

Briefing for local stakeholders with an interest in social care, health and communities

Adult Social Care | Information and Engagement Team



Monthly Briefing Information Correct As Of 21 November 2022

Cost Of Living Directory Of Support – Alternative Formats Now Available

In addition to the Cost of Living Directory of Support which has been recently sent to all Surrey households, which pulls together all the financial and welfare advice on offer in the county, the [Cost of Living Directory of Support](#) is also available online. There is a shortcut URL to this information:

www.surreycc.gov.uk/welfare which partners are encouraged to use and promote.

[Alternative versions of the Cost of Living Directory of Support](#) (Screen Reader Accessible, Large Print and Easy Read) are now available online as well.

However, to request a hard copy of the alternative formats or the document in another language, please contact as follows:

Telephone: 0300 200 1008

SMS: 07860 053 465 (for Deaf and Hard of Hearing Community)

Relay UK: 18001 0300 200 1008

British Sign Language: via [SignLive Video Relay Service](#)

Email: contactcentre@surreycc.gov.uk

Survey Reveals High Satisfaction With Social Care Services

More than 750 people who need long term care and support, whether in their own home, or at a care centre completed a survey aimed at helping the Surrey County Council to understand the impact of services and plan for the future.

Findings from the survey, which is part of a national programme led by NHS digital, included:

- 91.4% of people said that care and support services helped them feel safer
- 91.3% of people said that care and support services helped them have a better quality of life
- 89.2% of people said that care and support services helped them to have more control over their daily lives.

Plans Agreed For A County Strategy For Housing, Accommodation And Homes

Approval was given to a [single, unifying housing strategy for Surrey](#) at Surrey County Council's Cabinet meeting on 25 October 2022.

The report outlines the background to, and drivers for, the initiation of a county-wide housing, accommodation and homes strategy and sets out the initial findings of a baseline assessment exercise, upon which key priorities and action

will be derived, through a partnership-based, collaborative deliberation programme.

There is currently no joined-up housing strategy for the county, but Surrey County Council is working with partners in district and borough councils, registered social landlords, developers, businesses and health providers to provide focus, ambition, direction and alignment across the whole Surrey housing system.

Stay Up To Date With North West Surrey Alliance

North West Surrey Alliance (NWS Alliance) is made up of 11 partner organisations. The alliance is working together for better health, care and wellbeing for the residents of Woking, Runnymede, Elmbridge and Spelthorne.

The alliance plans to tackle some of the most significant health and care challenges facing people in the area, by transforming how they operate our services to meet the challenges posed to a 21st-century health system. They believe they can achieve more by working together and are committed to joining up health and care services and considering all a person's health, wellbeing and social care needs.

For more information about the [NWS Alliance](#), please visit their website or follow them on [Twitter](#), [Instagram](#), [Facebook](#), [LinkedIn](#) or [YouTube](#).

Reconnections Is Expanding

The [Reconnections Service](#) is for over 65's who are feeling lonely or isolated and now includes people in Farnham. Reconnections know that everyone is different and will take the time to understand how best to help someone connect.

They can support people to find new friends, get active, learn a new skill, as well as share experiences, including those who are less mobile or housebound.

Referrals for people in need of support from the service can be made via the social prescribing service or directly via [Reconnections referral form](#).

Telephone: 01483 654422.

Learn Cognitive-Behavioural Techniques Through Centre For Psychology Online Groups Starting In 2023

The Centre for Psychology, who work with individuals and organisations that are seeking to maintain and enhance their psychological wellbeing have new dates for courses, run via Zoom starting in 2023 and include:

Improving self-esteem, starting Thursday, 12 January 2023, 9.30-11.30am

Living well with depression, starting Friday, 10 February 2023, 2.15-4.15pm

Coping with worry and low mood, starting Thursday, 19 January 2023, 2.15-4.15pm.

For more information: Email: groups@centreforpsychology.co.uk

Telephone: 01306775001.

Catalyst Now Delivering Woking Mind Groups And Services

In August 2022, Woking Mind services started to transition into Catalyst. One of these groups is [Shifa Asian Women's Service Network](#).

Shifa provides specialist support for South Asian women in Surrey, aiming to empower and support women with mental health challenges, in a culturally sensitive way, so they can be included in and equal in society. Shifa offers self awareness and healthy living workshops, physical exercise, skills to support their families and organised community visits to improve confidence, using a combination of education, exercise and community spaces to empower individuals. The service is available in Woking, Camberley, online and by telephone. For more information: Telephone: 07897 316978 Email: admin@shifanetwork.org.uk

New Online Referral Form From Catalyst Is Now Live

The [new electronic referral form](#) to Catalyst is available through Catalyst's website and is a referral pathway for Community Connections, the Amigo Project and Reach Out Counselling.

Winter Preparedness: The Cold Weather Plan for England

[The Cold Weather Plan \(CWP\) for England](#) is a framework intended to protect the population from harm to health from cold weather, by alerting people to the negative health effects of cold weather and enabling them to prepare and respond appropriately.

The [plan and other resources](#) sets out a series of steps to reduce the risks to health from cold weather for:

- The NHS, local authorities, social care, and other public agencies
- Professionals working with people at risk
- Individuals, local communities and voluntary groups.

The Cold Weather Plan is accompanied by the [Cold Weather Alert Service](#), commissioned by the UK Health Security Agency (UKHSA) and operated by the Met Office and operates from 1 November to 31 March, every year. The content of the alerts is aimed at health and social care organisations and other professionals that work with individuals and communities who may be affected by cold weather.

Pop In, Get Warm And Meet Others At A Warm Hub

Surrey County Council, district, borough and town and parish councils along with faith and community groups have worked together to open up a network of Warm Hubs, which will support residents who are affected by the cost of living and energy crisis.

The Warm Hubs will allow people to drop-in, get warm, have a hot drink and be in the company of others. There will also be people on hand to give free energy advice.

Find a Warm Hub [using the Warm Hubs map](#) which allows people to click on a marker, type in a postcode or find a Warm Hub within a five mile radius, using

the “near me” option.

End Stigma Surrey New Name Announced

The mental health anti-stigma campaign (formerly known as Time to Change Surrey) has a new name and a new brand: End Stigma Surrey.

Commissioned by [Surrey County Council Public Health](#), End Stigma Surrey is delivered by three well established not for profit organisations in Surrey, [Catalyst](#), [Mary Frances Trust](#) (both of whom run [Community Connections](#) in Surrey) and [Acting Out Productions](#) which provides drama-based training and awareness raising. More information about [End Stigma Surrey](#) is available online.

Who I Am Matters – A Report Into The Experiences Of Being In Hospital For People With A Learning Disability And Autistic People

The Care Quality Commission has published a report on the experiences of being in hospital for people with a learning disability and autistic people. It is a reminder that people with a learning disability and autistic people are still not getting the care they need, when they need it and shines a light on the impact this has on people and their families. The [Who I am Matters Report](#) and Easy Read version are both available online.

Meet the Dementia Navigator drop-in sessions being offered by Action for Carers

The next Dementia Navigator drop-in’s where people can meet a local dementia advisor and ask any related dementia questions, will be held on

6 December 2022, 10.30am-12.30pm at the Epsom Hub, St Barnabas Church, Temple Road, Epsom, KT19 8HA and

8 December 2022, 1-2.30pm at the Caterham Hub, Westway Community Café, 25 Chaldon Road, Caterham, CR3 5PG.

For more information: Telephone: 0303 040 1234 option 1

Email: CSAdmin@actionforcarers.org.uk

New Bereavement Support Course in Woking

A new free, structured eight week bereavement support course, run by the Brigitte Trust will start on Wednesday, 11 January 2023, 10am-12noon in Woking. The sessions will be led by a professional facilitator and will be open to anyone in Surrey who is struggling with loss and bereavement. The sessions are limited to a maximum of twelve people.

If these sessions are not convenient, please contact the Brigitte Trust to register interest as further dates and sessions will be offered throughout 2023.

For more information contact Sarah Pattenden: Telephone: 07469 932192

Email: sarah.pattenden@brigitte-trust.com

Are you shopping online this Christmas?

The [National Cyber Security Centre](#) has created an [online shopping guide](#) to help people stay secure online. The information includes how to keep accounts

secure, how to look out for suspicious emails and text messages, and what to do if things go wrong.

New College Based Clinics For Sexual Health Services

The Central and North West London NHS Foundation Trust, which offers sexual health services in London and Surrey, has opened two new college-based spoke clinics for young people aged 25 and under at:

[Strodes Young People's Clinic](#), Strodes College, Egham, TW20 9DR

[North East Surrey College of Technology Young People's Clinic](#), Nescot College, Epsom, KT17 3DS.

The clinics offer free and confidential contraceptive services, including implant fitting and sexual health advice. The clinics are by appointment only and are open to all people aged 25 and under, not just students attending the colleges.

Surrey Adult Learning's Passport To Wellbeing Open For Enrolment

The Passport to Wellbeing programme offered by Surrey Adult Learning provides free learning opportunities for learners whose mild-moderate mental health conditions affect their day-to-day lives.

The programme offers a series of courses that all have proven wellbeing benefits and include Sewing, Painting, Mosaics, Pottery, Cookery, Tai Chi and Yoga. The courses are delivered in a supportive and nurturing environment and provide an opportunity to learn new skills, engage in purposeful activity, form health routines and an opportunity for social interaction.

The Spring courses, which start in January, open for enrolment from the 28 November 2022. For more information about the programme, courses and how to enrol, please visit [Passport to Wellbeing](#) or contact the team: Email: passport.wellbeing@surreycc.gov.uk Telephone: 07773 179 218.

Surrey Coalition's New Young Adults Social Group For Disabled And/Or Neurodivergent Young Adults Aged Between 18 And 25

The new Young Adults Social Group meets every other Monday 7-8pm via Zoom. Anyone interested in joining the group, should contact Charlotte: Email: involvement@surreycoalition.org.uk Telephone/SMS: 07492 249513

Waverley Hoppa Making A Difference To Residents In Waverley

Every year, hoppa makes a difference to thousands of people living in Waverley.

[Waverley hoppa](#) is a community transport service for people who do not have access to any other transport when they need it. Passengers can be picked up from their home and taken to their chosen destination.

Hoppa buses help provide a solution to societal issues such as loneliness and enable people to remain independent for longer. Having access to transport means our customers can go about their lives and fulfil basic needs such as doing their shopping, dealing with business affairs, meeting friends, attending medical appointments and staying connected with the world beyond their front door.

Hoppa is also committed to having a cleaner bus fleet and is switching from diesel to electric buses. This will help to clean up the air in Surrey towns and villages and provide passengers with an affordable greener travel option.

The results of the most recent [customer satisfaction survey](#) shows how much hoppa is valued by the people who use the service. There is also a [film about hoppa](#) which highlights the benefits of using the service.

Further information about [Waverley hoppa](#) including booking details is available online.

Current open Surrey County Council consultations

Find all [open](#) consultations on Surrey Says.

Submitting an article for the ASC Information and Engagement Team Briefing

If you would like us to include an article on behalf of your organisation in the next edition, please email: asc.engagement@surreycc.gov.uk

Please note that we are unable to include attachments when we circulate the briefing, so please ensure that any documents that you wish to reference are uploaded to your own organisation's website or a partner website.

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