

Delivering Empowerment Boards Newsletter

Issue 2

Welcome to the second Empowerment Board Newsletter. The aim of this newsletter is to keep everyone informed of the work the partnership boards have been doing with people with physical, sensory and cognitive impairments and HIV.



My name is Yasmin Broome I am the Delivering Empowerment Coordinator and I work for Surrey County Council. I support the chairs of the area boards at meetings, by taking minutes and arranging speakers. Thank you for your feedback from our first newsletter, it was very positive. This edition includes articles written by members of the empowerment boards and organizations.

If you would like to write an article for to the next newsletter or want to find out about more about any of the articles in this edition please contact yasmin.broome@surreycc.gov.uk

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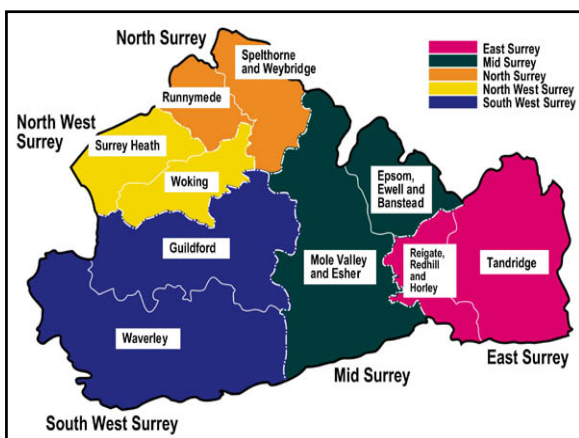
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About the Boards

There are five Delivering Empowerment Boards for people with physical, sensory and cognitive impairments and HIV. The boards are chaired by disabled people and are active members of the Surrey Coalition of Disabled People.

Our membership objectives state that at least 60% of the members have some form of disability with the remainder being carers and representatives of service providers.



The role of Chair is varied. They represent the Empowerment Boards at various meetings and events to ensure that member's views are helping to shape the services that they use.

Chairs of Empowerment groups are Mike Fuller - Chair North Surrey, Christine Batham – Chair North West Surrey, Eric Knibbs – Chair South West Surrey, Paul Jordan – Chair, Mid Surrey – Ken Reissland - Chair, East Surrey

Geoff Jelly says

“ I was delighted recently to be appointed as Vice-Chairperson of Empowerment board Mid Surrey. My main role, of course, is to represent the chairperson Paul Jordan when he is unable to attend the meetings. My aim is to represent people, through raising awareness of disability issues wherever I can.”

Meetings

The boards hold bimonthly meetings in an accessible local venue. Transport can be arranged for you to get to the meeting and travel expenses can be reimbursed

As well as disabled people, representatives from local organisations, Surrey County Council and NHS Surrey regularly attend meetings. Updates are given on important events and changes to services and your comments are fed back to the relevant individual. Most boards have held a meeting with their local MP to discuss both local and national disability issues.

Each year the Board holds an annual conference on key topics of interest and invites relevant speakers to discuss issues that impact on disabled people. Last year we discussed Self Directed Support and this year we are discussing Employment.

News Updates

After consulting all Empowerment Boards, the chairs have agreed a new name for the boards. The new names are as follows:

Empowerment Board East Surrey
Empowerment Board Mid Surrey
Empowerment Board South West Surrey
Empowerment Board North West Surrey
Empowerment Board North Surrey

The chairs meetings will be known as Empowerment Boards Surrey

The South West Empowerment and Guildford Access Group visited Guildford Spectrum to carry out an assessment of signage. If you would like a copy of this report please contact Yasmin Broome.



Guildford Action – Joanne Tester



In July the South-West Empowerment Board were given a very interesting presentation by Joanne Tester from Guildford Action.

Guildford Action started in 1981 as an unemployed club in response to high levels of unemployment at that time. Over the years we have changed with the times and strive to meet current needs. We now have a Drop-in-Centre, a Family Support Service (The GAF) and a Furniture Project.

Our Drop In Centre supports those who are homeless, have enduring mental health needs or are lonely and isolated. Alongside food and showers we also have a visiting GP and nurse, laundry facilities and groups.

The GAF is now in its 12th year and supports families in Guildford and Waverley who may be at risk of family breakdown. This includes those where the children may be taken into care or subject to a protection plan. We offer one to one support as well as group drop in sessions across the borough. During the school holidays we provide activities and trips that the whole family can enjoy together.

Our furniture project was originally set up to provide furniture for those who have been re-housed and on a low income. We can collect and deliver furniture for a small charge and those on benefits can buy furniture at a reduced price. Our warehouse is open Monday to Friday 9 am to 3 pm and is based at Jacobs Yard, Woodlands Road, Slyfield Green, Guildford, Surrey, GU1 1RL. Tel: 01483 506504

All details about Guildford Action can be found at www.surreycommunity.info/guildfordaction or telephone 01483 533943

Surrey View – Jonathan Fisher

The Surrey View (formally Nu Sight part of SAVI) is a chatty social group for blind and partially sighted computer users in Surrey.

Surrey View is now independent of SAVI. It has more than 40 regular members whose ages range from 27-96. The common link is visual impairment. The topics of discussion range from the serious to the trivial. It is rather like a virtual café society.

Any person who has access to email is welcome to join the group. For security, membership is controlled by our manager Michael Perryman. From time to time members have also gathered socially. The friendly aim is to break down the feelings of isolation sometimes felt by people with visual problems.

Members can contribute as little or as much as they would like. The precise locations of members are kept confidential and antivirus controls are in place to safeguard members computers.

Membership is free of charge. We have one rule: respect everyone else's feelings! Once your details have been added to the group database, you will receive a copy of other members' contribution. You can add your own comments by sending your Email to surreyview@googlegroups.com

If you would like to join our varied group, please contact Jonathan Fisher on 01784 435622 or email jlf@runnymede-court.com

We're Going 4 it Social Group – Roger Blishen

The formal opening of “ We're Going 4 it Surrey” for Farnham and South West Surrey’s Disabled Adults took place on Saturday 10th October 2009 at 40 Degreez, Dogflud Way, Farnham GU7 7UD.

This meeting was well attended and guests included Jeremy Hunt MP, Janet Maines, Vic Duckett and Lucinda Fleming.

Jeremy Hunt MP well known in the local community for his long-term support for the Disabled Community both locally and nationally has graciously agreed to become the group’s Patron.

We're Going 4 its' thanks also go to former local Councillor, Janet Maines, who has been instrumental in finding the excellent premises 40 Degreez as a meeting place for the group.

The group needs all the support it can get, whether by grants, sponsorship, contributions or personal support. If you would like to join this social group please contact:

Mr Paul Harris

Tel: 01252 501948

email:

going4itsurrey@ntlworld.com

or Mr Eric Knibbs,

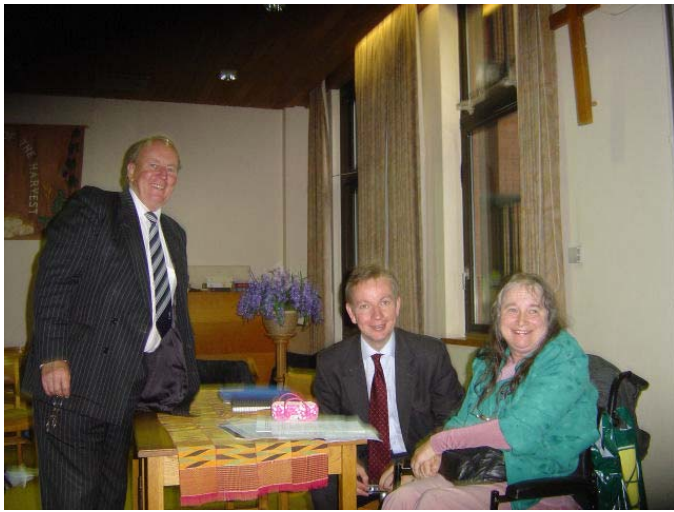
Tel: 01483 838629.

mobile 07886 981137



The meetings will take place on Saturday afternoons from 12pm until 5pm.

East and North West Surrey Boards meet their MP



The North West Surrey Board met with Michael Gove, MP Surrey Heath, on 15th September at High Cross Church in Camberley.

The meeting was well attended and those present had the opportunity to ask questions

about key issues in their area. Issues raised included dial-a-ride, the Goodchild Centre, Shopmobility and problems being caused to people with a visual impairment due to a lack of markings in Park Street. Michael Gove took a number of points away with him to look into further. Mr Gove asked for people to let him know where they think the best place for Shopmobility should be and he said he will take this back to Surrey Heath Borough Council.

The East Surrey Board met with Peter Ainsworth MP, on Monday 21st September 2009. Again this was an interesting and informative meeting for all concerned. Those present asked Mr Ainsworth about Disability Living Allowance, The green paper 'Shaping the future of adult social care' and the Equality and Human Rights Commission. Mr Ainsworth is going to write to the commission regarding its focus on disability issues. If you would like a copy of the minutes from either meeting please contact Yasmin Broome.



My Life – Jason Vaughan

Jason Vaughan – Vice Chair North West Surrey Empowerment Board.

I live independently at Halleys Approach. The staff provide 24 hour care and are always friendly and helpful.

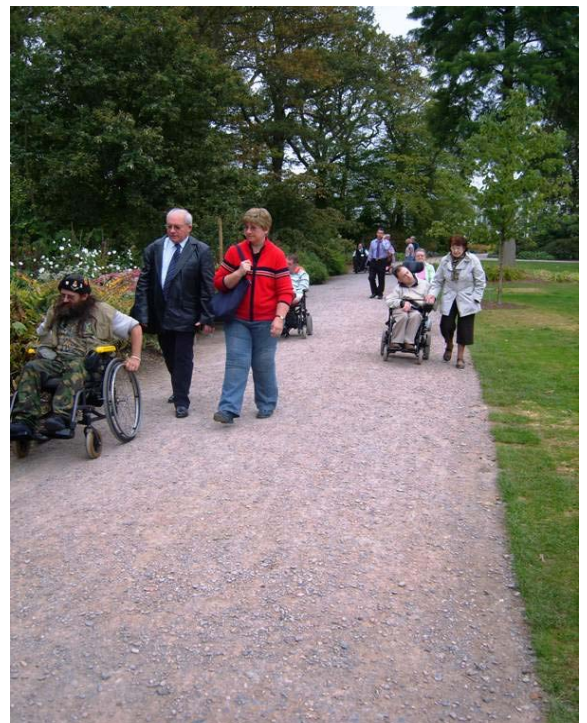
I also employ 6 personal assistants as my voice so I can be heard in the meetings that I attend, they also assist with eating and drinking and help with my leisure activities. I attend a number of meetings representing disabled people's views.



Wisley

A group representing the empowerment boards visited Wisley on 23rd September. As well as offering some suggestions on improvements for access the group were given an update on Wisley's progress so far.

Wisley have been awarded the Mayors award for access by Guildford Access Group. The Empowerment Boards have been invited to look at the access route to ensure it is the best route available.



Queen Elizabeth's Foundation Training College

Almost 75 years ago a group of local women wanted to help service men returning from duty with disabilities that prevented them from returning to their original employment. This mission remains the same today but has expanded and developed to enables us to help more people who have been unable to gain employment due to their disability, or been forced to make a career change due to injury or ill health. The College is run by Queen Elizabeth's Foundation, a national charity, which creates opportunities for those with disabilities other centres offer assistance and guidance in mobility services; independent living for young adults; and assessment and rehabilitation for those with acquired brain injury as a result of accident or illness.

The College currently offers 12 different courses in technical, commercial and trade subjects all designed specifically to meet employment opportunities. After an in-depth initial assessment we offer additional support and development opportunities, including basic skills training and job club facilities. Courses run continuously so there are no fixed term times, and although qualifications are always useful, it is crucial to help trainees improve self-esteem and confidence, so that they can succeed in achieving sustainable employment.

Tailored training is delivered replicating the work place as closely as possible, including "real work" whenever possible and we have many satisfied external customers. For instance you may have seen our stall selling produce from the Horticulture course in Leatherhead Market on Thursdays! Trainees undertake a period of work experience in their home area, lasting up to 13 weeks, to hone their newfound skills and many of these places lead directly to a job offer. Although trainees come to us from all over the UK a high proportion are from Surrey and we are very grateful of the support we receive from Local employers and residents.





Developing User Led Organisations in Surrey

Surrey County Council's Adult Social Care Services have set up an implementation programme to deliver a number of important projects to improve services and implement personalization in Surrey.

One of the key projects is to develop User Led Organisations (ULO's) and the Project Team is being chaired by Carol Pearson from Surrey Coalition of Disabled People, and includes Surrey Independent Living Council, North West Surrey Association of Disabled People, and Action for Carers Surrey's main user/ carer led organisations currently in Surrey and the Project Team is supported by a project lead and Project Manager from Adult Social Care.

The project has made a great start by being selected as one of four demonstrator sites in the South East, and has obtained funding from the Department of Health to set up a First Stop Citizen Hub in Epsom, which will be run by disabled people for disabled people.

We hope this will demonstrate the importance of enabling user led organisations to be developed in all Boroughs/Districts in Surrey and provide the means to empower people to take control of their own lives, live independently and become active citizens.

It is hoped to set up this 'hub' in Epsom by April next year, and the first step is to engage with disabled people in Epsom and Ewell, so they are at the centre of this exciting project and are actively involved and own it.

Parking Charges for Cancer Patients

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Research by Macmillan Cancer Support has found that almost 60% of patients are still paying the full price as they travel to their treatment. This is despite

Government guidance stating that hospitals in England should offer cancer patients free or reduced parking. We believe cancer patients should not have to pay to park while receiving their treatment at hospital.

- An online survey by Macmillan found that 45% of patients say that hospital car parking charges have caused them stress or worry.
- As hospitals are treating more people as out-patients they are saving money by transferring these costs onto the patient who have to pay to park.
- Many hospitals do offer reduced rates for cancer patients, but 12% of patients said they only found out about them after treatment.

Our campaign's to end hospital parking charges for cancer patients have been successful across the UK. In Wales, hospital parking has been free since April 2008, except where Trusts have external contracts in place, and these will introduce free parking by 2011. In Northern Ireland parking is now free for chemotherapy and radiotherapy patients.

Parking at Scottish hospitals is now free with the exception of three PFI hospitals, one in Dundee, one in Edinburgh and one in Glasgow. In Dundee, the health authority has their own policy so cancer patients do not pay.

Parking Charges for Cancer Patients

We are now calling for hospitals in England to come into line with the rest of the UK, and provide free parking at hospitals for cancer patients.

We are also calling for improved promotion of existing schemes, which could help people with cancer cut the cost of parking charges.

“My wife was being treated for myeloma. It was a 70 mile round trip and then about £40 a week in parking charges. There was no way of knowing what you were going to pay as prices weren't on display, you only found out when you went out through the exit barrier. I later learnt from another carer that I could have paid a reduced rate, but no one told me about this. Colin, 73”

There are lots of other things you can do to help us boot out car parking charges:

- Sign our pledge via: <http://e-activist.com/ea-campaign/clientcampaign.do?ea.client.id=70&ea.campaign.id=2608>
- The more signatures we get the more pressure we can put on the Government to make change happen. Please enter your details below.
- If you're still paying full parking charges ask your health professional or hospital receptionist if you are entitled to reduced parking charges.
- There are some schemes in place to help with the cost of parking. Visit our [financial support section](#) for more information.
- Join the hospital car parking group in our online community to show your support and discuss your views.
- Visit our campaigning section of our website to see out other campaigns and to get involved in our car parking campaign:

http://www.macmillan.org.uk/GetInvolved/Campaigns/HospitalCarParking/Travel_and_parking_costs.aspx

Public Value Review Update

Surrey County Council is aiming to improve its services to people with physical and sensory disabilities.

Surrey's programme of Public Value Reviews is now well underway with the first review – looking at our service to people with physical and sensory disabilities. Our goal is to improve our performance, whilst reducing costs and getting better value from tax payer's money.

The first stage is to gather information on how Surrey are currently performing and value for money. It is important that people who user services and staff are involved, so we have held two events to share what we've found out so far and to understand what works well in the service, what people who user services want the county to provide in the future and how we might achieve the goals of high performance and lower unit costs.

The team presented the main issues that staff and people who user services have identified so far and these are:

- A lack of information on service users and their satisfaction with our services and a lack of performance information on the speed and quality of our services and whether they are helping to improve the quality of life for individuals.
- Over £11million is spent on 218 people in nursing and residential care in 90 different care homes.
- Contract management needs improving.
- Little information on the number of service users of day centres, no information on their thoughts about the day centres and what service users want from the service.

Continued



Public Value Review Update

- There is no employment support for this group of service users.

The staff event was aimed at people who work with service users and the main issues identified were about improving assessments and managing contracts.

The team also presented to the Chairs and Vice Chairs of the 5 Empowerment Boards for people with physical, sensory and cognitive impairments.

The services represented were Surrey Independent Living Council (SILC), White Lodge, Surrey Vision Action Group, Surrey Association for Visual Impairment (SAVI, various local access groups, Surrey Coalition, Headway, We're Going 4 it social group, and Disability Initiative.

Transport issues featured highly amongst the concerns of service users. In addition, following the meeting, 5 individuals are working with Surrey's web team to improve the information available to people who want use our services

The team are now starting to develop options for how Surrey can improve performance and reduce costs.

Further information will be fed back at the next Empowerment Boards and another staff meeting.

If you would like more information please contact us by email at adultspvr@surreycc.gov.uk or Telephone 0208 541 986

The Expert Patient Programme

The Expert Patient Programme is a free NHS course designed to give people who live with any long term health condition a chance to take part in a programme designed to give them confidence, skills and knowledge to feel more in control of their day to day life.

The courses are held all over Surrey, and the start date of your nearest course can be found by calling:

Laura Dennett - 01372201723
Guildford and Waverley area

Heather Gallagher - 01372384397
Epsom Banstead Mole Valley area

Carol Rowley - 01737214842
East Surrey area

Teresa Howe 01932 - 722405
North West Surrey

Christine Raven 01483 - 846212
Woking area

Or on the web-site www.expertpatients.nhs.uk

The courses run for 6 weeks, for 2 and half hours - half an hour of which is for a break - it is always held in the same venue and at the same time each week.

Those who take part in the course will learn new skills to help them manage their condition better on a daily basis, working at their own pace and with the support of others who are facing similar problems

Meeting Dates

<p>Wednesday 4th November Wednesday 13th January 2010</p>	<ul style="list-style-type: none"> - North West Surrey Board - Woking Council Offices - High Cross Church, Camberley - 2 pm to 4 pm
<p>Monday 16th November 2009 Monday 18th January 2010</p>	<ul style="list-style-type: none"> - East Surrey Board - White Hart Barn, Godstone - 1.30 pm to 4 pm
<p>Monday 9th November 2009 Monday 25th January 2010</p>	<ul style="list-style-type: none"> - Mid Surrey Board - Park House, Leatherhead - 1.30 pm - 4 pm
<p>Weds. 11th November 2009 Weds 27th January 2010</p>	<ul style="list-style-type: none"> - South West Surrey Board - Godalming Baptist Church - 10.30 pm - 12.30 pm
<p>Tues 17th November 2009 Tues 19th January 2010</p>	<ul style="list-style-type: none"> - North Surrey Board - Hythe Community Centre, Staines - 2 pm - 4 pm
<p>If you would like more information or you would like to attend your local empowerment board meeting please contact Yasmin Broome on 01483 517294 or email yasmin.broome@surreycc.gov.uk</p>	