. A world where everyone has the same rights, freedoms, choices, and opportunities.

**OUR MISSION**

We work with Disabled people and those living with a long-term health condition to:

• Co-produce health, social care, and other policies, services, and strategies, ensuring they are inclusive, enabling, and empowering

• Achieve our legal rights and entitlements

• Promote, and campaign for, choice and control for all

• Live as independently as we wish to, and help others to do so too

• Influence and campaign for the same employment opportunities for Disabled people as everyone else

• Celebrate and spotlight diversity and difference

• Be active and central parts of our communities

• Be an active and respected part of the Integrated Care Systems (ICSs) and the Place Based Partnerships (PBPs)

**OUR VALUES**

• We work to the **Social Model of Disability**, to remove the barriers created by society which are the cause of disability rather than a person’s impairment.

• We are **relentless** in striving to do better, and more, for Disabled people

• We are **passionate and determined** in all that we do

• We value, seek out and **celebrate diversity**

• We always **challenge inequality**

• We **value all** Disability equally

• We are **innovative and brave** – we always seek to experiment with new approaches

• We are **constructive and solution-focused**

• We **work in partnership** - with other Disabled People’s Organisations (DPOs), with the Voluntary, Community and Faith sector and with health and social care partners

**WHAT WE DO**

Our work is divided into 7 key areas of activity:

**1. Co – Production activities, consultations, groups and forums and service monitoring**

**2. Campaigning and influencing**

**3. Sharing information and resources**

**4. Mental Health and Emotional Wellbeing**

**5. Technology and Innovation**

**6. We work collaboratively to coordinate projects to tackle key issues for the Disabled community, including those tackling loneliness and physical inactivity**

**7. We work together to develop our organisation and to strengthen the work of other organisations and the wider health and care landscape**

**MEMBERSHIP**

Membership is free. You can join us as a member if you are 18 or over and consider yourself to be Disabled or are living with a long-term health condition. Unpaid/family Carers are welcome to join as Associate Members.

Members receive a weekly e-update, a quarterly newsletter (Coalition News) and invitations to be involved in all our co-production and engagement work, as well as our social activity programme and projects.

**THE COALITION BOARD IN 2021/22**

The Coalition **Board of Directors** work both collectively and individually to give strategic leadership to the organisation and to ensure good governance. During the past year they have developed new areas of work and monitored the implementation of it, monitored the finances, represented the organisation and our members with the many public bodies in Surrey and beyond, and ensured delivery of our business plan and commissioned work. The Board also continued work on developing a 5-year strategy for the organisation and began to explore potential changes to our governance to strengthen an application to become a registered charity. The members of the 2021–2022 Board of Directors are listed on page 12 of this Annual Report.

**CHAIR AND VICE CHAIR REPORT FOR 2021/2022**

This annual report covers the period between April 2021 and March 2022.

We have had another unprecedented year, with further ‘waves’ of the Covid-19 pandemic, the invasion of Ukraine, rising fuel prices and a cost of living crisis.

The loss of life, the impact on our daily lives and the longer term economic and health impacts that all of these have caused have been devastating. The Disabled community have experienced a disproportionate impact from the pandemic, the energy crisis, and of course Disabled people in Ukraine have faced unimaginable loss, fear and hardships.

In January 2022, the Coalition Board appointed Jonathan Fisher as Chair for the next year and Anna Sartori as Vice Chair. We would like to record our gratitude to Cliff Bush OBE and Nick Markwick our former Co-Chairs for so many years of leadership. We were very pleased that both Cliff and Nick agreed to stay on the Board of Directors.

There is a huge amount of work to be done over the coming months and years to address the inequalities that the pandemic, and the cost-of-living crisis have exacerbated.

Alongside this focus on helping our members to recover from the pandemic, and to help as much as we can with the cost-of-living crisis, we have also turned our attention towards building our infrastructure to catch up with the growth in the organisation. This has included work which began in the early part of 2022, on building a new website to make it easier for Disabled people to find information and support and to have their voices heard.

During 2021/2022 we started to plan a return of some face-to-face, in-person activity, being guided by members and how they felt about this as well as the public health advice. We heard loud and clear that members wanted to be able to join from home if events were being held face-to-face (a so called ‘hybrid’ joining option) and we have made a commitment to enable this so that we do not leave anyone unable to get involved.

The Activity Report highlights some of our key activity from this year. We are incredibly proud of what we have collectively achieved.

We would like to say a huge and heartfelt thank you to all of our funders. We would particularly like to thank Surrey County Council, who continue to support us with an annual grant which enables so much of our work to happen. We would like to thank our fellow Board Directors who have worked tirelessly over the last year, our volunteer team who dedicate so many hours to improving life for Disabled people in Surrey, our staff team who have risen magnificently to the challenges of the last year. Finally, we would like to thank you, Coalition Members, for getting involved and supporting each other.

Kind regards,

Jonathan Fisher (Chair) and Anna Sartori (Vice Chair)

**2021/2022 ACTIVITIES REPORT**

Our Board of Directors, Volunteers, Staff team and Coalition Members have had a busy year, working across much of the activity across health and care in Surrey.

We have included some of the highlights of work completed below.

1. **Co – Production activities, consultations, groups and forums and service monitoring**

**Training and development**

Over the past year we have offered training to our Members and Board of Directors in Chairing Skills, Empowerment Training and Safeguarding Training.

**Co-production**

The Coalition has been involved with many co-production activities., including home based care valuation, residential and nursing homes co-production, community equipment group and direct payment strategy.

Each of these co-production activities has involved Coalition members attending focus groups and being involved in developing the final strategies.

In addition, we were very pleased to see the patient transport group re-start following a pause over the last few years due to Covid-19.

**Physical Disability and sensory impairment strategy**

Coalition members have been working with Sarah Ford, Senior Commissioning Manager for Surrey County Council on the Physical Disability and Sensory impairment strategy (PDSI). Coalition Members have also been part of a steering group to lead the strategy development and Coalition members will also be involved with implementing and monitoring the Action Plan as part of a Disability Partnership Board.

**The Coalition has also been involved with contributing to:**

Home Based Care evaluation

Residential and Nursing Homes co-production

Direct Payments strategy development

Surrey County Council Joint Strategic Needs Assessment Oversight Group

Ashford and St Peter’s NHS Trust Strategy refresh

Whole Systems approach to obesity programme in East Surrey

Surrey Police Disability Working Group

Surrey Heartlands Equality Impact Assessment group

Wisley Wellbeing Walks

National Wheelchair Alliance Research – the report will be released later in 2022

South East Network of Disabled People’s Organisations (SENDPO)

**Our engagement and involvement groups and forums**

The groups and forums that we support are all over Surrey and include Disabled people with a range of different experiences who work with commissioners and service providers to co-design and monitor services and support on offer. New members are always welcome!

**Hard Of Hearing Forum**

* Hidden Talent Project
* Review of the Surrey Equality and Inclusion Plan
* Physical Disability and Sensory Impairment Strategy
* Direct Payments Strategy

**Surrey Vision Action Group**

* Physical Disability and Sensory Impairment Strategy
* Direct Payments Strategy
* Hidden Talent project

**Long Term Neurological Conditions Group (LTNC)**

* Tackling unwarranted variation in services and outcomes between different places in Surrey
* Physical Disability and Sensory Impairment Strategy
* Direct Payments Strategy

**The Disability Empowerment Network Surrey (DENS) groups have been working on:**

* Physical Disability and Sensory Impairment Strategy
* Direct Payments Strategy
* Hearing Loops at East Surrey Hospital
* Information and Advice Strategy
* Surrey University research
* Surrey County Council Hidden Talent Project
* Access Issues
* Patient Transport Tender
* Upskilling Adult Social Care practitioners

1. **Campaigning and influencing**

Coalition Board Directors, Coalition Members and Coalition Staff have represented the Disabled community of various strategic Boards across the county, often taking on Chair responsibilities.

We have introduced Access All Areas action days. These events encourage members with Coalition staff to visit venues in Surrey to review the accessibility. Concerns raised are then fed back to the relevant venue and The Coalition offers to help with making improvements.

The Coalition has raised member collective concerns formally with the Local Authority and local NHS teams including those around the Wheelchair Service, Direct Payments, the lack of Equality Impact Assessments for various services, disparity and inequality in health services across the county (ear wax removal, specialist nurse practitioner access and more)

1. **Sharing information and resources**

Coalition News continues to be a popular and valued communications method. Over the year we have included articles for the NHS and for the Local Authority.

Members have contributed experiences and stories as part of Coalition news and blogs on our website.

We have developed our Social Media communications and grown our audience.

We have introduced an Alexa access option for listening to our weekly e-update and Coalition News.

We introduced a phoneline so that digitally excluded members can listen to our weekly update and Coalition News using their phone.

We manage a technology information library and a physical activity information library.

1. **Mental Health and Emotional Wellbeing**

The independent Mental Health Network was Chaired this year by David Muir, following Karl Atreides reaching the end of his term. The Vice Chair of the IMHN for the year was Megan Siarey, who took over from Eleanor Levy.

The IMHN Coordinating Group has led the IMHN over the course of the year, helping to form the annual work plan and then providing a place for project leads to update on progress.

The Coalition worked with Healthwatch and Surrey Minority Ethnic Forum (SMEF) to conduct some research on behalf of Surrey and Borders to explore co-production in the Trust. The project (called Who Holds the Power) resulted in recommendations being made to the trust in how to improve and embed co-production. People with lived experience were employed at the start of the project, along side volunteers with lived experience and carers. Some of the staff on this project then gained longer term contracts with the Coalition after the project ended.

FoCUS (the Forum of Carers and People Who Use our Services) is coordinated by us on behalf of Surrey and Borders Partnership NHS Foundation Trust. FoCUS members said a sad farewell to Jane hmed who left after many years of dedicated support to FoCUS members. Immy Markwick (Mental Health Lead) acted as the FoCUS Coordinator during the period where we had no FoCUS Coordinator.

During the year, FoCUS have been involved in a range of engagement, involvement and co-design activities with services from across the trust.

1. **Technology and digital innovation**

The Technology team has continued to grow and develop during the last year.

The Tech to Community Connect project (which we run in collaboration with Action for Carers Surrey and other partners) continues to help people who are digitally excluded by providing devices, data and digital literacy support through our amazing team of volunteer Tech Angels. Vodaphone have supported us during the year, to offer people who are digitally excluded a 6-month package of free data, calls and texts.

We have been working more closely with various digital programmes and projects in health and care, including the Enabling You With Technology Team and the NHS at home projects.

The team were very happy to be invited to share some of what they have learnt over the last year with the Kings Fund as part of a special workshop focused on digital inclusion initiatives.

We have continued to support the North West Surrey Digital Inclusion Steering Group and we launched the Guildford and Waverley Digital Inclusion Steering Group – both have provided a system wide focus on digital exclusion, and enabled organisations to swap best practice and knowledge with each other.

We helped our colleagues in Guildford and Waverley to coordinate the Digital Inclusion transformation programme, this involved supporting other organisations through small grants awarded by a panel that included people with lived experience.

We host a technology ‘demonstration suite’ in our office, for Disabled people and professionals.

1. **We work collaboratively to coordinate projects to tackle key issues for the Disabled community, including those tackling loneliness and physical inactivity**

During the year our virtual social programme continued, with new groups starting as they were suggested, and older groups being reviewed and refreshed as appropriate. Our weekly quiz remains very popular as a way for members to come together each week.

We are very grateful to the Community Foundation for Surrey for funding our Virtual Trips project which continues to be very popular! The virtual trips allow disabled people to visit locations and venues as part of a group and to discuss them afterwards. The trips have also allowed members to make suggestions to venues to improve accessibility for those attending in real life. We have also seen the trips used as a way of gaining confidence in visiting venues later physically, knowing what to expect.

The trips we have been on this year include:

Wisley Winter Walk

Brooklands Museum

Lingfield Nature Reserve

Christmas day dog walk in Epsom and on Eastleigh Beach

Painshill Park

Monkey World

Charles Dickens Museum

Bluebell Railway

**Getting More Active together!**

The Get More Active project was created in collaboration with SILC (Surrey Independent Living Council) following feedback from members during the pandemic. The service has continued to evolve as needs have changed over the last year.

The peer-support group continues to meet to talk about all things active on a Friday morning. The team have continued to offer regular ‘Get Active Events, where we join up with community-wide offers, so people can try activities for the first time as part of a supportive group.

Following a review of the progress that had been made and some additional funding made available through SILC, the project has now expanded to include ‘Active Buddy’ volunteers. This is where people who would like to get More Active but would like some support and company to do so, are matched up with an Active Buddy volunteer.

We are so grateful to Active Surrey for the Sport England funding that they were able to access to enable us to run this service.

1. **We work together to develop our organisation and to strengthen the work of other organisations and the wider health and care landscape**

We have grown the impact of the organisation by constantly keeping an eye on what the needs of the Disabled community are and responding to them.

For example, during lockdown our members were worried about not being able to stay active. So, we launched the Get More Active Project. Over time, our members have fed back that getting/staying active is tricky without support. In response, we launched Active Buddies. Active Buddies matches a member with a volunteer for support with attending activities in the community.

We focus our outreach work on reaching the communities who are most often excluded, to ensure that those communities have their voices amplified, and to ensure that we are a representative organisation. An example of our work in this area is our collaborative work with Surrey Minority Ethnic Forum (SMEF) in employing an Outreach Co-production worker (Salem Sabur) and in employing an Outreach officer (Attia Aslam) as part of the Tech to Community Connect project.

**Building our infrastructure**

As mentioned in our Chair and Vice Chair report, we have worked hard this year to build our infrastructure to support the increase in our activity. We were able to recruit two new posts into the team: an Operations Manager and a Communications Lead, and we further invested in our communications by employing a Social Media Officer who is already having a big impact in helping us to reach a younger audience.

Our bespoke database has continued to be iterated, to adapt to the needs of the organisation as it grows to make sure we are working as efficiently as possible.

The board took the decision to invest in our website and branding, towards the end of the 2021-2022 financial year. We can’t wait to launch our new website which we know will be easier to use. Our branding has been ‘tweaked’ to help us to be relevant and appealing to the younger Disabled community, and we are really grateful to all the coalition members and board directors who have helped with this. We are looking forward to sharing the new brand and website with you all at our AGM.

**BOARD MEMBERS 2021/22**

Nick Markwick (Co-Chair until January 2022)

Cliff Bush OBE (Co-Chair until January 2022)

Anna Sartori  (Vice-Chair)

Jonathan Fisher (Chair from January 2022)

Alison Downer

Jonathan Fisher

Dan Hefferland

Gemma Roulston

Vikki Walton-Cole

Luke Tye (until September 2022)

Derek Williamson (Hon Treasurer)

**TREASURER’S REPORT FOR 2021/22**

I am pleased to present a satisfactory financial outcome for the year ending 31st March 2022, as shown in the Summary Accounts on the next page. Whilst the Summary Accounts show a deficit of £12, 383, it should be noted that this planned deficit is against a £31, 198 surplus last financial year.

Total income for the 2021-2022 year was £749, 922, an increase of £372, 820 on the previous year. Income for core activities received through a core grant with Surrey County Council was £113, 332.

Expenditure, including depreciation totalled £762, 305 creating a deficit of £12, 383 after tax.

Surrey Coalition is the fund holder of a network called SENDPO (South East Network of Disabled People’s Organisations). At the year end, we held funds for SENDPO totalling £9,044 which has been carried forward into 2022/23 and is shown as a creditor in the Accounts.

The balance sheet shows net fixed assets of £20, 318 and net current assets of £900,940 up from £414,874 in the previous year. Cash (including the SENDPO £9,044) was £835, 364 indicating very strong liquidity.  Reserves have decreased slightly to £73, 673 representing around three month’s expenditure. The Coalition Board of Directors considers this level of reserves to be adequate to meet unforeseen circumstances though they plan to grow reserves in line with the growth of the organisation.

During the year the Coalition has taken on a number of projects for external bodies, hence the Accruals of £847,585. These projects continue into 2022/23.

**Derek Williamson, Honorary Treasurer**

**SUMMARY OF ACCOUNTS 2020/21**

The Full Financial Statements for Surrey Coalition of Disabled People for  the year ended 31st March 2022, produced by the Company’s  Accountants, Stewart & Co, will be available for inspection at the AGM  on Friday 14th October, or can be inspected at the offices of Surrey  Coalition of Disabled People by booking an appointment for this purpose.  Summary Financial Statements are given below.

**PROFIT AND LOSS ACCOUNTFOR THE YEAR ENDED 31ST MARCH 2022**

|  |  |  |
| --- | --- | --- |
|  | **2021-2022** | **2020-2021** |
| **Turnover** | **£749, 922** | **£377, 102** |
| **Administrative expenses** | **(£762, 305)** | **(£345, 904)** |
| **Operating surplus (deficit)** | **(£12, 383)** | **£31, 198** |
| **Other interest receivable and similar income** | **£20** | **£132** |
| **Surplus/(deficit) before tax** | **(£12, 363)** | **£31, 330** |
| **Taxation** | **(£4)** | **(£25)** |
| **Surplus/(deficit) for the financial year** | **(£12, 367)** | **£31, 305** |
| **Retained earnings brought forward** | **£73, 673** | **£54, 735** |
| **Retained earnings carried forward** | **£73, 673** | **£86, 040** |

**BALANCE SHEET AS AT 31ST MARCH 2022**

|  |  |  |
| --- | --- | --- |
|  | **2021-2022** | **2020-2021** |
| **Fixed assets** |  |  |
| Tangible assets | **£20, 318** | **£3, 237** |
| **Current assets** |  |  |
| Debtors | **£65, 576** | **£93, 661** |
| Cash at bank and in hand | **£835, 364** | **£321, 213** |
| **Creditors:** Amounts falling due within one year | **(£847, 585)** | **(£332, 071)** |
| **Net current assets** | **£53, 355** | **£82, 803** |
| **Net assets** | **£73, 673** | **£86, 040** |
| **Capital and reserves** |  |  |
| **Profit and loss account** | **£73, 673** | **£86, 040** |
| **Shareholders’ funds** | **£73, 673** | **£86, 040** |

**COMMENTS FROM OUR MEMBERS**

**A Coalition Member** ‘The Surrey Coalition is wonderful in teaching other organisations such as hospitals, councils, emergency services, NHS communications about the needs of disabled people which I believe they just had no idea how difficult life is with the disability and to change the smallest of things sometimes makes the largest difference’.

**A Tech to Community Connect Member** ‘Thank you so much Tech Angels, you are all Angels & Stars to me.  Your service has made my life so much better & I am very grateful’.

**A Tech to Community Connect workshop attendee** ‘I found this course very helpful and learned lots of new things that I haven’t done before, like ordering a lateral flow test from the NHS for free and it only took me 2 minutes’

**A Coalition member that attended the Get More Active Cycling Get Together at Alice Holt Forest** ‘ Before we set off more widely, we all tried out a figure of eight test trail. My navigator safely guided us around. All of the trails are made of stone, probably chalk chippings. The forest trails have some hills and hollows. The level bits were easy, rolling downhill even easier but the uphill stretches required some “leg work” or handiwork.

Having passed first base, we joined the others along a half-mile long circuit. There was plenty of banter between everyone, a great time was had by all.

All too soon my first time on wheels came to an end’.

**Coalition Member** ‘I hope the Coalition continues to use Zoom for those of us that cannot easily get to meetings and they continue to do such a wonderful job. It has truly been a lifeline for me and helped my grief and anxiety without them I would be in a very dark place’.