

Surrey County Council Your Essential Services

Includes help with cost of living and local support in your area

For the latest news and support available across the county, follow us on social media and sign up to the Surrey Matters newsletter by scanning the QR code below.



Screen reader version

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Introduction

Welcome to this Directory of Essential Services from Surrey County Council.

We work to make Surrey a better place, through the wide range of services we're responsible for.

The majority of our budget is spent on looking after those people who need us most, through Adult Social Care and Children's Services.

But we know that our more visible services, like road maintenance, libraries, countryside management and community recycling centres, are the ones most people see.

Lots of what we do – particularly across Surrey Fire & Rescue Service, Trading Standards, and environmental services – is about keeping people safe and preventing or responding to serious incidents.

We're here for you.

This guide aims to give you the information you need about our services, how to report issues, how to get involved in your local area, and highlight support available to help with the cost of living.

For [financial, welfare and wellbeing support](#), you can access information on our online support hub.

If you're not able to find what you need on our online support hub, you might want to contact our community helpline, where members of the team will be happy to talk through your needs and point you in the right direction.

Call **0300 200 1008** (9am - 5pm, Monday to Friday, excluding bank holidays)

You can also head to your local library if you would prefer to speak to someone in person. Or complete an [online community helpline enquiry form](#).

Accessible formats

Deaf or hard of hearing community

You can contact the helpline by textphone, smartphone app or text message about any of the services in this directory.

Textphone or smartphone app via Relay UK 18001 0300 200 1008

SMS 0786 005 3465

If you use British Sign Language you can [contact us using SignLive](#).

Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider. BT customers may be able to call 03 numbers for free.

If you require this document in an alternative format or language, please contact us on 0300 200 1008, SMS

Call 0786 005 3465

Email contactcentre@surreycc.gov.uk

Help with cost of living

Warm Welcomes

Come to any of our 42 main libraries, or one of our many community spaces or partner libraries across the county where you can enjoy a safe, warm and friendly environment to have a hot drink, read a book, play some games, meet people or receive information and advice. Warm Welcomes are particularly beneficial if you live in a hard to heat home, are isolated, or worried about your energy bills.

You can stay as long as you like and each space offers something a little different. You don't need a library card. Find a [warm welcome spaces near you](#).

Call 0300 200 1008

Surrey Crisis Fund

Our Surrey Crisis Fund, can provide you with financial help or assistance in an emergency or following a disaster, where no other funds or resources are available. Because the fund aims to help people for one occasion, you will also be signposted to long term support to prevent ongoing need. Other support may be available and will be considered when you [apply for the Surrey Crisis Fund](#).

Call 0300 200 1008

Breathing Space

Anyone with debt problems can get support, and space from creditors with Breathing Space. It provides temporary protection from most types of debt collection, and added protection if you are receiving mental health crisis treatment. Find [support from Breathing Space](#).

Food banks

There are a number of food banks and community fridges across Surrey if you are struggling to put food on the table. Search "foodbanks" through Connect to Surrey, our [online directory of local support and services](#).

Call 0300 200 1008

Charities

Funding has been given to charities in Surrey to offer you help when you need it. For a list of [charities in Surrey](#), head online.

Can you help?

The Community Foundation Surrey's Winter Poverty Campaign awards grants to charities helping people in poverty. [Donate to help those in need](#).

General support

Energy Advice Tool

Regardless of your current financial situation, anyone can use the free online Energy Advice Tool for information and advice on a range of topics including debt relief grants and fuel vouchers. The tool also provides information on schemes you might be eligible for to help you modify your house or make it more energy efficient. Answer a few questions to get tailored information from the [Energy Advice Tool](#) or call 0300 200 1008 to speak to the Community helpline where someone can go through the tool with you over the phone.

Libraries offer more

Our libraries give you access to PCs, Wi-Fi, power points and printers so you can work comfortably away from home. With a Surrey library card, you can stream audio books, eBooks, up-to-date eMagazines and eNewspapers from anywhere. If you're unable to leave your home due to illness or disability, the Library Direct service can arrange for books and audio books to be brought to you. Find information about [Surrey Libraries online](#).

Visiting your local community recycling centre (CRC)

Any Surrey resident can visit our 15 sites across the county to take a range of items which can be recycled or re-used where possible. Some sites have re-use shops which sell pre-owned items for the home and garden, reducing waste and supporting local charities. Find out more about [Surrey's Community Recycling Centres](#).

Are you eligible for free or discounted bus travel?

If you're aged 20 or under you can apply for a Surrey LINK card to get 50% off adult bus fares in Surrey. If you're aged 66 or older or have a disability, don't forget to [apply for your free bus pass](#) which lets you travel for free across the country.

Re-thinking your car journey

Leaving the car at home and choosing to walk, cycle or wheel on shorter journeys can benefit your health and save money too. Get rewarded for travelling actively or by public transport when you [sign up to the BetterPoints app](#).

On demand bus service

Surrey connect is an on demand bus service available across Tandridge, Farnham, Cranleigh, West Guildford, Longcross and Mole Valley to provide a bus service when you need it to connect you to your local community. Find out more about [Surrey connect on demand bus service](#).

Supporting you to live your best life

Adult Social Care aims to help people stay independent, safe and well so they can live the lives they want. This includes people who are frail or have physical or learning disabilities, mental health needs or issues with substance misuse, and any carers who look after them. Our website has [information about care and support](#).

Call 0300 200 1005

We also want to hear from more local people about what would help them to live safe, healthy and fulfilling lives, to help improve support provided in our communities. Find out how you can [use your voice and share your story](#).

Better planning, better lives

It's never too early to start planning for your future or helping your loved ones to plan. We have partnered with Age UK Surrey to help you plan ahead, be more prepared and find out what costs are involved. This can help you know what your [care and support options](#) are and make informed decisions.

Call 01483 446627

Connecting you to local support

Connect to Support Surrey is our [online directory of local support and services](#) to help you, or your loved ones, stay independent. Search for the wealth of support available where you live, such as food deliveries to your

home, transport options, help to stay active or feel less isolated, support for people looking after someone, home care and much more.

Looking after someone who needs help

If you look after someone who is ill, frail or disabled you're likely to be regarded as a carer. But what would happen if you suddenly weren't available? Apply for a free Surrey Carers Card, make a plan and find other [help, advice and financial support](#) you may be entitled to.

Support for veterans

Lots of help and support is available to anyone who has served in the Armed Forces and anyone who previously undertook National Service. Find out more about the [support for veterans](#), download the free Forces Connect app.

Period dignity

Free period products are available to all who need them, in partnership with the charity Binti International. You can find them in our 42 main libraries and selected locations across Surrey. You can also donate individually wrapped products in all Surrey libraries. Find a location to [collect or donate period products](#) near you.

Be Scam Aware

Plagued by nuisance calls, texts, emails or knocks at your door which pressure you into making a quick decision? Stop! Take 5 and if in doubt, keep them out! We can offer free no cold calling stickers and call blockers, see our website for more information. You can also join our fight against fraudsters by coming to our [free webinars and signing up to our e-newsletter](#).

Call 0808 223 1133

Support for families

Family Information Service

The Family Information Service provides [free impartial advice, support and information](#) for all families with children aged 0-25 on a range of subjects.

Call 0300 200 1004 (Mon - Fri, 9am - 5pm)

Free school meals for primary and secondary pupils

Children in Year 3 and above can receive free school meals if their parents receive one or more qualifying benefits. If you think your child may be entitled to a free school meal, [contact your school to apply or go online](#).

Club4

If your child or children receive benefit-related free school meals, they can [join free school holiday camps](#) which offer healthy food and fun activities during the longer school holidays.

Surrey's Local Offer

This has helpful information and lists [national and local support services](#) for children and young people aged 0-25 with additional needs and disabilities.

Primary School admissions

If your child was born between 1 September 2019 and 31 August 2020, you will need to apply for their school place by 15 January 2024. [Apply online](#).

FEET – Funded Early Education and childcare for 2, 3 and 4 year olds

Early years settings are wonderful places for children to learn, make friends and have fun. In England, parents of children aged two, three and four years old can receive funded early education and childcare. Find out how to [access 15 hours funded childcare for your two-year-old](#).

You can [access 15 hours funded childcare if your child is three or four](#), and your child may also be eligible for up to 30 funded hours.

Tax-free childcare

You could be eligible to receive up to £2,000 a year of tax-free childcare. Find out if you are eligible and [how to apply online](#).

Care leavers

For young people that are leaving or have left care, Surrey's Care Leavers Service offers a wide range of [support on employment, wellbeing, accommodation, finances](#) and life skills.

Concerned about a child?

If you have a concern about a child or young person's safety and wellbeing, and they are not in immediate danger, you can [contact the Children's Services 'Single Point of Access'](#) (C-SPA) (Mon - Fri, 9am - 5pm)

Call 0300 470 9100 Email cspa@surreycc.gov.uk

Health and mental wellbeing

Healthy Surrey

Information and advice to help you stay well. Find [self-help tips and services for yourself, or a child, friend or relative](#). Includes advice on seasonal health, sexual health, stopping smoking, substance use, healthy hearts, healthy lifestyle and more.

If you want to improve your mental wellbeing, are feeling anxious or depressed, or life is too difficult right now, there is a range of free and confidential services to support you.

Mindworks

Mental wellbeing service for children and young people aged 5-18. Find out more about [Mindworks and how the service can help](#).

NHS Talking Therapies

Free psychological therapies for a range of common mental health problems for those aged 17+. Find out more about the range of [free and confidential services to support you](#).

Crisis support

If you've reached breaking point, call our local helpline. Both children and adults can access this support 24/7.

Call 0800 915 4644 or 0771 798 9024

Pharmacies

Pharmacists are experts in medicine and can provide advice on minor illnesses such as colds, coughs, tummy troubles, bites, stings, headaches, minor cuts and allergies. Many pharmacies are open late and at weekends. Find a [pharmacy near you](#).

NHS 111

If you need [urgent health advice](#).

Call 111 round-the-clock 24/7.

You can also [download the NHS App](#) for health advice, to order repeat prescriptions and more.

Vaccinations

Getting your vaccinations is one of the most important things you can do to protect yourself and others from becoming seriously ill this winter.

Check your [eligibility for the COVID-19 vaccine](#).

Call 119 - COVID-19.

Check your [eligibility for the flu vaccine](#).

Find out more about [childhood vaccinations including MMR \(Measles, Mumps, Rubella\)](#).

Domestic abuse

There's lots of [help and support available](#) for anyone experiencing domestic abuse in Surrey.

Call 01483 776822, for the helpline, open 9am - 9pm, 7 days a week, provided by the charity Your Sanctuary.

Call 999 in an emergency.

Reduce fire risks in the home

Surrey Fire and Rescue Service's Safe and Well Visits provide personalised advice about fire safety in the home. They are free of charge, available 24/7, and the team will even fit free smoke alarms during the visit if you need them. Please [get in touch about Safe and Well Visits](#), if you think you or a loved one would benefit.

Do it online!

Report it

[Tell us about a highway issue](#), whether it's a pothole, grass verge, broken traffic light or much more.

Apply for a service

You can [apply for a Blue Badge, financial assessment, library card or even a job](#) on our Apply for it online webpage.

Other advice and support

Help for your household (Gov support)

Get [advice and support from the government](#) on household costs, Universal Credit, energy bills, childcare, travel costs and more to help your household. You will also be signposted to other options of support if you need it.

Citizens Advice

Receive [free advice and support on benefits](#), housing, debt and a range of other problems you may be having.

Call 0800 144 8848 or if you can't hear or speak on the phone, textphone or smartphone app via Relay UK 18001 0800 144 8884

Reducing your food waste could save £70

The average family of four could save £70 a month simply by planning meals in advance, storing food correctly and understanding portions. You can also earn rewards for reducing your waste by taking part in the new Rethink Waste scheme. Find out how to [reduce your food waste](#).

Priority Services Register

If you are of pensionable age, have a long-term medical condition or disability, or have children under the age of five, you can [apply to join the Priority Services Register](#). You will then receive free support and bottled water in the event of a water shortage or supply issues.

Types of flooding and who to report it to

In an emergency with risk to life - Surrey Fire and Rescue Service on 999

Severe flooding and river flooding - Environment Agency on 0345 988 1188

Surface water flooding from roads or drains - Surrey County Council on 0300 200 1003

Foul water flooding with sewage - Thames Water (0800 316 9800) or

Southern Water (0330 303 0368)

Make it happen

It's time to seize the future of your area and help it thrive.

We want you buzzing with pride and passion about where you live, connecting with others to come together and take more control of your community.

[Find funding for your community project or idea](#) through Your Fund Surrey which has already awarded over £15 million to projects across the county.

Contact your local councillor for advice about issues in your area, or to ask about the Your Councillor Community Fund. Each county councillor has funding to help residents, and voluntary and community organisations, deliver activities that benefit local people.

You can also find details about Community Link Officers who work to improve communities in your local area. Hear more from yours in the local area sections on the following pages.

Elmbridge

There are a range of local community groups and clubs across Elmbridge, find details on our website. Elmbridge Borough Council also has [support and advice available on the cost of living](#).

Gaby is our Community Link Officer (CLO) for Elmbridge. Gaby is here to help build closer relationships with residents and community organisations, most recently in parts of Weybridge and Walton.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Gaby on Facebook](#) to find out what's going on in Elmbridge.

We have supported various community projects in Elmbridge through Your Fund Surrey such as the Claygate Recreation Ground Trust, 1st Claygate Scout Group and Oasis Childcare. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Epsom & Ewell

There are a range of local community groups and clubs across Epsom and Ewell, find details on our website. Epsom and Ewell Borough Council also has [support and advice available on the cost of living](#).

Gayle is our Community Link Officer (CLO) for Epsom and Ewell. Gayle is here to help build closer relationships with residents and community organisations, most recently in Court Ward and Ewell High Street.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Gayle on Facebook](#) to find out what's going on in Epsom and Ewell.

We have supported various community projects in Epsom and Ewell through Your Fund Surrey such as the Epsom Wells Community Association and 1st Cuddington Warspite Sea Scouts. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Guildford

There are a range of local community groups and clubs across Guildford, find details on our website. Guildford Borough Council also has [support and advice available on the cost of living](#).

Nikkie is our Community Link Officer (CLO) for Guildford. Nikkie is here to help build closer relationships with residents and community organisations, most recently in parts of Stoke, Westborough and Ash Wharf.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Nikkie on Facebook](#) to find out what's going on in Guildford.

We have supported various community projects in Guildford through Your Fund Surrey such as Disability Challengers, the Yvonne Arnaud Theatre and Effingham Village Recreation Trust. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Mole Valley

There are a range of local community groups and clubs across Mole Valley, find details on our website. Mole Valley District Council also has [support and advice available on the cost of living](#).

Michelle is our Community Link Officer (CLO) for Mole Valley. Michelle is here to help build closer relationships with residents and community organisations, most recently in parts of Holmwood and Leatherhead.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Michelle on Facebook](#) to find out what's going on in Mole Valley.

We have supported various community projects in Mole Valley through Your Fund Surrey such as the Wildlife Aid Foundation, Leatherhead Community Hub and Leatherhead and Dorking Gymnastics Club. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Reigate & Banstead

There are a range of local community groups and clubs across Reigate and Banstead, find details on our website. Reigate and Banstead Borough Council also has [support and advice available on the cost of living](#).

Stuart is our Community Link Officer (CLO) for Reigate and Banstead. Stuart is here to help build closer relationships with residents and community organisations, most recently in parts of Redhill and Horley.

He's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Stuart on Facebook](#) to find out what's going on in Reigate and Banstead.

We have supported various community projects in Reigate and Banstead through Your Fund Surrey such as the South Park Sports Association, the 10th Redhill Guides and Welfare in East Surrey. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Runnymede

There are a range of local community groups and clubs across Runnymede, find details on our website. Runnymede Borough Council also has [support and advice available on the cost of living](#).

Carys is our Community Link Officer (CLO) for Runnymede. Carys is here to help build closer relationships with residents and community organisations, most recently in parts of Addlestone and Chertsey.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Carys on Facebook](#) to find out what's going on in Runnymede.

We have supported various community projects in Runnymede through Your Fund Surrey such as the Core Judo Academy, Chertsey Agricultural Association and All Saints Church New Haw. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Spelthorne

There are a range of local community groups and clubs across Spelthorne, find details on our website. Spelthorne Borough Council also has [support and advice available on the cost of living](#).

Andrew is our Community Link Officer (CLO) for Spelthorne. Andrew is here to help build closer relationships with residents and community organisations, most recently in parts of Staines, Sunbury and Ashford.

He's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Andrew on Facebook](#) to find out what's going on in Spelthorne.

We have supported various community projects in Spelthorne through Your Fund Surrey such as the WR Sports Club, St Saviour's Church and the 1st Charlton Air and Sea Cadets. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Surrey Heath

There are a range of local community groups and clubs across Surrey Heath, find details on our website. Surrey Heath Borough Council also has [support and advice available on the cost of living](#).

Matt is our Community Link Officer (CLO) for Surrey Heath. Matt is here to help build closer relationships with residents and community organisations, most recently in parts of Old Dean and St Michaels.

He's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Matt on Facebook](#) to find out what's going on in Surrey Heath.

We have supported various community projects in Surrey Heath through Your Fund Surrey such as Camberley & District Men's Shed, the Old Dean Bowling Club and the Chobham Recreation Ground Charitable Trust. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Tandridge

There are a range of local community groups and clubs across Tandridge, find details on our website. Tandridge District Council also has [support and advice available on the cost of living](#).

Marta is our Community Link Officer (CLO) for Tandridge. Marta is here to help build closer relationships with residents and community organisations, most recently in parts of Hurst Green and Whyteleafe.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Marta on Facebook](#) to find out what's going on in Tandridge.

We have supported various community projects in Tandridge through Your Fund Surrey such as Blanchman's Farm Local Nature Reserve, The Westway Centre and Master Park. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Waverley

There are a range of local community groups and clubs across Waverley, find details on our website. Waverley Borough Council also has [support and advice available on the cost of living](#).

Philippa is our Community Link Officer (CLO) for Waverley. Philippa is here to help build closer relationships with residents and community organisations, most recently in parts of Farnham, Godalming Central and Ockford.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Philippa on Facebook](#) to find out what's going on in Waverley.

We have supported various community projects in Waverley through Your Fund Surrey such as Park Mead Primary School, Churt Village Hall and Haslemere Lawn Tennis Club. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Woking

There are a range of local community groups and clubs across Woking, find details on our website. Woking Borough Council also has [support and advice available on the cost of living](#).

Jess is our Community Link Officer (CLO) for Woking. Jess is here to help build closer relationships with residents and community organisations, most recently in parts of West Byfleet, Sheerwater & Maybury and Goldsworth Park.

She's here to listen to you, work alongside you and the great local community organisations in the area to facilitate conversations and make connections to Make It Happen. [Follow Jess on Facebook](#) to find out what's going on in Woking.

We have supported various community projects in Woking through Your Fund Surrey such as the Surrey and Hampshire Canal Society (Basingstoke Canal Trust), Pyrford Village War Memorial Hall and St Mary's Centre for the Community. If you have an idea for a community project let us know.

Your County Councillor can also help you access council services and even offer funding to support your local charity. Find [your councillor and how to contact them](#).

Improve your skills

Whether you want to learn a new skill, progress your career or take a course to help you and your household with the cost of living, there are lots of opportunities provided by the council to build on your skills.

Surrey Adult Learning

Surrey Adult Learning provides hundreds of courses and workshops for adults of all abilities. There is something to suit everyone - you could pick up an art or craft class, learn a language, gain a new skill for work, or enjoy some physical activity or cooking classes.

Coping with the cost of living is challenging, but we have [courses and workshops available](#) to help you get back into work, live healthier, boost your mental health, look after your family and more. These are run both online and at our seven centres in Surrey.

Call 0300 200 1044

Multiply – Free numeracy classes

Multiply offers free and flexible numeracy courses across Surrey. So, whether you want help managing finances, need maths to progress your career or simply want to help your children with homework there is a [Multiply course for you](#).

Free career advice and training

There's lots of opportunities to [get the skills you need through Surrey's libraries](#).

Our Career Hubs work with education providers to help young people get the job they want. If you are an employer, email us.

Email careers.hub@surreycc.gov.uk

Surrey Matters

[Sign up to the Surrey Matters newsletter](#) for the latest news and events from across the county.