



Meeting held on 17 October 2024 on Teams

Introduction	Actions
<p>Tom welcomed people to the meeting, and everyone introduced themselves.</p> <p>Notes of the last meeting / matters arising: Actions from the previous meeting:</p> <p>Completed Actions</p> <ul style="list-style-type: none">• Danielle Wardle to speak about the new key working service for autistic children and young people age 5-25 at risk of hospital admission- Added to the agenda for next meeting.• Camilla to provide an update on the Oliver McGowan Mandatory training at a future meeting - Added to the agenda plan for next year.• Liz Williams to provide Surrey Health update - added to the agenda plan for next year.• Discussion about commissioning of short breaks services - added to agenda plan for next year. <p>Nanu to share finalised details of the project once signed off- Ongoing. Narmadha to chase Nanu up about the Suicide Prevention Project.</p>	<p>NK</p>
<p><u>TECH Presentation – Mikaela Wall and Helen Tindall</u></p> <p>Mikaela and Helen are working on coproducing a strategy to outline Surrey's tech vision, principles, and data needs, which they hope to complete by end of December/ start of January. They are aiming to find a partner organisation who can offer customised technology solutions for Surrey residents. <i>Timeline of this is available in slide pack.</i></p> <p>They asked the group two questions:</p>	



They asked the group what they liked about tech and its impacts on their life.

In 2020, Surrey commissioned a digital transformation company to look at existing digital offers in Surrey and to make recommendations about how technology can help people with social care and health needs live more independent, dignified, and connected lives, and live longer.

There have been several pilots for people with eligible social care needs. Now, the Tech Team want to move from pilots to a regular, expanded model across Surrey to provide technology to those who need it most.

Mikaela went through some apps they currently use a lot:

- **Handicalendar** - Is an app that can be operated from a dashboard on the computer by yourself, a parent, carer, or support worker. (It is not available on a mainstream smart device). This helps organise and break down tasks. It can be personalised to your own needs. It is quite cost effective for the Council and people have said they find it helpful alongside face-to-face support.
- **AutonoMe** - This is a phone app which breaks down tasks. Rather than having them written, it can provide pictures and videos to follow for day-to-day tasks like changing your bed, learning how to make a sandwich, helping to write a CV for a job. There are also more complex “how to” guides such as how to read a bus timetable, travel to a particular destination, or tasks in a workplace.
- **Brain in Hand** - Is a phone app for planning and organising, like a calendar, but it also allows you to identify when you might come across problems on the way. You can add pre-prepared solutions for these likely problems. If you are anxious or have low mood, you can rate this using a traffic light system (RAG) to track patterns and access self-help tips like relaxation and breathing exercises. If you need further support, you can press “red” and choose a contact method, usually with a response within a few hours. The app logs your contacts, and the support centre keeps notes of your messages or calls.
- There are also many mainstream smart devices that can help. These include Mindme Wrist alarm, Acticheck Assure wristband, Alexa Smart Home and Ring Doorbell (*More information in the slide pack*).

We discussed the apps available and the importance of personalised solutions.

At the end, there was a discussion about:

- What areas do you think technology could have an impact on?
- How would you like to see the Council using technology?
- What do you think good looks like for tech use within the population of Surrey
- How do you currently hear about tech?
- Do you think Technology Enabled Care & Homes (TECH) is a good name for the service?
- Would you like to be involved in developing TECH in Surrey, or be part of our TECH Reference Group?

If members of this group want to share any more thoughts or would like to join the Technology Aid reference group, please contact disabilitycomms@surreycc.gov.uk and we can share this with the TECH team.

Discussion

Tom shared some feedback from autistic people. There were some people who were very keen on using some of the apps. One person raised that she would like

to use Brain in Hand but it was too expensive. People wanted to understand the eligibility for funding for apps. Some of these apps could be a preventative approach, helping people who are not eligible for Adult Social Care to stay independent. Tom said it would be really helpful if the TECH Team could put together a directory of useful apps – this could be useful for people whether or not they are eligible for Adult Social Care

Mikaela shared that the TECH Team is working on a preventative strategy hoping to fund some equipment for people who are not eligible under the Care Act. In a recent mental health pilot, 44 users accessed the app, with none requiring long-term face-to-face support. Many users wanted to keep using the app and found it helpful without in-person services. The Council is exploring other options beyond Brain in Hand, which is costly. Mikaela and Helen want input on what people need most, why they find Brain in Hand appealing, and what outcomes they hope to achieve, to see whether different apps might be able to give similar outcomes.

Camilla said compared to the apps that we all deal with on a day-to-day basis, the ones we discussed look basic. She said the design could be improved so people would want to use them. Camilla wanted to know how the face-to-face interaction works, and how apps are personalised for people to use.

Mikaela said occupational therapists can set up some of these apps. For example, an occupational therapist may set up Handicalendar with someone, then a support worker can help that person use it day to day. However, an app such as Brain in Hand requires a coach to be involved ongoing.

Amanda said she was not sure about the name 'TECH' for the project. "Technology Enabled Care in Homes" but the apps we have discussed are intended for use outside the home as well. She suggested considering a name change.

Mikaela explained that the government named it "Technology Enabled Care," while the project manager added "Homes" to suggest its use at home, in the community, and in care homes. They would like public feedback on possibly adapting this name.

Emma said that having support readily available at the moment of need is crucial, as it's often hard to recall strategies in the moment. Managing social communication and travel, like getting to work, is especially challenging. She noted that while securing a job can be easier, maintaining it is often harder. She is eager to get involved and help with the project.

Sara said that while the TECH acronym is clever, people outside the service might not understand it and would likely think of "tech" as just technology, not the project name.

Christine also agreed with what Sara said about acronyms. Reflecting on her experience, she noted that her son received several helpful apps through the Disabled Student Allowance at university, but he did not end up using them. This highlights the need for ongoing support, not just providing technology.

Break

WorkWise

David spoke about the WorkWise programme. Surrey Choices Employability, Richmond Fellowship and Get Set are delivering this. WorkWise delivers employment support and is classed as an “Individual Placement and Support in Primary Care Programme”.

This is one of 12 pilot projects across the country and is focused on paid employment. It is now live and open to referrals. The aim is to fulfil the programme until the end of 2025, but they are trying to get funding to extend it. They work with employers to improve their standard of inclusiveness and diversity of the workforce, to look at opportunities for individuals and break down barriers to employment.

Surrey County Council have identified 5 key neighbourhoods to focus on, because of deprivation, but the support will be available to anyone aged 16 or over in Surrey with a mental health need, neurodivergence, learning disability or disability.

You do not need an official diagnosis of disability or long-term health condition. It is all self-declared, and it is a voluntary programme.

Each partner has a key focus on where they receive their referrals from

- Richmond Fellowship focus mainly on health and NHS
- Get Set focus on wider community health organisations, community organisations, voluntary sector, charities, organisations supporting where English is spoken as a second language.
- Surrey Choices focuses on those that have the greatest barriers and challenges to achieving work – people with a disability who are looking for work.


You can apply for this programme through the [Surrey County Council Website](#)

Discussions

Tom noted that there’s historically been a gap in employment support for autistic people who are not eligible for adult social care. He said this program seems to fill that gap and asked how many people it can support.

David said they currently have no waiting list and can support numbers in the thousands from Surrey. Unlike other Individual Placement and Support in Primary Care Programmes, this extends beyond clinical teams to reach the broader community.

Jackie asked what the difference was between Workwise and Employability.

<p>David said he was presenting about the Workwise Programme. Employability is one of the partners delivering Workwise, but they also deliver Supported Employment for people who are open to Adult Social Care. If someone needs support with employment, it is probably best to refer to Surrey Choices, who will help decide whether WorkWise or one of the other programmes is better for that person.</p> <p>Emma shared that Job Centres are working closely with Get Set to expand employment options, now including people from Northeast Hampshire. This support helps individuals seeking to increase their work hours or expand their job opportunities. Get Set employment coaches regularly visit Job Centres, so those interested can arrange a meeting or sign up through their local Job Centre or a disability employment advisor, especially if they're in a work-related group or on Universal Credit.</p> <p>Camilla asked in the chat about the minimum age to join the Workwise Programme - Tom said 16 was the minimum age</p>	
<p><u>Any Other Business</u></p> <p>Tom said at the Surrey Autism Strategy has been going for 3 years. They will be putting out a document to share what has been achieved so far and what we are aiming to work on for the last two years of the strategy. Once it is ready to share, we would like everyone's comments and thoughts about what we should be focusing on next.</p> <p>Emma from Job Centre shared that there is an employment fair on Thursday, November 7, from 9:30 am to noon at the Camberley Centre, open to everyone.</p> <p>Camberley Jobcentre, Surrey Heath House, Knoll Road, Camberley GU15 3HH.</p> <p>You can make an appointment or just turn up on the day. We also have Social Prescribing, Talking Therapies and some inclusive local employers.</p>	
<p><u>Summary of Actions:</u></p> <ul style="list-style-type: none"> • Nanu to share finalised details of the project once signed off. Narmadha to chase Nanu up about the start date for the Suicide Prevention Project. 	<p>NK</p>
<p><u>Next Meeting:</u></p> <p>Our next meeting is Thursday 23 January from 10am-12pm</p>	

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Attendance:

Co-Chairs:

- Tom Moore – Senior Commissioning Manager Surrey County Council

Board Members:

- Amanda Aldridge- Engagement and Partnership Officer, Surrey County Council
- Haywood Drake
- Narmadha Kothandapani- Surrey County Council Engagement and Partnership Senior Business Support Assistant, Minute Taker.
- Kai Henderson- All Age Autism Strategy Apprentice, Surrey County Council
- Melanie Randall- Carer Practice Advisor, Surrey County Council
- Sue Woodroffe- Commissioning Manager, Surrey County Council
- Jane Gupta- All Age Autism Strategy, Surrey County Council
- Patricia Molina-Liebana- Occupational Therapist Apprentice, SAPB
- Kim Collen- All Age Autism Strategy Manager, Surrey County Council
- Jackie Vass- Occupational Therapist, Surrey County Council
- Sara Truman- National Autistic Society
- Joy Bagshaw- Farnham Road Hospital
- Camilla Ford- NHS Surrey Heartlands
- Emma Langdon- Disability and Employment Advisor, DWP
- Mikaela Wall- Senior Manager TECH Team, Surrey County Council
- Helen Tindall- Senior Commissioning Manager TECH Team, Surrey County Council
- Parvin Ahmed- Mary Frances Trust
- Christina Malik- National Autism Society
- Paulina Trynda- Activities Manager, Involve Care
- Joanna Grudzinska-Dmowska- The Grange