

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 24 July 2025

Planning for your Future campaign 'highly commended' at national MJ Awards

Surrey County Council Adults Wellbeing and Health Partnership's pioneering campaign supporting residents to plan for the later life they want has been recognised as 'highly commended' at the prestigious Municipal Journal (MJ) Awards 2025. The [Planning for Your Future](#) campaign was honoured in the Innovation in Children's and Adults' Services category and the only adult services finalist.

With over 3,000 local residents joining the [free event programme](#) so far, the campaign, run in partnership with Age UK Surrey, aims to equip people to make informed decisions at a time when they may need extra support. The sessions, held in person and online, help people learn about care and support options, costs of social care and how to stay independent for longer as they get older. There is also a dedicated phone number and an online hub full of useful information, including a handy checklist.

Professionals, please encourage people you support to join a session. Feedback to date has been incredibly positive and other local authorities in the Southeast region are keen to learn from us and build upon the campaign.

Dedicated contact details for Age UK Surrey to book an event or have a conversation are:

- **Telephone:** 01483 446627
- **Text (SMS):** 07593 139560
- **Email:** planningforyourfuture@ageuksurrey.org.uk
- **Website:** www.ageuk.org.uk/surrey/planningforyourfuture

NHS 10-year health plan for England: Fit for the future

England's 10-Year Health Plan is designed to improve the NHS by offering more care in local communities, using more digital tools, and making healthcare fairer for everyone. With £29 billion in funding, it will set up new local health centres, improve the NHS App, and give local councils more say in how health services are run. Areas like Surrey will need to create their own plans to meet local needs and provide joined-up care.

Further information about the [10-year health plan for England](#) is available online.

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Update on proposed changes to adult social care charges

Surrey County Council is reminding people they would like to hear their views on proposed changes to how much adults pay for care at home or in the community, aimed at bringing their approach in line with national guidance.

Full details of the proposals including alternative formats – and a questionnaire for people to share their views - can be found on the Surrey Says website at:

- **Website:** www.surreysays.co.uk/asc-ic/chargingpolicy25

To support people who using British Sign Language (BSL), two BSL videos outlining the proposals and the questionnaire are also now available from the Surrey Says website and via the links below:

- [Proposed changes to Adult Social Care's Charging Policy BSL video](#)
- [Adult Social Care Charging Policy Questionnaire BSL video](#)

Surrey County Council has already held five in-person events to help with any queries about the proposed changes and to offer support to share views. An additional event will take place as follows:

- Epsom Library: Tuesday 12 August 2025 between 10am to 12pm

The consultation closes at **23:59pm on Sunday 7 September 2025**.

To request information in an alternative format or for any queries, please contact:

- **Telephone:** 01372 832370
- **Textphone (via Relay UK):** 18001 01372 832370
- **British Sign Language:** www.surreycc.gov.uk/bsl
- **Email:** chargingpolicyconsultation@surreycc.gov.uk
- **Write to us:** Surrey County Council, Financial Assessments and Income Team, Woodhatch Place, 11 Cockshot Hill, Reigate, RH2 8EF

Digital phone switchover: telecare campaign toolkit

The UK's old analogue landline phone system will be switched off in January 2026, with all services moving to digital connections. This change may especially affect older residents who rely on traditional landlines and may not have broadband.

Local councils are working with phone companies to prepare those who use telecare devices, such as fall alarms. However, some people may still be unaware - particularly if their devices aren't council-provided. Most equipment should still work after the switch, but a backup is

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needed in case of power cuts. Scammers often try to take advantage of vulnerable people during technology changes like this.

BT and Virgin Media have launched a government-backed campaign urging telecare users to contact their phone provider. The Local Government Association has also created a [toolkit](#) to help raise awareness.

More information about the [national campaign to switch to digital landlines](#) is available online.

Surrey email address for instructed advocacy for adults

Surrey County Council commissions statutory advocacy services for adults in Surrey and some discretionary services on behalf of the NHS.

The provider of [instructed advocacy for adults in Surrey](#), POhWER, has a new Surrey email address for general queries and call-back requests, with a response time of two working days:

- **Email:** surrey@pohwer.net

Please note that [referrals for Surrey Adult Advocacy Services](#) still need to be made in the usual way following the guidance online.

Further information about [Surrey Adult Advocacy Services](#) is available from the Surrey County Council website. It also has a shortcut URL: www.surreycc.gov.uk/adultadvocacy which partners are encouraged to use and promote.

Full contact details for POhWER are as follows:

- **Telephone:** 0300 456 2370
- **Textphone (via Relay UK):** 18001 0300 456 2370
- **Text:** Send the word 'pohwer' with your name and number to 81025
- **Email:** surrey@pohwer.net

Smokefree Generation Grant Award Scheme for VCSE organisations

Surrey County Council is offering grants of up to £7,000 to voluntary, community, and social enterprise (VCSE) organisations to support efforts in helping people stop smoking. The Smokefree Generation Grant Award Scheme aims to reduce smoking-related illness and deaths by funding projects that raise awareness, promote free stop smoking services, and encourage smokefree environments.

A total of £100,000 is available, with funding lasting 12 months. Eligible organisations must be based in areas administered by Surrey County Council.

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There will be an online briefing session with a short presentation on the purpose of the grant and how to apply, followed by a Q&A on Wednesday 6 August 2025, from 12.30pm to 1.30pm.

Further information is about the [Smokefree Generation Grant Award Scheme](#) is available online.

New CQC Chief Inspector of Adult Social Care and Integrated Care

Chris Badger has been appointed as [CQC's new Chief Inspector of Adult Social Care and Integrated Care](#) and will join in September.

Chris has spent 15 years working across roles in adult social care and has shown clear commitment to improving the care provided to people who use and rely on adult social care services. He will join CQC from Hertfordshire County Council where he is currently Director of Adult Care Services.

His appointment is the fourth of four CQC Chief Inspector roles that will lead on regulation and improvement across mental health, hospitals, primary and community care, and adult social care – marking a realignment of the organisation around sector expertise.

New NHS campaign to increase uptake of cervical screening in Southeast

The NHS is launching a new campaign across the Southeast to increase awareness about the importance of cervical screening, encourage those eligible to attend a cervical screening appointment, and help support healthy, lifelong screening behaviours.

The NHS has launched a new campaign in the Southeast called Love Your Cervix to raise awareness about cervical screening and encourage more young women, especially those aged 25 to 29, to attend their appointments. This age group has the lowest attendance, with one in three not going to their first screening. In some areas, fewer than 60% of young women take part, well below the national target of 80%. The campaign aims to change this by offering education, support, and outreach to help women understand the importance of screening and feel more comfortable attending.

[Free resources](#) are available online.

Latest news from Mary Frances Trust

Banstead Social Prescribing opens for self-referrals

From 1 July 2025, adults registered with a GP in Banstead can now refer themselves to the local Social Prescribing service, run by Mary Frances Trust. The service continues to accept referrals from GPs and other health professionals.

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Social Prescribing helps people with emotional wellbeing, loneliness, healthy lifestyle changes, employment or volunteering, welfare advice, and support for carers. It connects individuals to local community services that can offer the right kind of help.

Residents can contact Mary Frances Trust to self-refer via:

- **Website:** www.maryfrancestrust.org.uk
- **Email:** socialprescribing@maryfrancestrust.org.uk
- **Telephone:** 01372 375 400

Closure of Safe Harbour

The Safe Harbour crisis prevention service, run by Mary Frances Trust, is coming to an end after its pilot year. Safe Harbour is a six-week rolling programme focused on prevention, early intervention, and action planning.

As part of the planned closure:

- [Epsom Safe Harbour](#) will close on 1 August 2025 and is no longer accepting referrals.
- Woking Safe Harbour will remain open until 30 October 2025, with referrals accepted until 15 September 2025. Referrals can be made through the [Catalyst Support website](#).

The [Safe Havens](#) crisis support service remains open for anyone experiencing a mental health crisis.

More information is available on the [Mary Frances Trust](#) website.

Prescribing Nature

Mary Frances Trust is part of a new partnership with RSPB, Surrey County Council, Forestry England, and [Terraviva WTP](#) to launch [RSPB's Nature Prescription](#) booklets in Surrey. These booklets are designed to help people reconnect with nature to support their mental health and wellbeing.

Through services like the [Nature Nurtures Project](#), [GP Integrated Mental Health Service \(GPimhs\)](#), and [Social Prescribing](#), the team can now use the booklets to guide conversations and help people find calm, connection, and confidence in the natural world.

Anyone not currently supported by GPimhs or Social Prescribing but interested in receiving a Nature Prescription booklet can contact [Mary Frances Trust](#).

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Latest from Catalyst Support

New activity groups available

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

- living with neurodiversity
- maintaining sobriety
- dealing with depression
- mindful movers
- gaming retreat

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

Catalyst Counselling re-opens for new referrals

Catalyst Counselling is offering up to twenty-four sessions of counselling, collaboratively reviewed every six weeks, to people who are concerned about their drug or alcohol use and/or have mild to moderate mental health concerns, such as anxiety and depression.

Face-to-face sessions are running in Woking and Godalming, along with online MS Teams counselling during the day and evenings. Subsidised charges apply ranging from £15 to £40 per session, based on a means tested approach. For more information or to make an online referral, please visit the [Catalyst Support](#) website.

First Community Quality Account for 2024/25

First Community has published its Quality Account for 2024/25.

The report explains the quality of NHS health and care services provided by First Community in east Surrey and West Sussex. It looks at different aspects of quality, including patient safety, how effective treatments are, and what patients say about their care and experiences.

The account reviews how they performed against last year's priorities and outlines their goals and areas they plan to improve in the future.

Further information about the [Quality Account](#) can be found online.

New specialist outreach service for women affected by gambling

Oakleaf Enterprise is expanding its Bridge the Gap trauma-informed outreach service to support women affected by gambling-related harm. The service provides one-to-one, community-based support for women impacted by their own or someone else's gambling. It

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also supports ethnic minority communities, veterans, and autistic women, helping individuals build stronger support networks.

More information is available on [Oakleaf's website](#).

Voluntary Action Surrey East announces new Chief Executive Officer (CEO)

[Voluntary Action Surrey East \(VASE\)](#) has welcomed its new CEO, Samantha Aung Thin. She brings a new perspective to help grow the organisation's impact, build stronger partnerships, and support projects that make a real difference in East Surrey.

Samantha has a strong background in leadership, community work, and securing long-term funding. Her experience will help VASE continue to support local voluntary and community groups.

Latest from Sight for Surrey

Breaking Down Barriers Workshop

[Sight for Surrey](#) is running a Breaking Down Barriers workshop for professionals in Surrey. The session offers an overview of inclusion, accessibility, and independence for people who are Deaf, hard of hearing, blind, partially sighted, or deafblind.

The workshop includes personal insights into daily life, its challenges and opportunities. It covers practical support, accessible technology, communication tools, and how Sight for Surrey works with adults and children across the county.

The aim is to inspire and equip professionals to become champions for access and inclusion, helping to remove barriers so everyone can live independently at home, at work, and in the community.

More details and online booking are on [Eventbrite](#), and a [British Sign Language video](#) is also available.

- **When:** Tuesday 23 September 2025
- **Time:** 9.30am to 3.30pm
- **Where:** Sight for Surrey, Rentwood, School Lane, Fetcham, KT22 9JX
- **Cost:** Currently £30 each + booking fee

TapSOS

TapSOS is a free, accessible emergency app designed to support individuals who are Deaf, hard of hearing, speech impaired or anyone who might need a voice-free way to report an emergency. It enables users to request help without the need for verbal communication or

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relying on someone else to call for assistance. With an easy-to-navigate interface and customisable features, TapSOS enhances personal safety and independence, connecting directly to emergency services across the UK and sharing vital medical details and location data at the tap of a screen, with no speaking required.

TapSOS is a lifeline for greater autonomy, safety, and dignity in emergencies. More information can be found at [TapSOS](#).

Raising awareness of careers in social care

The Surrey Care Association has created new online content to encourage people to consider [careers in social care](#). It includes short videos and helpful information, like typical salaries. The videos show how rewarding and meaningful care work can be, with people sharing their experiences of training, career development, and progression.

The content can be linked from career or job pages and shared on social media to help raise awareness.

To feature your social care staff in a video or blog, contact sca@surreycare.org.uk.

Charity Mash-Up 2025

Surrey Community Action's Charity Mash-Up is a not-for-profit event, taking place on Thursday 25 September 2025 at the Welcome Church in Woking, created to strengthen the voluntary sector in Surrey. As well as inspiring speakers, informative presentations, and useful workshops there will also be a marketplace full of funders and third sector specialists along with lunch and networking opportunities.

Paul Latham, Director of Policy & Communication at the Charity Commission for England and Wales will be their keynote speaker. They will be introducing their State of the Sector research and Nicola Kilvington from Surrey County Council will give an update on local government reorganisation.

Tickets are available via [Eventbrite](#). A limited amount of early bird tickets is available until 31 July 2025.

- **When:** Thursday 25 September 2025 at 9am
- **Where:** Welcome Church, 1-5 Church Street W, Woking, GU21 6DJ
- **Cost:** £30.00 or early bird £25.00 from Eventbrite

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Reflect, remember, and connect with nature

Age Concern Epsom & Ewell has created a peaceful woodland space in Long Grove Park called the 'In Memory Woodland'. It's a quiet place where people can reflect, remember loved ones, and enjoy nature. Trees like Elm, Silver Birch, Rowan, and Pine have been planted, along with spring flowers such as daffodils and bluebells, which attract birds, bees, and other wildlife.

The woodland is in the south-west corner of Long Grove Park (Epsom, KT19 8TF), a short walk from the nearest car park. It's easy to find, with signs and an accessible path. Benches are also available for visitors to sit and relax.

For more information, please visit [Age Concern Epsom & Ewell](#).

New community diagnostic centre opens in Woking

A [new diagnostic centre](#) has opened at Woking Community Hospital, giving people in northwest Surrey better access to healthcare. The centre offers faster and easier diagnostic tests, helping patients get quicker diagnoses and better treatment outcomes.

It's open seven days a week and provides a wide range of services—from simple blood and hearing tests to the latest imaging technology including MRI and CT scanning.

Fuel poverty cookery courses

The Communities & Prevention Coordinators within Adults Wellbeing and Health Partnerships in Surrey County Council are working with community partners across Surrey to deliver fuel-efficient cookery courses. These courses teach practical skills and knowledge about healthy eating, and participants receive energy-efficient cooking equipment to help them continue these habits long term. So far, 202 people have signed up, and over 67 air fryers or slow cookers have been distributed. The sessions will continue to run until autumn.

For details about referral routes, criteria, and services available in local areas, please email cpcservice@surreycc.gov.uk.

Updated cuckooing Easy Read booklet now available

The updated [Cuckooing booklet](#) is now available on the Surrey Adults Safeguarding Board (SSAB) [leaflets and resources webpage](#) explaining what cuckooing is and what people can do about it.

Stay up to date with news from SSAB by signing up to their [newsletter](#).

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A MECC approach to smoking

Surrey County Council is offering a free online course called 'Learn to Support Smokefree Living.' The next session is on Monday 18 August 2025.

The course covers:

- how smoking affects health and society
- the benefits of quitting smoking
- how to use Making Every Contact Count (MECC) techniques to support people to stop smoking
- where to find local stop smoking services in Surrey

To find out more or book a place, visit the [Healthy Surrey](#) website.

One-to-one sessions can also be arranged for organisations, either in person or online, by emailing: publichealthtraining@surreycc.gov.uk.

Vaccination hesitancy research briefing

During the last year [Luminus](#) has completed 3 research studies about why older people, people, from ethnically minoritised communities, and care workers are reluctant to take-up a COVID-19 and flu vaccination or booster.

This is an invitation to hear the main findings and recommendations via a free online session talking about the main barriers to taking up COVID-19 and flu vaccines and sharing tips on how to increase the number of people who have a vaccination.

To book a place, please email becki.meaking@luminus-cic.uk and include any access requirements. An MS Teams invitation will be sent.

- **When:** Wednesday 17 September 2025
- **Time:** 12.30pm to 1.30pm
- **Cost:** free

Healthwatch Surrey's home-based healthcare project

[Healthwatch Surrey](#) has launched a project to hear from people who are housebound and receive NHS care at home.

The [survey](#) aims to understand what it's like for people who can't leave their homes to access healthcare. It welcomes feedback from anyone who wants to share their experience.

The survey looks at:

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- what it's like to register as housebound with a GP
- how people who are housebound receive the care they need
- what challenges or barriers they face in getting that care

Surrey Hills Wellfest for people with ADHD

[Surrey Hills Wellfest](#) is happening on Sunday 27 July 2025 from 10am to 6pm at Devere Horsley Towers. The event includes a wide range of inclusive activities organised by the Neat for Neurodiverse team, such as talks, inclusive sports, and yoga designed for people with ADHD.

The Autism by Experience team will be at the Information Tent with sensory toys (which can be kept) and ear defenders to borrow. They'll be wearing Autism by Experience T-shirts and are happy to greet anyone who may feel anxious about attending and help them feel at ease.

Further information and tickets are available on [Eventbrite](#).

RecoveryFest returns in August

The Recovery College, provided by Surrey and Borders Partnership NHS Foundation Trust, will be hosting its annual [RecoveryFest](#) on Wednesday 6 August 2025 from 1pm to 4pm. This year, the event will take place at Stoke Park, located off Nightingale Road, Guildford, GU1 1ER. Entry is free and no booking is required.

With a variety of stalls manned by teams and organisations dedicated to mental health and wellbeing, the annual RecoveryFest is all about bringing people together, raising awareness of local mental health and wellbeing support and creating space for meaningful connections across the community.

Cost of living support from Surrey Coalition

As part of a new project funded by Surrey County Council (SCC), [Surrey Coalition](#) is able to allocate £49 fuel vouchers (one voucher per household) to their members who need extra support with high fuel bills.

As part of their [cost-of-living support](#), energy efficient appliances such as microwaves or air fryers can be offered to those without a means of cooking. The appliances will be delivered by a third-party company, with permission needed to share a delivery address.

Fuel vouchers and energy efficient appliances can be requested from the Involvement Team via email involvement@surreycoalition.org.uk.

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Current open Surrey County Council consultations

Find all [open Surrey County Council consultations](#) on Surrey Says.

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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