

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 19 February 2026

New operating model for Adult Social Care

Adult Social Care (ASC) is introducing a new operating model from Monday 2 March 2026.

The service has changed the way they organise their teams to ensure they are better able to provide the right support to local residents. A new Connect to Community function will deal with new contacts from residents and professionals and the service will be organised across an area footprint. Please see the map below which show how the existing localities will come together to form the new areas. These changes are aimed at simplifying how residents and professionals contact ASC and will help respond to queries in a more timely manner.

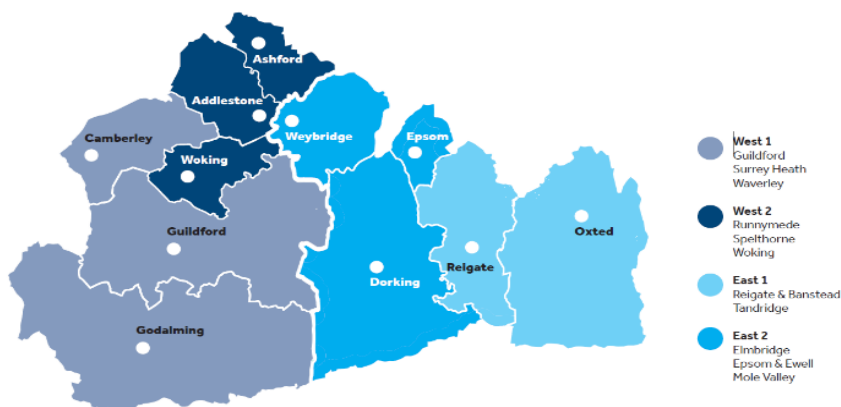
Changes to the professional referral process

From this date, all new contacts to the service will be routed to the [Information and Advice Service](#) and ASC will be accepting online professional referrals only.

Professionals wishing to **refer a new person** for adult social care support, should please use the relevant online form on the Surrey County Council website: www.surreycc.gov.uk/adultsocialcarereferrals Guidance on how to complete the forms is also available online.

Changes to team names and contact details

NEW AREA TEAMS FOR ADULT SOCIAL CARE



Adult Social Care is also changing team names and key contact details. If you need to contact a team about someone with care and support needs who is **already being supported by Adult Social Care**, please note these new contact details, which will be operational from 2

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March 2026. Any contacts received before 2 March 2026 via the new contact methods will not be processed. Current telephone numbers and email addresses will automatically divert to these new contact details after this date.

Area Teams	Old locality teams	Email address	Telephone number
West 1	Guildford, Waverley, Surrey Heath	west1.areahub@surreycc.gov.uk	01483 518815
West 2	Runnymede, Spelthorne, Woking	west2.areahub@surreycc.gov.uk	01932 795577
East 1	Reigate & Banstead, Tandridge	east1.areahub@surreycc.gov.uk	01737 737330
East 2	Elmbridge, Epsom & Ewell, Mole Valley	east2.areahub@surreycc.gov.uk	01372 474030

People supported by Adult Social Care will receive this information directly. **Please do not share these contact details publicly.** The Information and Advice Service is the single point of access for new enquiries.

Webinars, direct communications and PR activity has highlighted these changes across the health and care system but please pass on to colleagues to ensure wide awareness.

Hundreds of professionals from across the health and care system have already joined webinars to learn about the changes and what they will mean. A further webinar is scheduled for Monday 23 February 2026 at 3pm. Please register for the [professional briefing webinar](#) online. If you would like a copy of the professional briefing, please email: asc.engagement@surreycc.gov.uk

New Surrey health literacy support programme

Clearer Care is a new programme in Surrey that helps organisations make health information easier for people to understand and use. Many adults find health information difficult to read, and this can affect their health and access to services. In Surrey Heartlands, around 30% of adults read at the level of a 9-year-old.

The programme is open to Surrey-based Voluntary, Community, and Social Enterprise (VCSE) sector groups, NHS teams, local authorities and public health organisations. Successful applicants will get expert advice and support to run health-literacy projects. VCSE groups can also apply for small grants of up to £2,500.

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Register online by 12pm on 23 February 2026 for the [health literacy support programme launch webinar](#) which will be held on 24 February 2026 (1.30pm to 4pm).

More national recognition for Planning for your Future programme

Surrey County Council has been awarded an IESE Certificate of Excellence for their [Planning for Your Future campaign](#) as part of the IESE Public Sector Transformation Awards. This recognises their innovative approach to helping Surrey residents to plan ahead, understand their options and make informed decisions about future care needs. The organisers cited the exemplary standard of the work in their decision to award the certificate. The programme is delivered in partnership with Age UK Surrey and supported by key local preventative services.

A key part of this success is the [Care Cost Indicator](#), a simple online tool that helps people see how much different types of care might cost. It has made a real difference by giving residents clearer expectations, reducing anxiety about the unknown and helping them start planning earlier. Since launching in October 2025, the tool is the second most visited page in the adult social care pages on the county council website.

It's a great starting point for professional conversations with Surrey's self-funders, care arrangers and carers.

Health and wellbeing neighbourhood network meetings

East Surrey has five neighbourhood groups which each meet every three months. Local people and partners come together to talk about health, wellbeing, problems in the community, and ways to work better together.

Anyone can join the mailing list to receive invites and meeting notes. Upcoming meetings are as follows:

- **North Tandridge:** Wednesday 11 March 2026, 10am to 12pm
- **Redhill and Reigate:** Tuesday 21 April 2026, 10am to 12pm
- **Merstham:** Tuesday 29 April 2026, 10am to 12pm
- **Horley:** June, September and November 2026 (dates to be confirmed)
- **South Tandridge:** May 2026 (date to be confirmed)

For more information, email: neighbourhoods.eastsurrey@nhs.net

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Latest news from Sight for Surrey

Let's talk tech smart glasses

Last month, Sight for Surrey's Let's Talk Tech online session was about Smart Glasses.

Smart Glasses are internet-connected glasses with built-in technology like cameras, microphones and speakers. They let people take photos or videos, listen to audio, and use AI assistants without using their hands.

The glasses can be especially helpful for people who are blind or partially sighted. They use AI and cameras to give quick, hands-free information about the world, helping users read, navigate and identify objects more independently. Examples include Meta Ray-Ban glasses, Envision Glasses and OrCam.

There are many tutorials available online about Smart Glasses, and a selection of recommended links are as follows:

- [Ray Ban Meta - 5 mistakes to avoid](#)
- [Ray Ban Meta - Life hacks part 1](#)
- [Ray Ban Meta - Life hacks part 2](#)
- [Ray Ban Meta - live translation](#)
- [Ray Ban Meta - Transitions/prescription lenses](#)

If you would like to book a demonstration and one-to-one session to try out a pair of Smart Glasses, please contact Sight for Surrey:

- **Email:** technology@sightforsurrey.org.uk

Meet-Up Catch-Up sessions

Sight for Surrey Meet Up Catch-Up sessions are friendly drop-ins for people who are Deaf, hard of hearing, blind, partially sighted or deafblind. They run from 10am to 12pm every month at the following venues:

- **Epsom Library:** 3rd Tuesday of every month
- **Merstham Village Hall:** every Thursday during school term time
- **New Haw Library, Addlestone:** 3rd Wednesday of every month
- **Oxted Library:** 2nd Wednesday of every month
- **St Mary's Church Hall, Fetcham:** last Friday of every month
- **Wilfrid Noyce Centre, Godalming:** 1st Thursday of every month

For more information, please contact Sight for Surrey:

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- **Telephone:** 01372 377701
- **Text:** 07860 026269
- **Email:** info@sensoryservices.org.uk
- **Website/SignLive:** www.sightforsurrey.org.uk

Promoting wellbeing through social prescribing in Spelthorne and Woking

Social prescribing in Spelthorne and Woking helps adults who are dealing with non-medical problems that affect their wellbeing. A social prescribing link worker supports each person one-to-one, helping them talk through their concerns and find the right local services. This can include help with staying independent at home, meeting new people, getting practical support like transport or shopping, improving physical activity, receiving money or benefits advice, and finding support for mental health, disabilities, or long-term conditions. Social prescribing also helps reduce pressure on GPs by offering early, community-based support before problems become more serious.

The service is for anyone aged 18 or over who is registered with a GP in Woking or Spelthorne and experiencing non-medical issues that require additional support. Residents can be referred by professionals or can self-refer.

The [social prescribing referral online forms](#) are available on the Spelthorne Council website.

Elmbridge Dementia Social Club

Elmbridge Dementia Services, part of Elmbridge Borough Council, offers support for people living with dementia and gives carers and families a break. The service provides a warm, welcoming space for connection, fun and a place to make new friends by providing activities and social time that help improve wellbeing, build confidence, and maintain life skills. It is suitable for people in the mild to moderate stages of dementia, and it provides a relaxed, friendly place to spend time.

Each person starts with an assessment so staff can learn about their background, needs, interests, and any worries they may have. This helps the team create groups and activities that meet individual needs and support social, physical, and mental wellbeing. People who attend can make new friends and take part in activities such as reminiscence sessions, music, quizzes, arts and crafts, singing, and general socialising, or are welcome to simply relax or read the newspaper if they prefer. Trained staff support people at a ratio of one staff member to every five clients.

The social groups are held at the Claygate Centre for the Community as follows:

- **When:** Tuesday, Wednesday and Friday from 10am to 3pm
- **Cost:** daily cost per group is £61.30, with lunch included

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If you would like to find out more, or visit the centre, please contact Elmbridge Dementia Services:

- **Telephone:** 01372 474547
- **Textphone (via Relay UK):** 18001 01372 474547
- **Email:** dementiaservices@elmbridge.gov.uk

Everyday Essentials e-voucher scheme

Surrey County Council's [Everyday Essentials e-voucher scheme](#) helps eligible residents with everyday living costs. The funding for this scheme is from the Department of Work and Pensions Household Support Fund.

The Everyday Essentials e-voucher can be redeemed at a supermarket of the recipient's choice to help with buying everyday essentials.

The [Everyday Essentials e-voucher scheme](#) web page has been updated to explain that vouchers go quickly, help people prepare early, and to make the application process clearer. Designated staff are now able to make rapid, real-time updates during peak periods ensuring availability information can be communicated instantly and accurately.

For more information, please contact Surrey County Council:

- **Email:** everydayessentials@surreycc.gov.uk
- **Website:** www.surreycc.gov.uk/everydayvoucher

Let's talk dementia care and support event

Woking Library will host an informal dementia information session as follows:

- **Date:** Monday 23 February 2026
- **Time:** 11am to 12.30pm
- **Location:** Woking Library

The talk will be led by Paula Rifai, Home Manager at West Hall care home, to raise awareness of dementia. Paula will share general information about the condition, give an overview of how it affects people, and explain the different support pathways available.

Attendees will have the opportunity to ask questions, meet local organisations, and connect with others who may be experiencing similar situations. Refreshments will be provided.

Organisations supporting the event include:

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- Action for Carers Surrey
- Age UK Surrey (Planning for the future)
- Carers Practice Advisor for Spelthorne and Runnymede
- Memory Café
- Silver Friends (Community events)
- Social prescribing
- Woking Borough Council Home Independence

Anyone wishing to book a place or find out more, should contact the Woking Library Manager:

- **Email:** woking.library@surreycc.gov.uk

Alternatively, please contact Surrey County Council's Contact Centre:

- **Telephone:** 03456 009 009
- **Textphone (via Relay UK):** 18001 03456 009 009
- **British Sign Language:** www.surreycc.gov.uk/bsl

Advice First Aid training for frontline organisations

Citizens Advice Epsom & Ewell (CAEE) is offering free training to help local workers and volunteers spot when someone needs support. These 'Advice First Aiders' do not give advice themselves but learn how to ask basic questions and guide people to CAEE or other places that can help.

The training focuses on people who may find it harder to get advice, such as young people, carers, older people, and those who feel isolated. The session lasts approximately 2 hours and is very interactive. Local schools, churches, and community groups have already taken part and said the training helped them better understand people's hidden needs.

Further information about [Advice First Aid training](#) is available online.

New charity art group in Oxshott

Conquest Art is a charity that helps people with disabilities and long-term health conditions express themselves and build confidence through art. A new art group is starting at Oxshott Community Hub on Wednesday 25 February 2026, meeting every Wednesday (during term time) from 10am to 12pm. No experience is necessary, all materials and refreshments are provided, and attendees can work at their own pace in a friendly group.

The first session is free, then £3 per week plus an annual subscription of £12.50. For further information, please contact Michaela Clarence:

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- **Telephone:** 07557 409 409
- **Email:** enquiries@conquestart.org

Surrey radicalisation awareness training

Two radicalisation awareness training webinars will be delivered by Groundswell Project on Wednesday 11 March 2026 from 10am to 12pm, and Tuesday 17 March 2026 from 1pm to 3pm. The free 2-hour sessions are aimed at professionals working with adults and designed to support partners in strengthening confidence and capacity around Prevent and safeguarding against radicalisation.

A place on the [Surrey radicalisation awareness training](#) can be booked online. For more information, please contact:

- **Email:** kanika@groundswell.world

Healthwatch Surrey Insight Bulletin

The [Healthwatch Surrey February 2026 Insight Bulletin](#) focuses on thanks and praise for hospital staff, communication, mental health and ADHD services with updates on community services and sight loss.

Reports published since their last bulletin are as follows:

- [Quarterly impact report - October to December 2025](#)
- [Closing the gap - January 2026](#)
- [What we're hearing about accessible information and reasonable adjustments - updated December 2025](#)
- [Enter and View Derby House - September 2025](#)

New information and signposting:

- [Financial support in the NHS](#)

Other reports and updates published by Luminus, home of Healthwatch Surrey:

- [Giving Carers a Voice and Giving Young Carers a Voice quarterly reports](#)
- [Gathering patient insight during and following GP practice changes](#)

Healthwatch Surrey would welcome feedback from residents about any support they are currently receiving, or have previously received, to help manage their weight, as well as any support they would like to receive in the future.

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Luminus is also working in partnership with Public Health to support Surrey residents, wherever they may be in their smoking journey. This includes helping people understand the risks associated with smoking and offering free support for those who wish to quit.

Further details about both initiatives can be found on page 9 of the Healthwatch bulletin.

Monitoring the Mental Health Act report published

The Care Quality Commission (CQC) published the latest edition of [Monitoring the Mental Health Act](#), their annual report on the use of the Mental Health Act 1983 (MHA).

This year's report finds that increasing demand for services and higher thresholds for admission, are leading to long waits for mental health care.

The report, built on interviews with over 3,000 patients and over 700 family members and carers, revealed worrying reoccurring issues of staff shortages, a lack of beds, and inconsistencies in experiences.

A helpful [summary of the latest edition of Monitoring the Mental Health Act](#) is also available online.

Young Carers Action Day professionals' online seminar

Action for Carers is holding their [Surrey's Young Carers Action Day professionals' seminar](#), Fair futures for young carers, on Wednesday 11 March 2026 from 12.30pm to 2pm.

The seminar will take place online, bringing together professionals from across the sector to deepen understanding, strengthen practice, and celebrate the 15,000 plus young carers in Surrey. Designed to support learning and Continuing Professional Development (CPD), the event offers a valuable opportunity to share best practice with colleagues and enhance early identification, recognition and support of young carers.

[Registration for the Young Carers Action Day professionals' seminar](#) is available online.

For more information, please contact Action for Carers Surrey:

- **Email:** 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

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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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