

# **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 April 2024**

### **Spreading the Word Survey**

We'd like to understand the full extent of our readership for this regular briefing and would be grateful if you could [answer two very quick questions](#) on Surrey Says. Thank you.

### **Surrey County Council appoints new Chief Executive**

Surrey County Council has appointed Terence Herbert as its new Chief Executive.

Terence began his career as a Registered Mental Nurse (RMN) and then qualified as a social worker, taking up posts in children's services at the London Borough of Lewisham, Royal Borough of Kensington and Chelsea, and North Somerset Council.

Under his leadership, Wiltshire Council is regarded as a strong local authority – one of the largest unitary authorities in the country - with sound finances and a high-performing workforce.

Terence is expected to start at the council in the summer.

### **Right Care Right Person model being rolled out in Surrey**

The way 999 calls regarding welfare or mental health concerns for adults are responded is changing across Surrey, as local NHS Trusts, the ambulance service, social care teams, and Surrey Police work together to implement Right Care Right Person (RCRP).

Right Care Right Person is a national model being rolled out across the UK aimed at ensuring adults with mental health-related concerns get the help they need from the right expert or agency. Within Surrey, this new approach is being rolled out from 22 April 2024.

First adopted at Humberside Police, the model recognises that police officers often cannot provide the level of specialist medical care or support required by those seeking help for their mental health.

Applying Right Care Right Person will not mean withdrawing from all welfare or mental health related calls for adults, and there will many cases where deploying a police officer is the right thing to do. This includes where there is a threat to life, a policing purpose or a clear need for an urgent response. RCRP considerations will only be applied to calls for service relating to adults and will not be applied to calls concerning a child (under 18 years old), or where a child is present.

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Surrey County Council has been working with Surrey Police and local health partners to implement and monitor the impact of the change.

Further [information about Right Care Right Person](#) is available online.

## Your Councillor Community Fund open for applications

Residents and groups in Surrey can soon apply for small grants through the Your Councillor Community Fund, supporting local projects under £5,000. Last year, over 380 projects received £404,330 in funding, improving public spaces and community events. The fund aims to turn residents' ideas into reality, covering various costs like sports equipment and website creation.

Applications for 2024 are open from mid-April to January 2025, with early submissions encouraged.

Further information about [Your Councillor Community funding criteria](#) and [how to contact your local county councillor to apply](#) is available online.

## First Steps update

### Wellbeing support now available in Guildford, Waverley, and Woking

First Steps to Support is a new free phonenumber to help those facing life's stresses and looking to improve their mental wellbeing, for themselves, their friends or family members.

The friendly staff at First Steps to Support are there to:

- understand what's on your mind, what's troubling you, and what you would like to be different
- work with you to explore the best way of helping you
- guide you to the right support to lighten the load, help you cope better and enjoy life again

The phonenumber is open to residents over 18 in the boroughs of Guildford, Waverley and Woking. The service is only offered over the phone and is not face-to-face.

The contact details for First Steps to Support are as follows:

- **Email:** [dohel.firststeps.surrey@nhs.net](mailto:dohel.firststeps.surrey@nhs.net)
- **Telephone:** 0333 332 4753
- **Text (SMS):** 07860 026 657

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## First Steps to Support online chatbot launched

To raise awareness of the service, Healthy Surrey is harnessing new [AI chatbot technology with Hello Lamp Post](#) to engage with residents about how they can access support. The guided conversation enables people to discover different support and services for their mental wellbeing.

Further [information about First Steps to Support](#) including opening times is available online.

## Surrey Police LGBTQ+ advisory group looking for members

The LGBTQ+ Advisory Group aims to enhance trust and confidence between the LGBTQ+ community and Surrey Police. They are looking for members to advise, challenge, support, and inform the police force, providing constructive criticism and suggestions. Meetings occur quarterly, with both in-person and online options. The first meeting includes introductions, discussion of group objectives, and how the group can help Surrey Police.

Applicants, living or working in Surrey, LGBTQ+ community members or allies with relevant experience, are encouraged to [apply](#) by 26 April 2024.

Further [information about Surrey Police LGBTQ+ advisory group](#) is available online, or contact:

**Email:** [inclusion@surrey.police.uk](mailto:inclusion@surrey.police.uk)

## Latest groups and courses from the Mary Frances Trust

### Women's Peer Support Group

Women's Peer Support group is a weekly group providing a safe space for women to share experiences and support each other. This is a friendly session with the opportunity to connect with other women, chat over coffee and learn new skills to improve wellbeing. Regular topics include menopause, mindfulness, self-compassion, and building confidence.

**Venue:** King's Church, Longmead Road, Epsom

**Date:** Weekly on a Thursday

**Time:** 11.00am to 12.30pm

### Autism Group

Autism Group is a weekly group set up in an autistic friendly environment, where everyone is treated as equally important. These sessions are for autistic adults who live independently and wish to meet others to learn and share experiences with them.

**Venue:** Brickfield Centre, Epsom

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**Date:** Weekly on a Monday

**Time:** 10.00am to 12.00pm

## Assertiveness and Boundaries Course

Being assertive is an important communication skill which can help reduce stress and anxiety, as well as improving self-esteem.

The Mary Frances Trust is running a four-week course to look at:

- what assertiveness is
- how to think and behave more assertively
- how to say no
- how to deal with criticism, compliments, and disappointment

**Venue:** St Peter's community hub, West Molesey

**Date:** 14 May 2024 to 11 June 2024

**Time:** 10.00am to 11.30am

To attend any of these groups or courses, people will need to [register with Mary Frances Trust](#) on their website before contacting them to book a place:

- **Telephone:** 01372 375 400
- **Text:** 07929 024722
- **Email:** [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)

## Surrey Fire and Rescue Service is driving down false alarms

Surrey Fire and Rescue Service has changed the way it now responds to automatic fire alarm call outs (AFAs) to residential and domestic properties, by only attending if there's been a 999 call to confirm there is a fire or signs of fire.

98% of the residential and domestic AFA call outs that Surrey Fire and Rescue Service attended from October 2022-March 2023 were false alarms. These accounted for 976 mobilisations – that's more than five fire engines a day being sent out on blue lights to false alarms where there isn't a fire.

This change is the second phase of work, after making the switch in 2022 and only attending non-sleeping business calls when a fire is confirmed. Since then, false alarm visits have decreased by over 95%.

Surrey Fire and Rescue Service would like to reassure residents that nothing is changing in their response to a real fire. Only now, the call handlers will ask a series of questions designed to determine the nature of the call and whether there is a fire, or signs of fire, and depending on the response received, crews may still attend to investigate the reason for the AFA.

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

## Updated Measles Toolkit available

As cases of measles continue to be confirmed in England, support is needed to share messages about the importance of vaccination in the protection of Surrey residents against measles. It's never too late for someone to get protected if vaccinations have been missed. A new comprehensive [toolkit](#) is available for communications professionals from the Surrey Communications Knowledge Hub.

Any queries, please contact [sarah.archer@surreycc.gov.uk](mailto:sarah.archer@surreycc.gov.uk).

## Updates from Surrey Coalition of Disabled People

### The Coalition gains charity status

At their last AGM in September 2023, Surrey Coalition successfully secured a majority of votes to transition into a charity and are pleased to announce that they have officially obtained charity status.

The transition to charity status offers them the opportunity to expand their reach and tap into additional funding avenues. Their primary focus continues to be involvement from their members and co-production work.

### Access to Food

The Coalition, Good Company, and Surrey County Council have joined forces to assist disabled people in accessing food. Access to Food offers financial aid to those facing financial challenges and difficulty reaching local food banks due to disabilities or long-term health conditions. The grant covers taxi fares to the food bank or, in rare cases, provides supermarket vouchers. Each household is eligible for one grant every three months on a first-come, first-served basis.

To apply for the scheme, or for more information:

- **Email:** [involvement@surreycoalition.org.uk](mailto:involvement@surreycoalition.org.uk)
- **Telephone:** 01483 456558
- **Text (SMS):** 07908 671402

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## Latest updates from The Brigitte Trust

### Continuing Healthcare Workshop

The Brigitte Trust is hosting a free online Continuing Healthcare workshop.

The session will cover:

- what NHS Continuing Healthcare is (and what it is not)
- how eligibility is determined
- how it can be accessed
- the challenges that individuals and their families face before, during, and after the assessment process
- what happens when an application is declined

**Date:** 21 May 2024

**Time:** 10am to 11.30am

[Further information and registration](#) is available via Eventbrite.

### Bereavement Support Group

The Brigitte Trust is running a free structured eight-week bereavement programme.

The programme is run by a professional facilitator for anyone in Surrey struggling with their own grief and bereavement. The sessions are limited to a maximum of twelve people and will be offered in different parts of Surrey, according to need.

**Date:** 1 May 2024

**Time:** 10.00am to 12.00pm

**Venue:** Reigate

For further information or to book a place, please contact Sarah Pattenden:

- **Telephone:** 07469 932192
- **SMS (text):** 07469 932192
- **Email:** [sarah.pattenden@brigitte-trust.com](mailto:sarah.pattenden@brigitte-trust.com)

### Autism Workshop

[Autism by Experience](#) are a local community interest company. In partnership with The Brigitte Trust, they will be leading a workshop focussing on:

- an overview of the autism spectrum and characteristics common to autistic people
- common strengths of autistic people

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- sensory differences and helpful strategies
- communication differences and developing a shared language
- social interaction, building rapport and approaches to support
- anxiety and wellbeing with a focus on strategies to support people with emotions and rumination
- structure, routine and organising daily life

**Date:** Monday 17 June 2024

**Time:** 10.00am to 12.30pm

**Venue:** Clandon Wood Nature Reserve and Natural Burial Ground

The event is free and open to everyone. [Further information and tickets](#) are available via Eventbrite.

## Surrey Day celebration on 11 May 2024

Surrey Day on Saturday 11 May 2024, is a celebration of all that is great about the county, bringing together the area's towns, villages, and attractions. The day will include free events and open days at locations across Surrey, alongside lots of coverage on BBC Radio Surrey.

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

## Research Ready Surrey programme

Research Ready Surrey is a new programme being delivered across Surrey Heartlands in partnership with Surrey Heartlands Health and Care Partnership, National Institute for Health Research (NIHR), Surrey Community Action and Surrey VCSE Alliance.

The long-term vision of the Research Ready Surrey programme is to make it easier for all people to benefit from taking part in health and care research. This will be done by linking community organisations to research opportunities, learning from organisations about what their communities want from research, and connecting research professionals across the sector to others with a shared interest in collaborating.

Further [information about Research Ready Surrey](#) is available online.

## Share for Better Care campaign

Share for Better Care is a new campaign to encourage people whose voices are seldom heard to share their care experiences.

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It is known that people whose voices are seldom heard are often more likely to experience poorer care and inequalities. The campaign aims to support the voice of people using care services to help improve services.

The campaign is being led by the Care Quality Commission (CQC) and Healthwatch England.

They have produced a [campaign toolkit](#) for professionals full of materials to promote the campaign.

## Care Talent Collective Easy Read leaflet

The Care Talent Collective has created an [easy read leaflet](#) to recruit people with lived experienced as co-trainers. They'll train people who work in health and social care about learning disabilities and autism.

For further information contact Katie Christmas at Active Prospects:

- **Telephone:** 07970 168 325
- **Text (SMS):** 07970 168 325
- **Email:** [Katie.Christmas@activeprospects.org.uk](mailto:Katie.Christmas@activeprospects.org.uk)

## Latest updates from Catalyst

### Cuckooing specialist outreach team

Cuckooing is a type of exploitation by criminal gangs. It involves befriending a person, then taking over their home and using it to deal drugs.

Catalyst has a specialist outreach team who can work with people to provide:

- experienced assertive outreach workers who support people
- rapid response to support clients at immediate risk
- brief but intense intervention to assess and identify ongoing support to reduce risk and enable people to feel safe.
- help people build resilience to prevent future exploitation
- help prevent risk of property closures
- multi agency support to reduce risk

For further information contact Catalyst:

- **Telephone:** 01483 590 150
- **SMS (text only):** 07909631623
- **Email:** [info@catalystsupport.org.uk](mailto:info@catalystsupport.org.uk)



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## **Outline in Catalyst Listening Service**

Outline in Catalyst offer an empathetic listening service for LGBTQ+ people where they can share their experiences and access support. The goal of the service is to empower people through meaningful conversations, ensuring they have access to a network of support beyond the service, so they can live fulfilling and authentic lives.

The service is primarily available to people in Surrey; however, contact is also welcome from people living outside the county.

Further [information about Outline in Catalyst listening service](#) is available online.

## **National British Sign Language (BSL) Day**

To celebrate National BSL Day on 28 April 2024, Sight for Surrey is encouraging people to enrol in British Sign Language classes.

Further [information about British Sign Language](#) is available online.

## **Shrouded in Silence project**

The Shrouded in Silence project has been created by Whistlestop Arts to encourage conversations around the topics of death, dying, and grief, which are often difficult to discuss. The project has been designed with empathy and creativity and includes a range of artworks, talks, films, podcasts, and workshops taking place between February and June 2024.

Further [information about Shrouded in Silence](#) is available online.

## **All-inclusive wellbeing walks**

Elmbridge Borough Council is adding a new one kilometre walk and wheel route to their Wellbeing Walks program. Starting from Xcel Leisure Complex in Walton on Thames, the walk and wheel takes place every Monday morning. It's designed for individuals with limited mobility, long-term medical conditions, disabilities, visual or hearing impairments, or mental health issues. People with learning disabilities are also encouraged to join. It's a friendly group where people can receive support and encouragement to become more active.

Further [information about all-inclusive wellbeing walks](#) is available online.

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## Macular Society groups

The Macular Society groups provide information and support to those with macular disease, their family, and friends. The groups are a welcoming and compassionate place to learn about the support available, build confidence, and better understand macular disease.

In Surrey there are groups in Leatherhead, Dorking, Guildford, Banstead, Haslemere, Redhill, Woking, Caterham, Cranleigh, Camberley, Staines, and Walton on Thames.

Further information is available via:

- **Website:** [www.macularsociety.org](http://www.macularsociety.org)
- **Telephone:** 01306 644908 (Stella Black - senior regional manager)
- **Email:** [stella.black@macularsociety.org](mailto:stella.black@macularsociety.org)

## Frimley Academy 20/20 programme open for recruitment

Frimley Academy are recruiting for the latest 20/20 programme cohort, offering fully funded System Leadership and self-development training as part of Frimley's commitment to partnership working. Cohort 10 is now open for applications.

The programmes will help participants to work smarter, connect, and solve complex problems for better outcomes.

Further [information about Frimley Academy 20/20 programme](#) is available online, or contact:

- **Email:** [frimley.academy@nhs.net](mailto:frimley.academy@nhs.net)

## Current open Surrey County Council consultations

Find all [open Surrey County Council 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](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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