

# 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 22 January 2026

### Webinar invitations for professionals on changes to Adult Social Care operating model

Adults Health and Wellbeing Partnerships has been planning significant changes to its Adult Social Care operating model and how it manages new contacts from residents and professionals. The changes will take effect in March 2026.

We're hosting three free professionals' webinars led by directors in the service to explain the new model, clarify our referral mechanisms and answer any questions you may have.

These are critical sessions for professionals who refer to the service or wish to know more about how we support people.

The webinar dates to choose from are:

- [Tuesday 27 January – 11:30am to 12:30pm](#)
- [Monday 2 February – 10:00am to 11:00am](#)
- [Tuesday 10 February – 11:30am to 12:30pm](#)

Please reserve your place today.

### Changes to Surrey County Council's charging policy for adult social care in the community

Two changes are being introduced that may affect how much some people pay for adult social care support at home or in the community.

After a recent public consultation, the county council's cabinet approved updates to the charging policy to help keep adult social care sustainable in the future.

The changes only affect care provided at home or in the community. There is no change in the policy for people living in residential or nursing care.

1. The first update will affect people who have capital above £23,250. Capital means the money or assets that people own (such as savings in the bank or building society) but does not include the value of the property they live in.

From 2 February 2026, if someone has more than £23,250 in capital, they will need to pay the full cost of their care. At the moment, the threshold amount is £24,500.

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2. The second change is about how Surrey County Council works out what people pay for their care if they have capital between £14,250 and £23,250.

From 2 February 2026, if someone has capital between the lower threshold of £14,250 and the amended upper threshold of £23,250, Surrey County Council will add a little bit of extra money each week to what they pay - £1 for every £250 of capital. This is known as charging 'tariff income' - where an amount of savings is treated like weekly income. The maximum amount of tariff income that anyone will pay per week is £36.

Surrey County Council has written to all those people currently known to adult social care who may be affected by the changes.

In addition, Surrey County Council is holding five library drop-in sessions during January to help explain what the changes could mean for people. Staff will be available to explain the changes, talk through how financial assessments work and answer any questions.

Further information about the [changes to Surrey County Council's charging policy](#) is available online.

## Healthwatch Surrey Insight Bulletin published

The [Healthwatch Surrey December Insight Bulletin](#) reflects on 2025 and reaffirms a commitment to connecting directly with local communities and those who provide or commission services. It amplifies people's lived experiences to identify emerging issues, promote equitable access, and highlight the barriers individuals face - helping to ensure everyone receives the support they need for their wellbeing.

Reports published since their last bulletin include:

- [Quarterly impact report - July to September 2025 | Healthwatch Surrey](#)
- [Enter and View Hillcroft - July 2025 | Healthwatch Surrey](#)
- [Sight loss follows you home - November 2025 | Healthwatch Surrey](#)
- [What we're hearing about The Molebridge Practice - November 2025 | Healthwatch Surrey](#)
- [Left on the shelf - October 2025 | Healthwatch Surrey](#)

New information and signposting:

- [Financial support in the NHS | Healthwatch Surrey](#)

## Progress Report on Information and Advice Strategy published

Back in 2020 Adult Social Care in Surrey County Council hosted two online workshops in the early phase of the COVID pandemic where we had over 60 partner organisations come

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together to co-design the county's system-wide information and advice strategy about care and support 2021-2026.

We agreed our priorities and principles jointly in order to meet [our duties](#) under the Care Act 2014. Over five years on we have published a [progress report](#) using the Local Government Association Information and Advice Maturity Assessment (IAMA) tool as a framework.

Within Adults, Wellbeing and Health Partnerships our information and advice offer is firmly embedded in our core business as a service in its own right, part of our business plan priorities and preventative approach. It will be further strengthened with the launch of the new Adult Social Care operating model in March 2026.

We are not proposing to renew the strategy at this stage amidst the significant changes for the county council with Local Government Reorganisation (LGR) and the changes to the Integrated Care System's footprints.

We do encourage all partners to review how information and advice about care and support is provided as part of care pathways and service delivery. It is the cornerstone of personalisation and of critical value to local people, carers and families to help them know what support is available, by whom, how to access it and understand more about the costs of care.

Professionals can access our e-learning about information and advice resources on [Surrey Skills Academy](#).

As another timely reminder please share our [care cost indicator tool](#) with people you support to help them understand average costs of care and choices. Thank you.

## PrEP Awareness training - Strengthening HIV prevention across Surrey

Pre-Exposure Prophylaxis (PrEP) is one of the most effective tools for HIV prevention, reducing the risk of HIV transmission by over 99% when taken correctly. Despite its proven benefits, barriers such as stigma, misinformation, and lack of awareness persist, especially among underserved communities. Surrey's PrEP training sessions aim to bridge these gaps by equipping health professionals and community members with knowledge, confidence, and practical strategies to promote HIV prevention.

Upcoming training sessions:

- **PrEP Awareness Session for Health Professionals:** This training is for health and social care professionals in Surrey. [Further information and registration](#) for the training are available online.
- **HIV Prevention: Community PrEP Awareness Session Event:** This training is for community members, youth groups, LGBTQ+ individuals, faith-based groups, and anyone interested in sexual health. [Further information and registration](#) for the training are available online.

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## Latest from Surrey Safeguarding Adults Board

### Annual report 2024/2025

The Surrey Safeguarding Adults Board (SSAB) has published its 2024/25 annual report, highlighting key activities and priorities. The [report](#) is available to read online.

### SSAB questionnaire

The Surrey Safeguarding Adults Board (SSAB) is gathering feedback on its website and invites people to share their views by [completing a short questionnaire](#).

### Surrey Suicide Prevention Awareness training

On Wednesday 18 March 2026, the Surrey Safeguarding Adults Board (SSAB) will host the second webinar in its Surrey Suicide Prevention Awareness series.

[Further information and registration](#) for the training are available online.

### Domestic abuse training

Surrey's domestic abuse training is free and open to professionals and volunteers working in Surrey. It is useful for anyone who might come across domestic abuse in their role.

The training helps people feel more confident in recognising domestic abuse and knowing how to respond. Sessions are short, clear, and focused on the key information, making them ideal for those who do not have time to attend a full-day course. The training can help make a real difference for people affected by domestic abuse.

[Further information and registration](#) for the training are available online.

### Service User Network (SUN) for complex emotional needs and personality disorder

[SUN](#) is an open-access, facilitated peer support service for adults who experience difficulties with complex emotions, often associated with personality disorder. The service is based on the principles of a therapeutic community and is co-produced by Surrey and Borders (SABP) NHS Foundation Trust in partnership with The Mary Frances Trust. SUN is delivered by a team of clinicians alongside practitioners with lived experience.

SUN offers daily support through six groups held each week, delivered both online and face-to-face. These groups provide a safe and supportive space for adults to share experiences and offer one another help and advice.

[Further information about SUN](#) is available online.

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## One-to-one support available through Community Connections

Structured one-to-one support for up to six months is available through Community Connections for individuals experiencing low-level mental health concerns such as anxiety, depression, low mood, or social isolation, helping to build coping strategies, set goals, and support overall wellbeing.

[Further information about the service and how to make a referral](#) is available online.

## Mental health support

NHS Surrey Heartlands is reminding people that mental health support is available for anyone struggling during the winter months. Returning to everyday routines after the festive period, alongside shorter days, cold weather and new year pressures, can leave people feeling low, anxious or overwhelmed. For some, loneliness, loss or stress may become more noticeable, and existing mental health challenges can feel harder to manage.

The message is clear that no one is alone and support is available. Reaching out for help can feel daunting, but it is a positive first step, whether someone is struggling themselves, supporting another person, or looking for local support.

24/7 crisis support is confidential help, available day and night for anyone in immediate mental distress by calling the Surrey Mental Health Crisis line:

- **Telephone:** 0800 915 4644
- **Text:** 07717 989 024
- **Text Relay:** 18001 0800 915 4644

Safe Havens across Surrey are open every evening and at weekends, offering immediate, non-clinical support. No appointment is needed, and support is available in person and virtually.

For people feeling anxious, low or stressed but not in crisis, everyday support is also available:

- [NHS Talking Therapies Surrey](#) is free, evidence-based support for anxiety and depression, with self-referral and no GP referral needed
- [GP and community wellbeing support from GPs](#) can connect people to a wide range of wellbeing and community programmes through Healthy Surrey and Surrey and Borders Partnership NHS Foundation Trust

More support is available from:

- [Support for adults - Healthy Surrey](#)
- [Support for children - Mindworks Surrey](#)
- [Surrey and Borders Partnership NHS Foundation Trust - Mental Health Support](#)

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## Surrey Welfare Rights Unit training courses

Surrey Welfare Rights Unit has scheduled a number of courses in the run up to Spring which are [now available to book](#) on their website.

New courses available include:

- Universal Credit and self-employment
- changes to limited capability for work from April 2026

For further information, please email [training@swru.org](mailto:training@swru.org)

## Latest news from Mary Frances Trust

### Online hoarding course

Mary Frances Trust is running an online course for Surrey residents who struggle with hoarding. The course is practical and includes simple tasks to help manage hoarding in everyday life.

The course starts on Thursday 12 March 2026. Sessions take place once a month, on the second Thursday, and run until December 2026. To get the most benefit from the course, attendance at every session is required.

Places are limited, and interest must be registered by 31 January 2026.

To [book a place](#), registration is required on the Mary Frances Trust website. The website also lists the full calendar of activities.

For further information, please contact the Mary Frances Trust:

- **Telephone:** 01372 375400
- **Text:** 07929 024722
- **Email:** [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)

## First Community achieves prestigious Pulmonary Rehabilitation accreditation

First Community has achieved a five-year accreditation under the [Pulmonary Rehabilitation Services Accreditation Scheme](#) (PRSAS) following an assessment in April 2025, recognising the service for meeting national standards of excellence in safe, effective and patient-centred care for people with long-term respiratory conditions.

The Royal College of Physicians highlighted the team's passion, strong leadership and positive work culture, and the accreditation reflects First Community's ongoing commitment to quality improvement, with services reviewed annually. The [Pulmonary Rehabilitation Team](#)

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supports people with chronic lung disease to improve fitness, manage breathlessness and maintain independence, and this achievement provides assurance that patients are receiving care to the highest national standards.

## Experiences of end of life and bereavement in Surrey

Hospices in Surrey are working with Surrey County Council, the NHS, charities and faith groups to improve end-of-life and bereavement care. They are gathering people's experiences to help shape future services through a Joint Strategic Needs Assessment.

Shooting Star Hospice wants to hear from anyone who has supported someone at the end of their life or who has experienced bereavement or loss, including the loss of a baby, child or adult. People can share their views using an [online form](#), without giving their name. All information shared will be kept confidential and used to help improve support for families and loved ones across Surrey.

## Royal British Legion Banstead District Branch event

The Royal British Legion is holding an afternoon talk for members, non-members and veterans. Attendees will hear from Pen Farthing, a former Royal Marine, sharing powerful stories from his deployment, and from Service Dogs UK who pair veterans with specifically trained assistance dogs helping those with PTSD. Books will also be available to purchase on the day.

- **When:** Saturday 7 March 2026
- **Where:** Community Centre, Horseshoe, Banstead, SM7 2BQ
- **Time:** 1pm
- **Event cost:** £5.00 (includes tea & coffee)

To book a place, please email [Dkibble.BCS@rbl.community](mailto:Dkibble.BCS@rbl.community)

## Carers' information drop-in event in Leatherhead

[Dorking Healthcare \(DHC\)](#) is hosting a carers information drop-in event on Wednesday 4 February 2026, from 1pm to 3pm, which is open to anyone. It will be an informal event with free tea and coffee, with a range of organisations attending to share information and support around caring, wellbeing, practical help and how to get connected with local services.

- **When:** Wednesday 4 March 2026
- **Time:** 1pm to 3pm
- **Where:** Bookham Scouting Centre, Eastwick Park Avenue, Great Bookham, Leatherhead, KT23 3NA

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## Translated winter vaccine videos

Translated winter vaccine videos are now available to view in a range of languages. Please share the links widely to support access to this information.

- [English – Dr Sadhra](#)
- [Punjabi – Dr Sadhra](#)
- [Polish – Anna Kavanagh](#)
- [Urdu – Anila Saher](#)
- [Punjabi – Preeti Dhanoa](#)

## New wellbeing support groups at Waythrough Community Connections

[Waythrough](#) is running new wellbeing groups and workshops at Community Connections over the next few months, alongside their regular weekly and monthly groups.

The groups and workshops are open to anyone registered with Waythrough, and new client appointments are available from as early as next week.

Waythrough offers free support for people with wellbeing or mental health needs. To access the service, individuals must be aged 16 or over, be registered with a GP in East Surrey, and be able to take part independently.

Both professional and self-referrals are accepted via their online [referral form](#).

For further information, please contact the Waythrough team:

- **Telephone:** 01737 771282
- **Email:** [WaythroughCC@waythrough.org.uk](mailto:WaythroughCC@waythrough.org.uk)

## Age Concern Mole Valley closure announced

[Age Concern Mole Valley](#) has announced that it will begin a wind-down process from January 2026 due to ongoing financial challenges and the increasingly competitive fundraising environment.

Despite extensive efforts to secure funding, rising costs and reduced grant availability mean the charity is no longer financially viable. The organisation, which has supported older people for over 80 years, is prioritising support for volunteers and Befriending Service clients and will not be accepting new referrals. Staff will remain available until the end of January 2026 to respond to queries as the charity moves towards closure.

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## Sport in Mind's free sessions

[Sport in Mind](#) is a charity that uses sport and physical activity to support people experiencing mental health problems. It runs free sessions across Surrey all year round, with activities available in West Surrey, East Surrey and Waverley.

All equipment and venues are provided, no special clothing is needed, and sessions are designed to be easy to access and suitable for different mobility needs. Staff and volunteers offer friendly support, including help for people attending for the first time, and participants can bring a friend or family member if it helps them feel more comfortable.

People can join by completing a short [online participant form](#).

Please contact Amy Wright for further information:

- **Email:** [amy.wright@sportinmind.org](mailto:amy.wright@sportinmind.org) (Surrey and London contact)
- **Telephone:** 07597 015917

## Latest news from Action for Carers Surrey

### Young Carers Action Day 2026

Action for Carers Surrey is hosting an online seminar to mark Young Carers Action Day on Wednesday 11 March 2026, from 12.30pm to 2.00pm.

The seminar theme is Fair Futures for Young Carers and is aimed at professionals working in education, health, and social care. It supports learning and continuing professional development.

The session will focus on recognising young carers at an early stage and improving the support available to them. Guest speakers will explore topics including the experiences of younger and often unseen carers, transitions into adulthood, mental health and wellbeing, and the impact of Surrey's Young Carers Strategy.

Booking is via [eventbrite](#), with more information on the [Action for Carers Surrey](#) website.

### Training for Surrey professionals supporting carers

Action for Carers is offering two online training sessions for anyone working in Surrey who supports adults or families:

- Because Carers Count
- Carers' Rights in Action

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Because Carers Count provides a general introduction to carers' rights and needs, explores professional responsibilities, and explains how to signpost or refer carers for further support.

Carers' Rights in Action offers a more in-depth look at carers' concerns, with a stronger focus on legal frameworks, carers' assessments, the Triangle of Care, safeguarding, confidentiality, and related topics.

All sessions are delivered online and can be booked via Eventbrite. Dates and times are listed on the [Action for Carers](#) website.

For any booking enquiries, please email: [CSAdmin@actionforcarers.org.uk](mailto:CSAdmin@actionforcarers.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](mailto: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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