



Easy
Read



Support services in Surrey



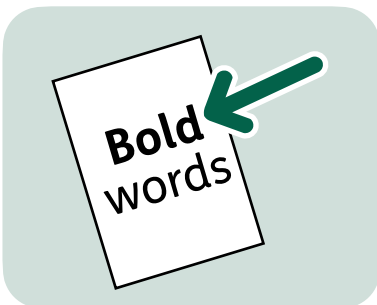
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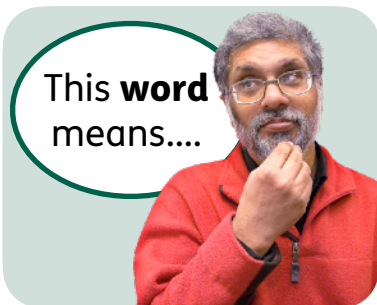
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

What is in this booklet

About this booklet	4
General help.....	5
Help with money	20
Help for families	25
Help with healthcare	34
Other help and support.....	42
Improving your local area	47
Learning.....	54

About this booklet

Surrey County Council provides lots of support and services, like:



- **Social care** for adults and children.

Social care is special support for people who need some help with everyday things, like washing and eating.



- Road services.



- Libraries.



This booklet will tell you about the services you can use in Surrey.

General help



If you need help and support, there is a service in Surrey that can help you.



You can find information about support services in Surrey here:
www.surreycc.gov.uk/essential

This is our main information website.



If you do not find the information or support service you need on this website, you can talk to our community team.



The community team will tell you where to find the information or support service you need.

You can contact the community team by:



- Calling the helpline: 0300 200 1008



- Calling the helpline using RelayUK: 18001 0300 200 1008



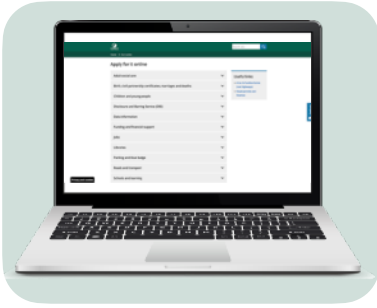
- Texting: 0786 005 3465



- Going to www.surreycc.gov.uk/bsl if you use British Sign Language.



If you would rather speak to someone in person, you can ask staff at any of our libraries for help.



If you need to apply for any kind of service that we offer, you can do this at: www.surreycc.gov.uk/apply

You can also use any of these services:

Energy Advice Tool



Our **Energy Advice Tool** can give you free online information about lots of different things.



It can also tell you how to spend less money on energy in your home.



To use the Energy Advice Tool go to: www.surreyenergyadvice.org.uk

If you need help using the Energy Advice Tool, call 0300 200 1008.

Libraries



Our libraries offer lots of different services, like free access to computers and printers.



If you are not able to leave your home, our libraries can deliver books to you.



To find your nearest library you can go to this website:

www.surreycc.gov.uk/libraries

Recycling centres



You can take your recycling to any of our 15 recycling centres.



Some of our recycling centres also have shops which sell **second-hand** things for your home and garden.

Second-hand means someone has owned and used it before.



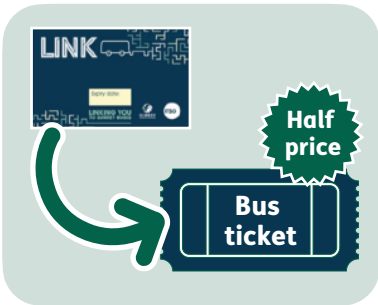
To find your nearest recycling centre you can go to this website:

www.surreycc.gov.uk/recycling

Cheaper bus tickets



If you are aged 20 or younger, you can get a Surrey LINK card.



If you have a Surrey LINK card you can get half price bus tickets.



If you are aged 66 or older, or you have a disability, you can get a free bus pass.



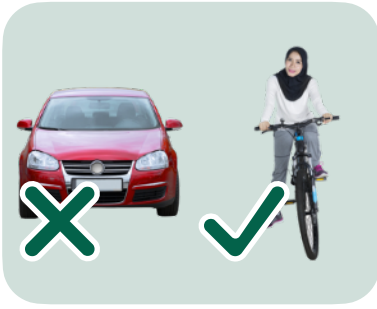
If you have a bus pass you can travel on any bus in the country for free.



To apply for a free bus pass you can go to:

www.surreycc.gov.uk/freebuspass

BetterPoints



Instead of using your car for short journeys, you could walk or cycle.



You can make a note of when you have walked or cycled on **BetterPoints** and get rewards.

BetterPoints is an app that you can get on your smartphone.



To find out more about how to use your car less you can go to:
www.surreycc.gov.uk/activejourneys

Surrey Connect



Surrey Connect is an **on demand** bus service.

An **on demand** bus service is when you can order a small bus for your journey.



You can choose where the bus picks you up and drops you off.



To find out more about Surrey Connect you can go to:

www.surreycc.gov.uk/surreyconnect

Living your best life



We want to support you to live the life you want.



To find out more about social care for adults you can go to:

www.surreycc.gov.uk/adultsocialcare



You can also call 0300 200 1005 to find out more about social care for adults.



We would like to know what kind of support you think helps people live safe and healthy lives.



To tell us what you think you can go to:

www.surreycc.gov.uk/yourvoicematters

Planning for the future



When you are older in the future, you might need some extra care and support.



It is a good idea to start planning for your future so that you are ready.



To get help with planning your future care and support you can go to:
[www.ageuk.org.uk/surrey/
planningforyourfuture](http://www.ageuk.org.uk/surrey/planningforyourfuture)



You can also call 01483 446627 for help with planning your future.

Finding local support



You can use **Connect to Support Surrey** to find any local support you need.



Connect to Support Surrey is like a big list of all the support services in Surrey. It is online.



It also includes how to contact these support services.



To use **Connect to Support Surrey** go to:

www.connecttosupportsurrey.org.uk

Support for carers



A **carer** is someone who looks after a person who is ill or disabled.



There is lots of support for carers in Surrey, like getting a free Surrey Carers Card.



To find out what support carers can get you can go to:

www.surreycc.gov.uk/carers

Support for veterans



A **veteran** is someone who has been in any of the armed forces, like the Army or the Navy.



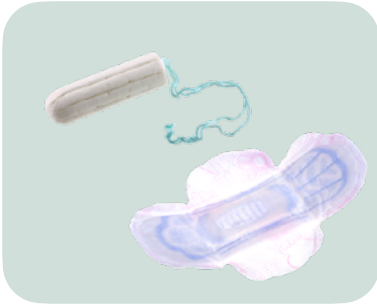
There is lots of support for veterans in Surrey.



To find out what support veterans can get you can go to:

www.surreycc.gov.uk/armedforces

Free period products



Period products are things a person uses to manage their period, like tampons and sanitary pads.



You can get free period products from our 42 libraries and other places across Surrey.



To find out more about getting free period products you can go to:
www.surreycc.gov.uk/perioddignity

Scam support



A **scam** is when someone tricks another person into giving away money or private information.

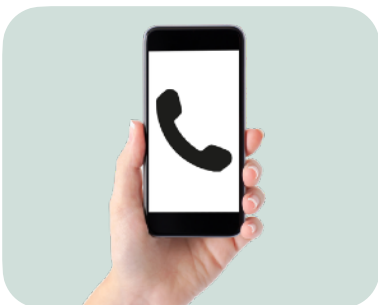


We offer free support that will help protect you from scams, like online talks that teach you how to spot scams.



To find support with scams you can go to:

www.surreycc.gov.uk/tradingstandards



You can also call 0808 223 1133 and ask for support.

Help with money



The cost of lots of things has gone up. Some people may be struggling to pay for the things they need.

If you need help with money, you can use any of these services:

Warm Welcomes



Warm Welcomes offers you a safe and warm room to sit in for as long as you want.



Warm Welcomes are usually in libraries, but some other community buildings also have them.



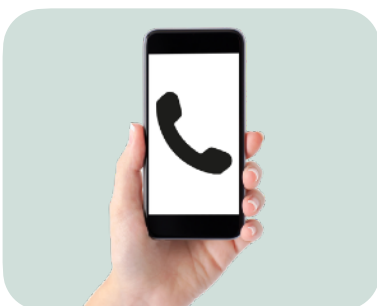
Warm Welcomes are good if you are struggling to pay for heating in your home.



Warm Welcomes are free and you do not need a library card if it is in a library.



To find your nearest Warm Welcome you can go to this website:
www.surreycc.gov.uk/warmwelcome



You can also call 0300 200 1008 and ask where your nearest Warm Welcome is.

Surrey Crisis Fund



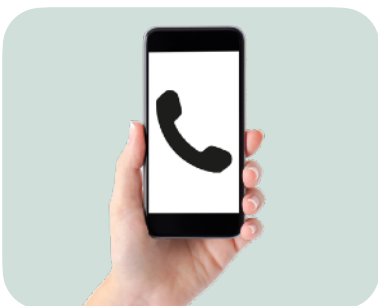
Our **Surrey Crisis Fund** can give you money if you have had an emergency and cannot get money from anywhere else.



It is one payment that is paid to you all in one go.



To apply for money from our Surrey Crisis Fund, you can go to this website: www.surreycc.gov.uk/surreycrisisfund



You can also call 0300 200 1008 to apply.

Breathing Space



Breathing Space can provide you with support with your **debts**.

Debt is money that you have borrowed and now have to pay back.



Breathing Space will protect you from organisations asking you to pay your debt for a short time.



To apply for Breathing Space you can go to this website:

www.surreycc.gov.uk/mentalhealthdebtsupport

Food banks



Food banks are where you can get some food for free if you are struggling to pay for food.



To find food banks in Surrey you can go to this website: www.connecttosupportsurrey.org.uk and type 'foodbanks' in the search bar.

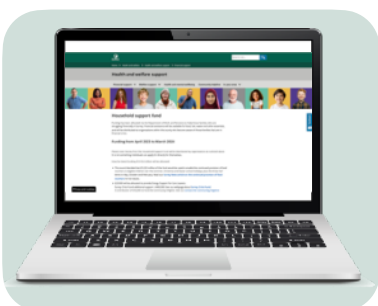


You can also call 0300 200 1008 and ask about food banks.

Charities



There are lots of charities that can help you if you are struggling to pay for things.



To find these charities you can go to this website: www.surreycc.gov.uk/householdsupportfund

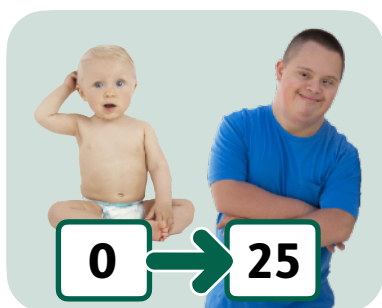
Help for families

You can use any of these services to help support your family:

Family Information Service



The **Family Information Service** can give you free advice about lots of different things.



The Family Information Service is for families with children aged between 0 to 25.



You can use the Family Information Service by going to:

www.surreycc.gov.uk/fis

You can also call 0300 200 1004 to get advice.

Free school meals



If your child is in year 3 or above, they may be able to get free school meals.



If you think your child may be able to get free meals, you can ask the school that they go to.



You can also apply for free school meals online here:

www.surreycc.gov.uk/freeschoolmeals



Club4

If your child gets free school meals, they can also join **Club4**.



Club4 is a free children's club that offers fun activities during the school summer holidays.



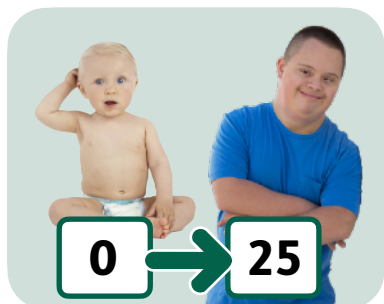
To find out more about Club4 you can go to:

www.activesurrey.com/community/club4

The Local Offer



The **Local Offer** is like a big list of all the support services in Surrey that are for:



- Young people aged between 0 and 25.



- Young people who have disabilities and extra needs.



You can use the Local Offer to find support services for your child.



The Local Offer is online. You can use it here: www.surreylocaloffer.org.uk

Going to primary school



If your child was born between 1 September 2019 and 31 August 2020, then you need to start thinking about primary school.



You will have to apply for your child to have a place at the primary school you choose.



You need to apply online by 15 January 2024.



To find out more about applying, you can go to:

www.surreycc.gov.uk/admissions

FEET



FEET stands for Funded Early Education and Childcare for Two year olds.



FEET offers 15 hours of free childcare a week for 2 year olds.



To apply for FEET for your 2 year old, you can go to:

www.surreycc.gov.uk/feet



If your child is 3 or 4, you may be able to get up to 30 hours of free childcare a week.



To apply for FEET for your 3 or 4 year, old you can go to:

www.surreycc.gov.uk/fundedchildcareage3to4

Childcare without tax



Tax is extra money that you pay for a service - it goes to the council or the government.



You may be able to get childcare without having to pay the tax.



To find out more about this, you can go to:

www.gov.uk/get-tax-free-childcare

Young people leaving care



Some children and young people live in care. This means they do not live with their parents.



They might live in a care home or with other family members instead.



There are lots of support services for young people who are leaving care.

These support services can help the young person find a job or learn to manage their own money.



To find out what support young people leaving care can get, you can go to:

www.surreycc.gov.uk/careleavers

Worries about a child's safety

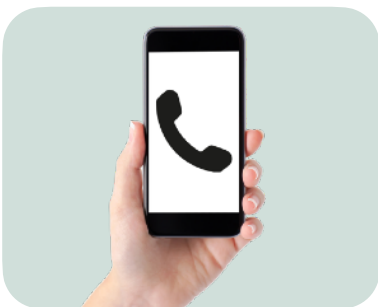


If you are worried about a child or young person's safety, you can tell our Children's Services.

You can tell our Children's Services team by:



- Going online: www.surreycc.gov.uk/cspa



- Calling: 0300 470 9100



- Emailing: cspa@surreycc.gov.uk

Help with healthcare



If you need support with your health and wellbeing you can use any of these support services:

Healthy Surrey



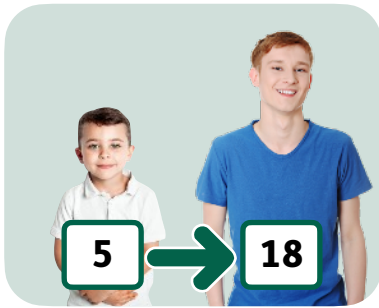
Healthy Surrey is a website with lots of information and advice about how to stay healthy.



You can find the Healthy Surrey website here:

www.healthysurrey.org.uk

Mindworks



Mindworks is a service for children and young people aged between 5 and 18.



Mindworks helps young people who are struggling with mental health issues.

NHS Talking Therapy



Talking therapy is when you talk to a health professional about your mental health issues.



The health professional will help you work through your issues and get better.



The NHS offers lots of different types of talking therapy for anyone aged 17 or older.



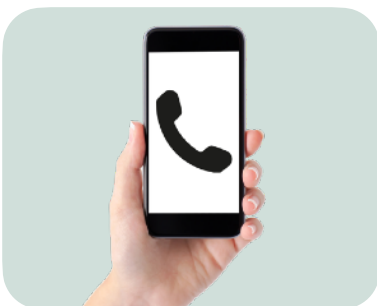
To find out more about free talking therapies, you can go to:
www.healthysurrey.org.uk/mentalwellbeing

Mental health crisis support



A **mental health crisis** is when your mental health gets so bad that you do not feel like you can live anymore.

If you are having a mental health crisis you can:



- Call our crisis support number: 0800 915 4644.
- Text our crisis support number: 0771 798 9024.

Pharmacies



You can go to your local pharmacy for health advice.



Pharmacy staff can help you with less serious illnesses, like coughs, headaches and bug bites.



To find your nearest pharmacy you can go to: www.nhs.uk/service-search/pharmacy/find-a-pharmacy

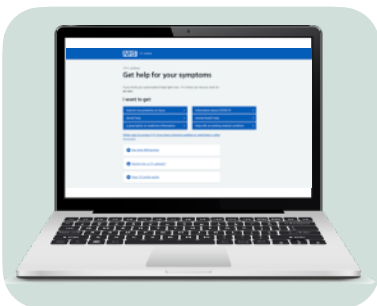
NHS 111



You can call 111 if you need urgent health advice.



You can call 111 at any time and on any day.



You can get urgent health advice online here: www.111.nhs.uk

Getting a vaccine



A **vaccine** is a jab that helps stop you from getting a certain illness.



It is important that you and your family get the vaccines they need before winter.



To find out more about COVID-19 vaccines, you can go to www.nhs.uk/coronavirus or call 119.



To find out more about flu vaccines you can go to: www.nhs.uk/flu vaccine



To find out more about vaccines for your child you can go to: www.healthysurrey.org.uk/immunisations

Domestic abuse support



Domestic abuse is when you are harmed by a family member or someone you live with.



If you are being harmed by a family member or someone you live with, you can get help and support.



To get help and support you can go to: www.surreyagainstda.info



You can also call 01483 776 822 for help with domestic abuse.



Remember, if there is an emergency and you feel like your life is in danger, call 999.

Surrey Fire and Rescue

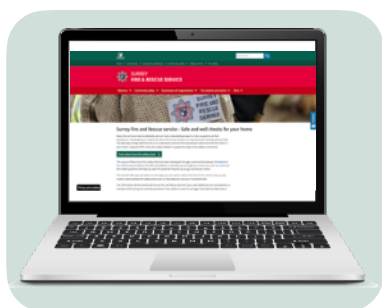


Surrey Fire and Rescue offers free **Safe and Well visits**.

A **Safe and Well visit** is when someone from the Surrey Fire and Rescue team comes to your home to check it is safe from fires.



The team can put free smoke alarms in your home if you need them.



To book a Safe and Well visit you can go to:

www.surreycc.gov.uk/safeandwell

Reporting road safety



To tell us about an issue with local roads, like a broken traffic light, you can go to: www.surreycc.gov.uk/reportahighwayproblem

Other help and support

Government support



The Government may be able to help you pay for some of your **household costs**.



Household costs are things that you and your family have to spend money on to live, like energy and childcare.



To find out more about government support with household costs, you can go to:
www.helpforhouseholds.campaign.gov.uk

Citizens Advice

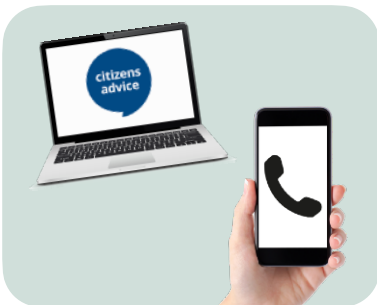


Citizens Advice is an organisation that gives free advice about lots of different things, including housing and debt.



Citizens Advice is not part of the Government.

To get support from Citizens Advice you can:



- Go to: www.citizensadvice.org.uk
- Call: 0800 144 8848.

Wasting food



You can save money by lowering the amount of food you waste every month.



You can learn how to not waste food by taking part in the Rethink Waste programme.



You can get rewards for lowering the amount of food you waste if you have the Rethink Waste programme app.



To find out more about not wasting food you can go to:
www.surreyep.org.uk/foodwastereduction

Priority Services Register



The **Priority Services Register** is a list of people who need help first if there is a shortage of something that people need to live, like water.



Groups of people who often need help first include people with disabilities and very old people.



If you think you should be on the Priority Services Register, you can go to: www.thepsr.co.uk

Reporting flooding



If you see flooding, you should report it to us as soon as possible.



For serious flooding and river flooding, you should call: 0345 988 1188.



For less serious flooding from roads or drains, you should call: 0300 200 1003.



For toilet water flooding from the sewers, you should call: 0800 316 9800 or 0330 303 0368.

Improving your local area

You can take part in improving your local area. You could:



- Start a project that aims to improve your local area - you can apply for money to help make your project happen.



- Take part in activities that are being run by projects in your local area.



- Speak to your local councillor about the issues in your area.



You can also speak to your local councillor if you need help finding council services.

You can find out who your local councillor is by going to:

www.surreycc.gov.uk/councillors

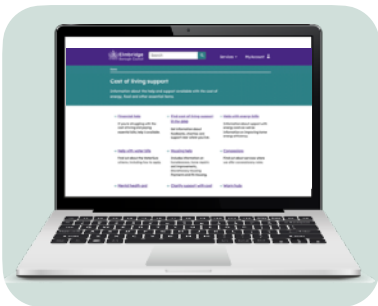


Each area in Surrey has a **Community Link Officer (CLO)**.

A **Community Link Officer (CLO)** works to improve their area by helping us learn what people living in the local area need.

Find out where to get help and advice in local areas in Surrey below:

Elmbridge



Help and advice:

www.elmbridge.gov.uk/cost-living-support



Our Community Link Officer in Elmbridge is Gaby.

You can follow Gaby on Facebook to get news about what is going on in Elmbridge:

www.facebook.com/ElmbridgeCLO

Epsom and Ewell



Help and advice: www.epsom-ewell.gov.uk/cost-of-living



Our Community Link Officer in Epsom and Ewell is Gayle.

You can follow Gayle on Facebook to get news about what is going on in Epsom and Ewell:

www.facebook.com/EpsomEwellCLO

Guildford



Help and advice: www.guildford.gov.uk/costoflivingsupport



Our Community Link Officer in Guildford is Nikkie.

You can follow Nikkie on Facebook to get news about what is going on in Guildford:

www.facebook.com/GuildfordCLO

Mole Valley



Help and advice:

www.molevalley.gov.uk/home/community/community-support/help-cost-living



Our Community Link Officer in Mole Valley is Michelle.

You can follow Michelle on Facebook to get news about what is going on in Mole Valley:

www.facebook.com/MoleValleyCLO

Reigate and Banstead



Help and advice: www.reigate-banstead.gov.uk/cost-of-living



Our Community Link Officer in Reigate and Banstead is Stuart.

You can follow Stuart on Facebook to get news about what is going on in Reigate and Banstead:

www.facebook.com/ReigateBansteadCLO

Runnymede



Help and advice:

www.runnymede.gov.uk/cost-living



Our Community Link Officer in Runnymede is Carys.

You can follow Carys on Facebook to get news about what is going on in Runnymede:

www.facebook.com/RunnymedeCLO

Spelthorne



Spelthorne Council has support and advice on its website:

www.spelthorne.gov.uk/support



Our Community Link Officer in Spelthorne is Andrew.

You can follow Andrew on Facebook to get news about what is going on in Spelthorne:

www.facebook.com/SpelthorneCLO

Surrey Heath



Help and advice:

www.surreyheath.gov.uk/hereforyou

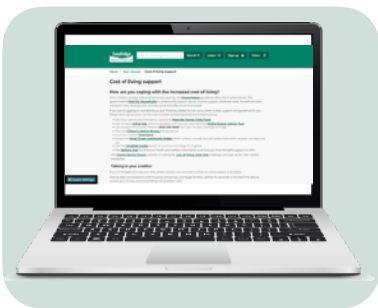


Our Community Link Officer in Surrey Heath is Matt.

You can follow Matt on Facebook to get news about what is going on in Surrey Heath:

www.facebook.com/SurreyHeathCLO

Tandridge



Help and advice:

www.tandridge.gov.uk/Your-council/Cost-of-living-support

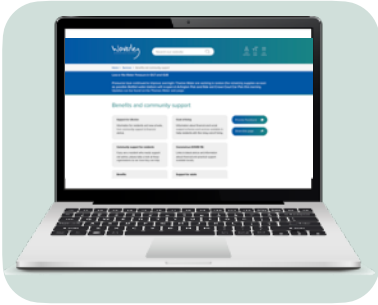


Our Community Link Officer in Tandridge is Marta.

You can follow Marta on Facebook to get news about what is going on in Tandridge:

www.facebook.com/TandridgeCLO

Waverley



Help and advice:

www.waverley.gov.uk/Services/Benefits-and-community-support



Our Community Link Officer in Waverley is Philippa.

You can follow Philippa on Facebook to get news about what is going on in Waverley:

www.facebook.com/WaverleyCLO

Woking



Help and advice:

www.woking.gov.uk/costofliving



Our Community Link Officer in Woking is Jess.

You can follow Jess on Facebook to get news about what is going on in Woking:

www.facebook.com/WokingCLO

Learning



Surrey Adult Learning offers lots of different courses and classes for adults.



You could:

- Learn a new skill.



- Enjoy taking part in a new sport.



- Take a cooking class.



- Learn how to look after your mental health.



To find out more about Surrey Adult Learning or to book a class, you can go to:

www.surreycc.gov.uk/adultlearning



You can also call 0300 200 1044 to find out more.



Multiply

Multiply is a service that offers free maths classes across Surrey.



To find out more about Multiply you can go to:

www.surreycc.gov.uk/multiply

Job advice and training



You can get the skills and training you need for your job through our libraries.



To find out more you can go to:
www.surreycc.gov.uk/libraries

Find out more



If you want our latest news and information, you can sign up to get our newsletter.



You can sign up here:
www.surreycc.gov.uk/surreymatters

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