

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

Adults, Wellbeing and Health Partnerships
Information and Engagement Team



Monthly briefing

Information correct as of 25 September 2025

Guide to co-production for lived experience experts

Adult Social Care at Surrey County Council has recently published a new [Guide to co-production for lived experience experts](#).

It provides information about how local people with lived experience of care and support needs can get involved in co-production activities jointly with professionals to plan, deliver and monitor support and services together.

To help people use the guide more easily, it contains a number of key sections such as:

- What is co-production?
- How will I be supported?
- How will I be rewarded
- Why should I get involved with co-production activities?
- Common questions/what to expect when working on an activity
- How do I get involved?

The [Guide to co-production for lived experience experts](#) is available to download from the Surrey Coalition of Disabled People's website and is also available in the following formats:

- Easy Read
- Large Print
- Digitally (Screen Reader) Accessible

Members of the Co-production Working Group and Surrey Coalition of Disabled People co-designed this guidance. The Easy Read version of this guide was co-produced with the 'Get it Right!' Group.

To request the information in another format including hard copy or for any questions:

- **Telephone:** 01483 456558
- **Text (SMS):** 0790 867 1402
- **Email:** coproduction.asc@surreycc.gov.uk

New 'Care Cost Indicator' launching to support self-funders in Surrey

In mid-October, Adult Social Care will launch a new digital tool to help self-funders, carers and care arrangers in Surrey better understand the long-term costs of care in Surrey. Developed

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as part of the award-winning [Planning for your Future](#) campaign, the **Care Cost Indicator** is designed to prompt early conversations about affordability and future planning.

The tool presents a sliding scale of local average care costs over weeks, months, and years, offering a clear and accessible way for individuals to visualise potential financial commitments. It also includes practical advice and signposting to further support and information.

Promotional activity plan

A significant promotional plan is being developed to raise awareness of the tool. Look out for more details next month. Early drop-in sessions will be available in six libraries during Get Online Week. Professionals, please help spread the word.

- Monday 20 October – Dorking Library 11am-1pm
- Tuesday 21 October – Weybridge Library 11am-1pm
- Wednesday 22 October – Camberley Library 11am-1pm
- Thursday 23 October – Godalming Library 11am-1pm
- Thursday 23 October – Oxted Library 11am-1pm
- Saturday 25 October – Guildford Library 11am-1pm

Household support funds now available

Citizens Advice Epsom and Ewell (CAEE) is offering the Household Support Fund from the Department of Work and Pensions (DWP) on behalf of the county council until March 2026. This is designed to provide short-term financial support to households which are struggling to afford household essentials and will help those on benefits, living in a low-income household or require crisis support, where the crisis would cause financial hardship.

To get access to the Household Support Fund residents need to:

- complete an online application via www.cae.org.uk/household-support-fund/
- contact the CAEE Adviceline on 0808 278 7963
- attend a drop-in session on Monday and Tuesday 10am to 1pm and Thursday 10am to 3pm at the Old Town Hall in Epsom.

National recruitment campaign for Adult Social Care.

In October, the Department of Health and Social Care (DHSC) is relaunching their national campaign to attract individuals with the right values—kindness, patience, and a passion for supporting others—into adult social care. The campaign previously ran between February - March 2025 with huge success, featuring real care staff and the people they support, highlighting the rewarding and varied roles available. The next phase of the campaign will run from October 2025 to March 2026.

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In preparation for the campaign's launch, the DHSC is encouraging care providers to post their vacancies on the [adult social care recruitment website](#), which is being promoted through the campaign to find available roles. Instructions are available for care providers on [how to advertise](#) their roles on the website.

They are also keen for care providers and our partners to support the campaign by sharing the asset across their social media platforms.

For further information or to access the campaign assets please visit their [recruitment website](#).

Volunteer Alcohol Health Champions

Voluntary Action Southwest Surrey is looking for people who are enthusiastic and motivated in raising awareness about negative and harmful effects of alcohol consumption within their charity, organisation or community group, including advising friends, colleagues and clients.

Free specific training will be provided, along with a toolkit that can be used in the local community or workplace to improve health in relation to alcohol consumption.

For further information or to express interest, please email Hilary Holness, Alcohol Health Coordinator.

- **Email:** h.holness@vasws.org.uk.

Gambling support available for women in Surrey

Women are increasingly affected by gambling in ways that are often hidden. As gambling becomes more accessible through online platforms, some women are turning to it as a coping mechanism for stress, trauma, or loneliness.

A new service is available which is trauma-informed, non-judgmental, and flexible enough to accommodate the realities of women's lives. Specialist outreach practitioners provide one-to-one support within local communities, a peer mentoring programme delivers group-based support, creating a comprehensive pathway that promotes long-term recovery and resilience and addresses the crossover of gambling with issues like domestic abuse or mental health.

Please signpost to this specific support for women and encourage them to complete the [referral form](#), or for more information and an informal conversation, please contact, Jessica Potter, the Reducing Gambling-Related Harm Project Lead and Specialist Outreach Practitioner at Oakleaf:

- **Telephone:** 07449902846 or 01483 303649
- **Email:** jessicapotter@oakleaf-enterprise.org

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CSH Surrey appoints new CEO

[CSH Surrey](#) has appointed Renee Padfield as its new chief executive officer. Renee will start her role in November from her current position as executive director of operations at First Community Health and Care. CSH Surrey's interim CEO, Tom Smerdon, will continue in his role until Renee joins the organisation.

Quit smoking – Hello Lamp Post chat bot support

To continue efforts to support residents to make their first step to a smokefree lifestyle, Surrey County Council's Public Health Team is working with Hello Lamp Post to bring residents an interactive text-style advice conversation to understand their readiness to quit smoking. The chat bot can myth bust, answering questions residents may have about quitting smoking and signpost directly to the stop smoking service [One You Surrey](#).

The chat bot can be accessed through the [QR code](#) found on lamp posts in the area and through social media messages at [Healthy Surrey's Facebook](#).

Healthy Ageing event

Elmbridge Borough Council has teamed up with local health and community partners to host a free community event focused on ageing well.

The event will include expert advice on technology enabled care, falls prevention, palliative care, loneliness, counselling, disability support and legal matters from a wide variety of local health and community partners.

- **When:** Wednesday 1 October
- **Where:** Elmbridge Xcel Leisure Complex, Waterside Drive, Walton on Thames, KT12 2JG
- **Time:** 11.30am to 1.30pm

For more information or to book a one to one advice session or free exercise class, please visit the [Elmbridge Borough Council](#) website.

Dementia awareness event

A free informal [Dementia awareness session](#) is taking place on Wednesday 15 October, with advice and support on the day from Health, Adult Social Care and local community groups.

It will help visitors to find out more about dementia and how they can support those living with it to continue to live rewarding lives in a supportive community.

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No booking is required and everyone is welcome:

- **When:** Wednesday 15 October 2025
- **Where:** Ewell Library, Bourne Hall
- **Time:** 11am to 1pm

Last call for Independent Skills Course

This 8-week course helps people build practical skills for independent living.

Held in local libraries, sessions cover topics like budgeting, exercise, and basic computer skills. Local organisations deliver each class, introducing participants to community support. The aim is to boost confidence, increase knowledge of local resources, and help people stay independent for longer.

Their last course will be held at the following libraries: Dorking, Epsom, Godalming, Guildford, Horley, Oxted, Staines and Woking. Courses will start in October.

For further information or to book please visit [Independent Skills](#).

Learning from lives and deaths – people with learning disability and autistic people

[The Learning from Lives and Deaths](#) – People with a Learning Disability and Autistic People (LeDeR) was launched in 2017 by NHS England and NHS Improvement. Its purpose is to improve healthcare for people with learning disabilities and autistic people by identifying and addressing health inequalities and preventing premature deaths.

Each year, researchers from King's College London, in collaboration with the University of Lancashire and Kingston University London, produce reports that summarise the lives and deaths of individuals in these groups who have died in England. These reports aim to highlight areas of good practice and pinpoint where improvements are needed in health and social care services.

Accessible versions of the reports, including video summaries and key takeaway posters, are also available to ensure the findings are widely understood and used to drive change. A copy of the main report and accessible materials can be found on the [LeDeR webpage](#).

Healthwatch Surrey Insight Bulletin

The Healthwatch Surrey [September 2025 Insight Bulletin](#) focuses on thanks and praise of empathy and efficiency, failure to make reasonable adjustments affecting care and the impact of administrative errors and delays.

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Reports published since their last bulletin include:

- [Sexual health services for under 25s – July 2025 | Healthwatch Surrey](#)
- [The cost of coping: emotional impact of financial constraints - August 2025 | Healthwatch Surrey](#)

Latest news from Surrey Welfare Rights Unit

Welfare reform update

The Universal Credit Bill being reviewed in the House of Lords is a simpler version of the original proposal. It introduces a lower payment for new claimants with health issues but keeps current payments unchanged for existing recipients. The basic Universal Credit amount will rise above inflation over the next few years.

Plans to change Personal Independence Payment (PIP) rules were dropped, pending a wider review. The government would also like to scrap the Work Capability Assessment and use PIP assessments instead to decide who gets extra support. Other proposals include replacing some benefits with a time-limited unemployment insurance.

New programme to support people with health conditions into work

Work Well sites, funded by the DWP and Department of Health and Social Care (DHSC), aim to help patients who receive fit notes by linking them to local services that offer health and work advice.

The goal is to support people in managing their health while exploring ways to stay in or return to work. Support may include hiring coaches or therapists, training healthcare staff to give better work-related advice, and helping GPs improve how they guide patients.

Pilot areas include Frimley, North and Northwest London, and Surrey Heartlands.

Training available from Surrey Welfare Rights Unit

The Surrey Welfare Rights Unit (SWRU) is pleased to announce that a limited number of spaces remain on several upcoming training courses:

- Personal Independence Payment – The importance of being PIP – 6 October
- Personal Independence Payment – Effective form filling – 14 October
- Universal credit calculations – 16 October
- Extra help for low-income households – 22 October
- Quick benefits software – advanced (session 1 of 2) – 6 November
- Quick benefits software – advanced (session 2 of 2) – 13 November
- Limited capability for work – Challenging decisions – 18 November

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All courses are [available to book](#) via the SWRU website.

For further information about the training programme, or for any specific queries, please contact the SWRU at training@swru.org.

Men's connection research

Mentell, in partnership with Surrey County Council, is running a peer-led study on men's connection and belonging to find out what helps, what gets in the way and what would actually make things better in Surrey. They would like to hear from men (18+), who live and work in Surrey from all backgrounds including LGBTQ+, disabled/neurodivergent, different ethnicities, income levels and work patterns.

Each participant will take part in a 60-minute confidential 121 online conversation and a 25-minute survey about them and their experiences, receiving a shopping voucher as a thank you and entry to a prize draw.

For further information or to sign up, please visit the [sign-up form](#).

Eligible people can now book their COVID-19 and flu vaccinations for this winter

Those who are eligible, can book flu and COVID-19 vaccinations online or via the NHS app now for appointments from 1 October.

As well as children and pregnant women, from October the flu vaccination is being offered to everyone aged 65 and over, under 65s in clinical risk groups, care home residents and carers, close contacts of those who are immunosuppressed, frontline social care workers, and health and social care staff.

Covid-19 vaccinations are available to adults aged 75 and over, older adult care home residents, and people who are immunosuppressed.

For further information, please visit the NHS [Vaccination and booking services](#).

SSAB webinar on suicide prevention awareness

The Surrey Safeguarding Adults Board has published details of a [new webinar session](#) taking place on Wednesday 22 October. The session called Suicide Prevention Awareness: Learning from Safeguarding Adult Reviews (SARs)/Domestic Abuse Related Death Reviews (DARDRs) is part of the board's learning webinar series.

For further information or to book your place please visit the [Surrey Safeguarding Adults Board](#) website.

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Marie Curie community companions

[Marie Curie Community Companions](#) provide emotional and practical support at home, a GP surgery or community setting. The free service provides free, flexible and personalised help to people at the end of life and to the people close to them.

For further information about the Community Companions, please contact

- **Email:** southcompanions@mariecurie.org.uk
- **Telephone:** 0800 090 2309.

Lip reading courses

Surrey Adult Learning is offering online courses with practical techniques and strategies to help manage hearing loss with confidence.

Lipreading and managing hearing loss starts on Monday 15 September from 7pm to 8.30pm, and Tuesday 16 September from 2pm to 3.30pm. Lipreading mixed abilities starts on Tuesday 16 September from 7pm to 8.30pm. The sessions will run for 11 weeks, providing a friendly group setting, participants will develop the skills to communicate more effectively at work, socially and in everyday life.

For more information, or to book a place, please visit [Surrey Adult Learning](#)

Latest from Catalyst Support

Godalming community hub's new location

From 5 September the Catalyst Support hub in Godalming has been relocated to St Mark's Community Centre, Franklyn Road, GU7 2LD. The hub will be open on Fridays from 10am to 12pm. For information on all community hubs, please visit the [Catalyst Support](#) website.

New activity groups available

Catalyst Support has released their monthly timetable with new groups including:

- Dealing with depression
- Maintaining sobriety
- LGBTQ group
- Welcome wizards FC
- Mood and food
- Appreciating music

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Times and locations can be found on the Catalyst Support [activity timetable](#) which is updated monthly.

Latest news from Mary Frances Trust

Nature nurtures sessions

As part of their Nature Nurtures project, Mary Frances Trust are offering 3 free courses including:

- **Qigong:** promoting gentle moving for wellbeing that is suitable for all levels, including beginners
- **Appreciating autumn:** enabling participants to spend more time outdoors and feel more connected to themselves, others and the land
- **A mindful garden journey:** a creative and soulful journey into the garden, allotment, park or window box

More information on the Nature Nurtures project and when and where these sessions will take place can be found at [Mary Frances Trust](#) website.

A journey through the seasons

As part of Community Connections, [Mary Frances Trust](#) is offering a new 4-week online session starting on Tuesday 7 October, from 10am to 11.30am. The sessions will celebrate nature inviting participants to chat about experiences of autumn, share photos, poems and part in an autumn activity.

For further information on all [Mary Frances Trust activities, courses and groups](#) is available online.

Supporting Acute Respiratory Illness Outbreak Response in Care Homes: Combined Flu and COVID LFD Evaluation

As part of a UK Health Security Agency (UKHSA) south-east led service evaluation, CQC-registered care homes across the south-east will be receiving combined flu and COVID-19 lateral flow devices (LFDs) between September and December 2025.

These rapid tests, which detect Influenza A, Influenza B, and COVID-19 in just 10 minutes, will support timely outbreak response and improved access to antivirals for residents. Each home will hold five LFDs on-site, with resupply triggered once results are reported via the UKHSA website.

Further information is available on [Gov.uk](#).

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Latest news from Surrey Coalition of Disabled People

Fuel Vouchers

As part of a new project funded by Surrey County Council (SCC), Surrey Coalition is able to allocate £49 fuel vouchers to their members who need extra support with high fuel bills. Vouchers (one per household) can be requested from the Involvement Team.

Energy efficient appliances

In addition to fuel vouchers, Surrey Coalition can also supply energy efficient appliances for those in need, including microwaves or air fryers to those without a means of cooking. Anyone who would benefit from this offer should contact the Involvement Team. Please note the appliances will be delivered by a third-party company so permission would be needed to share a delivery address with them.

Warm Packs

Warm packs containing a woolly hat, blanket, pair of gloves, pair of socks, a snood and a flask can be supplied to members who are struggling to keep warm.

A full list of [cost of living support](#) that Surrey Coalition can offer their members can be found on their website.

For further information or to request support, please contact the Involvement Team via email involvement@surreycoalition.org.uk

Submitting an article for the Adults, Wellbeing and Health Partnerships 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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