Enabling and empowering people to achieve equality
As expected, 2016 proved to be a busy year for SDPP, with demand for our services reaching an all-time high. Whilst we are delighted that our services are reaching those in the greatest need, we recognise the current state of crisis within social care.

We sadly saw the closure of our hugely popular GetWise service in September 2016, which provided vital welfare benefit advice to vulnerable people living in Surrey. This was purely due to unprecedented financial challenges faced by the service funder.

This really is a great loss to the people of Surrey, but the organisation has continued forward with our Information and Advocacy services, which continue to offer specialist information, advice and support, promoting a greater level of freedom, choice and independence for those who use them.

In April, our Advocacy service grew further as SDPP began working with partner organisations to deliver free, independent, and confidential advocacy to the residents of Slough through our Advocacy in Slough service.

We pride ourselves on being a User Led organisation, which works both reactively and proactively. The charity is guided by the feedback we receive from the people we assist and this is reflected in the services we provide.

So we thank the people who use our services, our supporters, funders and the SDPP team for making Surrey Disabled People’s Partnership the organisation that it is.

Surrey Disabled People’s Partnership  
Telephone: 0483 750973  SMS: 07561 392 81  Email: home@sdpp.org.uk  
Website: www.sdpp.org.uk

The Hub Staines  
Telephone: 01784 458200  SMS: 0756 139 2818  Email: info@hubstaines.org.uk  
Website: www.thesurreyhubs.org.uk

Advocacy in Surrey  
Telephone: 0300 030 7333  SMS: 07561 392818  Email: advocacy@sdpp.org.uk  
Website: www.advocacyinsurrey.org.uk

Advocacy in Slough  
Telephone: 01753 415299  SMS: 07713 711999  Email: info@advocacyinslough.org.uk  
Website: www.advocacyinslough.org.uk

The Hub Godalming  
Telephone: 01483 410 390  Text: 0784 775 2459  Email: info@hubgodalming.org.uk  
Website: www.thesurreyhubs.org.uk
All about us

SDPP is a User Led Organisation run and controlled by disabled people. We understand the issues and challenges faced by disabled people and their families, and are uniquely placed to provide meaningful and practical information and support.

**Our Mission**
Enabling and empowering people to achieve equality

**Our Vision**
To champion freedom, choice and independence for everyone

Our Mission and Vision is fully supported by our SDPP team and is therefore at the core of all our services. We strive to deliver the best services which empower and promote independence and support disabled people’s involvement in all aspects of the community. We do this by offering the following services:

**Operating throughout Surrey, our current services include:**
- Information Service via The Surrey Hubs
- Advocacy in Surrey
- Independent Health Complaints Advocacy (Surrey)
- Brokerage Service

**Operating throughout Slough, our current services include:**
- Advocacy in Slough

**Service closures:**
GetWise, Surrey – Welfare Benefit and Advice Service
SDPP is a proud partner within the Surrey Hubs project, funded by Surrey County Council, and has operational responsibility for Hub locations in West Surrey and mobile (Pop Up Hubs) covering the West of the County.

The Hubs are local centres that provide information and support to help people stay independent. They are based in the heart of the community and are open and accessible to everyone. Our teams of experienced volunteers, supported by Volunteer Development Workers, provide a fast, efficient and knowledgeable information service.

The Hubs offer access to advice and signposting to services for disabled people, older people, carers and families.

**Total number of Hub Enquires in 2016 was 7208:**

“**You simply don’t get this type of service anywhere else in Surrey, it is refreshing to be in an open and honest environment where people are experts through high quality training but more importantly lived experience.**”
Top 5 subject’s people enquire about:
1 Consumer Services
2 Welfare Benefits Advice
3 Advocacy
4 Transport/Blue Badge
5 Adult Social Care

Case study:

Mrs Hayes visited the Mobile Hub in Surrey Heath to discuss a situation involving her husband who has a diagnosis of dementia. Mr Hayes was attending a local day care centre and had been responding well while there. During his time at the centre, Mrs Hayes was able to rest and also undertake necessary daily chores, which she didn’t have time to do when her husband was at home, as she was his full-time carer.

Mrs Hayes was extremely distressed when she first visited the Mobile Hub. She had received a letter requesting £42.41 as a weekly charge which she would have to pay towards any care her husband was receiving. Mrs Hayes had spent many sleepless nights worried about this letter and could not fathom how the amount had been worked out and thought the charge related to the day care centre. Distressed, she hadn’t made contact with the day centre as she was scared of the potential outcome.

With Mrs Hayes permission and following some investigating by the Mobile Hub team, it was confirmed that the £42.41 was not a bill but was an assessment cost IN CASE Mr Hayes needed any future care needs from Social Services. Nowhere on that letter was that explained, it was an assessment based on her husband’s needs after a hospital stay that had happened 6 months previous.

This meant Mr Hayes did not have to stop going to the day centre, Mrs Hayes was relieved as she finally felt a balance between caring for her husband and for him to have time at the centre and apart from her.

The day care centre manager also thanked the Mobile Hub. Without the Hub’s support Mrs Hayes could have withdrawn Mr Hayes from the centre which would have had a negative impact on both of them.

The Hub continues to support Mr & Mrs Hayes with a number of issues, to ensure they both feel empowered and help maintain their independence.
SDPP is incredibly proud of its hard working and dedicated team, this includes both volunteers and staff.

They are the heart of the organisation and work tirelessly to deliver our mission and vision of enabling and empowering people to have a greater level of freedom, choice and independence.

People choose to volunteer for SDPP for a variety of different reasons. Keith wanted to increase his confidence, but as he explains below, he achieved far more than that!

**Meet Keith…**

“I moved to Staines-Upon-Thames in 2013 to be closer to family as my uncle had just been diagnosed with ‘Multiple System Atrophy’ and I was the only other member of the family close enough to be able to see him on a regular basis. At the time I was in the middle of a part-time self-funded PhD and was struggling to cope with the demands of academic research at this level. I had been tested for dyspraxia in 2010 at the recommendation of a fellow student, but still the result came as a shock, although in some ways it explained many of the difficulties I had experienced in the past and continued to experience at this time.

Shortly after moving to Staines, I discovered the Surrey Hub. I took a lot of persuading, but eventually I went in and asked for help with my academic and employment difficulties. I had been diagnosed with Topographical Memory Deficit Syndrome in the 1970’s, what the family referred to as ‘The Problem’, and pretty much left to cope on my own. With the PhD failing and lack of confidence affecting my ability to work I was in a dangerous downward spiral of depression. Even counselling and medication was having little effect and I was under such stress that I was experiencing stroke-like physical symptoms as well as obvious mental health crisis.

I sat down with Kerry-Louise Trevor, the manager of the Staines Hub and she patiently listened as I went through the whole story as I was in complete despair and desperate for help. She listened like no one has listened before, patiently and with kindness and by the end of my visit to the Hub she had referred me to the Richmond Fellowship for employment and mental health support as well as getting me to sign up as a volunteer, even though I myself thought I had nothing to offer at this time.

I have spent over a year volunteering for the Surrey Hub Staines now (July 2015-Sep 2016) and it has been the most amazing experience. I have been truly humbled by seeing the difficulties others experience on a daily basis and have been proud to be a small part of trying to help others overcome their own challenges where I can.
The hub and the fantastic people I have met through Surrey Disabled People’s Partnership have given me the impetus to keep on trying to achieve my own goals and I have now started a three-month paid Internship at the Kallos Gallery where I am able to use my academic knowledge, and customer service support knowledge gained through the Hub volunteering experience to work with the public again at the highest level of the international art market, being based in St James’s, London.

I am thankful to all at SDPP who have contributed to making this dream a reality, but most of all to my fellow Staines Hub staff and volunteers who I am proud to consider more than colleagues, but who have come to be real and true friends.”
Our Surrey advocacy service supports disabled adults and older people through; Generic Advocacy, Care Act Advocacy, Citizen Advocacy and Self Advocacy Groups. This service can support people from age 16 years and over (including young people in transition), who live in the administrative county of Surrey. The scheme was set up to empower, enable and increase disabled people’s involvement in all aspects of their community and to ensure individuals have choice and control in the way they live their lives.

SDPP also provides advocacy as required under the Care Act.

Advocacy in Surrey supported 1796 new clients in 2016 from throughout Surrey.  
Top 3 sources of referrals:  
1 Self Referrals  
2 Social Care Teams  
3 The Surrey Hubs
An Advocate recalls a recent client...

- My Client Mr Longford is in his 50s living with his wife who is his main carer.
- Mr Longford has multiple disabilities, congestive heart failure, COPD, sleep apnoea, diabetes, spinal stenosis, and asthma. His condition is unstable and he is in and out of hospital. The couple’s daughters live nearby and they support their mother in caring for their father, offering Mrs Longford much needed respite when they can. The family manage these care needs and do not want social care support.

- Mr Longford approached the council for help with adaptations as he needs a level access shower, to enable him to maintain his personal hygiene and dignity. He also is very concerned about the physical strain placed on his wife as she struggles to help him in and out of the bath, he cannot do this unaided. Mr Longford is a large man and his mobility is severely impaired, he is breathless and in constant pain.

- The OT team assessed him as needing a level access shower, however the local council housing management team refused permission on the grounds that the client was under occupied in his home. He has a 3 bedroomed property. They suggested he look at moving to smaller accommodation. Mr & Mrs Longford were very distressed as they had lived in the property for over 20 years raising their family. They wanted to stay there, in close proximity to family and Mr Longford’s medical support.

- Mrs Longford had written to see if the Council would re-consider their decision not to go ahead with the adaptations but had not had a response back.

- Advocacy in Surrey prompted Mr Longford to gather medical information and any past correspondence from the council. We spent time with Mr & Mrs Longford exploring their reasons for wishing to stay in the home. We discussed his disabilities and how they impact on his ability to self-care. We discussed how he and his wife were vulnerable in their current circumstances and how having to move would impact on them.

- We took action to appeal the current situation, outlining all our reasons, and provided supporting medical evidence.

- The Council have come back with a written response, agreeing to the adaptations as they recognise Mr Longford does need the second bedroom. Mr Longford was delighted with the result, he had been struggling during this process feeling as though he was a burden. The thought of having to move was causing him and his family great distress, so the whole family were very relieved with the outcome.

**Top 3 issues requiring support:**
1. Social Care
2. Housing
3. Finance – Debt
Healthwatch Surrey has commissioned SDPP to provide free, confidential and independent Advocacy support for people living in Surrey, wishing to make a complaint about the NHS.

Advocates support clients through the whole NHS complaints process. They explain the options available and support people to pursue their chosen course of action. Independent Health Complaints Advocates do not investigate or encourage complaints, nor do they offer legal or medical advice.

In 2016, Independent Health Complaints Advocacy supported 203 clients.

**The types of complaints in 2016 included:**

- Access and Choice of provider
- Lack of or miscommunication/information
- Pathways of Care, which includes: Discharge, provision of info, service co-ordination, waiting times
- Quality of Care, which includes: cleanliness/infection control, confidentiality, medicine management, records management, treated as an individual
- Safety of care/treatment
- Staff and Staffing attitudes.

“I was very scared at the start but your support has meant the world. You are a very calming person and you seem to know what’s what. Thank you for everything”.

“I am not sure I would have been able to get through without your professional and kind support. What a great service, thanks so much”.

Healthwatch Surrey
Case Study:

Mr Newton’s mother passed away in hospital and he felt that treatment by staff dealing with his mother whilst she was in the care of A&E and ward 18 was not adequate. He didn’t feel they were caring for her in a respectful and dignified manner as set out in the NHS core standards. He felt that his mother was left in bed and her personal care was not of an acceptable standard. Mr Newton also felt that his mother was misdiagnosed as he was only informed that his mother had a SEPSIS diagnosis since her death and this was not mentioned at any point when admitted in A&E or throughout her stay in Ward 18.

Independents Health Complaints Advocacy discussed the case and options with Mr Newton and supported him to write a formal letter of complaint.

The complaints department at the hospital responded with an offer of a bereavement meeting to explain what had happened regarding his mother’s care and to facilitate any other questions that may arise from their findings there and then.

The Advocate will attend the meeting with Mr Newton to ensure the process is understood and that any responses given by the trust are in a way that Mr Newton is able to absorb. To prepare for the forthcoming meeting the Advocate and Mr Newton have met to discuss the desired outcome from the meeting and pen a list of questions.

Mr Newton has already expressed how he now feels listened to and he is hopeful that he will get the responses he needs to seek some closure.

Top 4 ways people heard about Independent Health Complaints Advocacy:
1. Healthwatch Surrey
2. Website/ Social Media
3. The Surrey Hubs
4. Acute Hospital
Advocacy in Slough is a service provided by independent organisations, working in partnership, to provide a range of independent, free and confidential advocacy services to residents of Slough.

**Advocacy Services include:**
- Generic Advocacy
- Independent Mental Health Advocacy (IMHA)
- Care Act Advocacy
- Independent Health Complaints Advocacy
- Independent Mental Capacity Advocacy (IMCA) – introduced September 2016

These services can be accessed by people over the age 16 years (*including young people in transition*), who live in the Borough of Slough.

Advocacy in Slough have already supported 310 residents in 6 months.
Feedback: Because I had an Advocate

<table>
<thead>
<tr>
<th>Statement</th>
<th>Disagree</th>
<th>Agree</th>
<th>Strongly agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am feeling happy as the issue has been sorted out</td>
<td>29%</td>
<td>71%</td>
<td></td>
</tr>
<tr>
<td>I feel more independent</td>
<td>57%</td>
<td>43%</td>
<td></td>
</tr>
<tr>
<td>I feel more confident to make or challenge decisions</td>
<td>57%</td>
<td>43%</td>
<td></td>
</tr>
<tr>
<td>I understand the options available to me</td>
<td></td>
<td></td>
<td>100%</td>
</tr>
</tbody>
</table>

Disagree | Agree | Strongly agree
GetWise was accessible to all Surrey residents and aimed to maximize household income by supporting customers at any stage throughout the welfare benefit system. From making them aware of their entitlement to supporting them through the application, appeal, tribunal and medical assessment process.

As the lead provider SDPP worked alongside Sight for Surrey, Age UK Surrey, Deaf Positives Action, Guildford Action, and YMCA East Surrey to provide this free welfare benefit information, advice and support service to Surrey residents.

The GetWise service closed on 30th September 2016, due to unprecedented financial challenges faced by, the service funders, Surrey County Council and Surrey Clinical Commissioning Groups.

This was a huge loss for Surrey residents as since the start of the service in 2013 GetWise supported 13,200 vulnerable Surrey residents, securing a combined total of £14.8 million in unclaimed welfare benefits for these individuals. This funding has helped users of the service to stay independent in their communities.

The closure of the service has caused great upset among the whole community with users and other community and statutory organisations expressing their concern.

- ‘I am deeply saddened by the news of the closure of the Getwise service’. Living with mental health is a daily struggle, no, not a struggle, it’s a battle. I have good days and bad and sometimes I am having a good day until it gets interrupted by events, one of which is the dreaded brown envelopes from the DWP where you know your whole life is going to be scrutinized. It causes anxiety, panic attacks where you can’t breathe, it evokes a feeling of sheer terror.

- Thankfully in the past I had Getwise to help me. They are friendly, knowledgeable and reassuring. They took the terror and panic out of my life and were able to talk me through all the paperwork and assist me with filling in the forms. Without that now, I don’t know what I am going to do”.
Starting our new **Advocacy in Slough** Service Launch of our ‘Doing the Rounds’ project. These Information Roadshows see SDPP visit hospitals throughout Surrey, providing on the spot access to information.

The ‘**More to Me**’ Disability Awareness Training launch in Surrey Primary Schools in 2016. It aims to promote inclusion and teach children about the Social Model of Disability and its importance in everyday life.

Securing the new **Surrey Advocacy** contract which we start in April 2017.

Introducing a new Disability Awareness Training Day for social work students at Royal Holloway University.
twitter.com/SDPP2  
facebook.com/sdpp2  
www.sdpp.org.uk

Funded by:

Surrey Disabled People’s Partnership is a company limited by guarantee: 8915239
and registered charity in England: 1156963.
Registered office: Unit 4, Thames Street, Staines-upon-Thames, TW18 4SD.