

# Briefing for local stakeholders with an interest in social care, health and communities

Adult Social Care | Information and Engagement Team



## Monthly briefing

Information correct as of 20 July 2023

### New information and advice e-learning course for professionals

As part of Adult Social Care's commitment to improving information and advice in health and social care settings, a new e-learning course entitled "**Information and advice resources about care and support and health and wellbeing**" has been created.

This aims to help professionals understand and navigate what online information and support is available that can provide answers quickly and efficiently across a variety of subject areas, especially at key points in a resident's care pathway.

The training has been devised to help professionals support residents, carers, and their families on how to make informed decisions about the care and support they need, helping them to make better decisions and stay independent, safe, and well.

To demonstrate the power and impact of information and advice, three animated videos using different people scenarios have been commissioned, as well as explaining Adult Social Care's strengths-based approach in information and advice provision, and which features in the e-learning.

Surrey County Council and ASC staff can access the training directly via Olive. NHS colleagues, and external providers and partners can register or login to the

[Surrey Skills Academy e-learning platform](#) to access the course:

- It is simple to register and access the course.
- Once on the course, click on "**Introduction and start the course**" to start the course.
- Once completed individuals will receive a certificate.
- For more help, please contact the Adult Social Care Information and Engagement Team using the contact details below.

Organisations are encouraged to share this information with staff and volunteers.

For any comments or queries, please contact the Adult Social Care Information and Engagement Team:

- **Email:** [asc.engagement@surreycc.gov.uk](mailto:asc.engagement@surreycc.gov.uk)
- **Mobile:** 0781 6077122.

## Help shape the future of discretionary council services in Woking.

Residents and community partners are invited to have their say on Woking Borough Council's discretionary services. These are services that the council is not obliged to offer but currently provides. Services such as arts and culture, sports and leisure and independent living, are currently provided and funded at the discretion of Woking Borough Council. Many councils do not always fund or provide these services.

Before they make any decisions, Woking Borough Council want to hear from local residents. The [online survey](#) is available to complete until midnight on 10 August 2023.

## Mary Francis Trust and YMCA Young People Open Evening

On Thursday 24 August 2023, 6pm-8pm, Surrey mental health charity, Mary Frances Trust (MFT) and youth charity YMCA, will be running an Open Evening at the Phoenix Youth Centre in Tadworth for young people (16-25) to find out about what wellbeing support is available for them in the area. Attendees will be able to meet different providers, as well as try out some wellbeing activities and sample some delicious food.

More information is available from the [young people open evening poster](#) or alternatively, please contact the MFT:

- **Email:** [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)
- **Telephone:** 01372 375400
- **Text (SMS):** 07929 024722

## Chatty Café scheme comes to West Central Coffee shop in Redhill

The Chatty Café scheme is the UK's leading non-profit organisation tackling loneliness.

They offer three services, all designed to reduce loneliness and/or isolation:

- Face to face meet ups where venues offer 'Chatter and Natter' tables, where customers can get together and chat. There are hundreds of venues around the UK, many Chatter and Natter tables are hosted by Chatty Table Volunteers.
- Online Chatty Café sessions held every Tuesday, Thursday, and Friday from 1.30pm to 1.30pm. Anyone over eighteen can join, simply to chat to others.
- A telephone friendship service for anyone over eighteen who is experiencing loneliness and could benefit from a weekly chat on the phone.

West Central coffee shop in Redhill will be hosting a Chatter and Natter table every Thursday, 10am to 12pm.

For more information, visit the [Chatty Café Scheme](#).

## Good sleep matters

Sleep is an essential process that helps us maintain our mental and physical health. We know that without it, we cannot function effectively.

Sleep support, including [Sleepio](#), is available for all residents who are registered with a GP within the Frimley Health and Care Integrated Care System (ICS). For further information, please contact the Programme Manager:

- **Email:** [Eleanor.Taylor12@nhs.net](mailto:Eleanor.Taylor12@nhs.net)

## Surrey VCSE Alliance

The Surrey VCSE Alliance is a collaboration of Voluntary, Community and Social Enterprise (VCSE) organisations, which brings together the VCSE and Public sectors in Surrey as equal partners to support residents and communities.

The VCSE ensures the voice of local people and charities is at the heart of decision-making, acting as a conduit for statutory services to communicate with the diverse third sector, making collaboration easier and more impactful. They believe that by working well together and putting the needs of local residents above organisations own needs, can have maximum collective influence and strength.

The VCSE Alliance work alongside other organisations including:

- Surrey Heartlands Health and Care Partnership (East Surrey, Guildford and Waverley, Northwest Surrey, Surrey Downs)
- Frimley Health and Care System
- Surrey County Council
- District and Boroughs
- Surrey Police / Office of the Police and Crime Commissioner.

To find out more, please visit [Surrey VCSE Alliance](#).

## Disability Partnership Board - expressions of interest to join

In November 2022, Surrey County Council's Cabinet approved the [Physical Disability and Sensory Impairment Strategy \(2022-27\)](#), which included the recommendation to form a partnership board to oversee the implementation of the strategy action plan. The partnership board will be made up residents with lived experience, partners, and stakeholders.

Expressions of interest can be sent to: [psd.strategy@surreycc.gov.uk](mailto:psd.strategy@surreycc.gov.uk)

## **Give your views: learning disability and autism training for health and social care workers**

The government want to hear views about guidance covering learning disability and autism training for people who work in health and social care.

The Oliver McGowan code of practice sets out how providers of health and social care can make sure their staff receive learning disability and autism training suitable for their role. The information received by the Department of Health and Social Care (DHSC) about the code of practice will help shape the final version of the code.

The [Oliver McGowan consultation](#) is open until 19 September 2023.

## **Digital Surrey website now live!**

The [Digital Surrey website](#) is designed as a 'one stop shop' of information relating to support available across Surrey to help with digital exclusion. This includes digital skills sessions, tech support and laptop loan schemes, as well as access to free sim cards and data. The website contains the following:

- A directory of organisations (some Surrey based, some national) offering help, with contact details etc.
- A map of locations offering digital skills sessions, free Wi-Fi, and free use of equipment
- Options to refer someone for help with accessing tech, specialised equipment, and help with digital skills.
- Opportunities to volunteer with organisations and charities offering digital skills learning support across the county.

For any questions or to suggest additional offers of support that are not listed on the site, please contact:

- **Email:** [syheartlandsicb.digitalinclusion@nhs.net](mailto:syheartlandsicb.digitalinclusion@nhs.net)

## **Over £10m awarded for projects through Your Fund Surrey**

This month's Surrey County Council Cabinet Meeting saw some important decisions made on behalf of Surrey residents, including a fantastic milestone for [Your Fund Surrey](#).

Yvonne Arnaud Theatre in Guildford will be awarded more than £2.9m from the Your Fund Surrey Community Project Fund, taking the total funds awarded to communities across Surrey to over £10m since its launch in November 2020.

The money will be used to improve the accessibility of the entire theatre and ensure existing and new community spaces be accessible for a variety of new groups, building on the community initiatives and outreach programmes already delivered by the theatre.

## Stroke Association - Stroke Voices panel

Stroke Voices are recruiting stroke survivors and people who support stroke survivors from the Southeast, to work with their locality team to:

- Share lived experience of stroke.
- Give feedback to help shape their work.
- Support projects, develop plans and services for stroke survivors and their loved ones across the Southeast.

For more information, please contact Anne in the Southeast Engagement Team.

- **Email:** [anne.woodley@stroke.org.uk](mailto:anne.woodley@stroke.org.uk)
- **Telephone/Text (SMS):** 07392 082786.

## Half price bus fares for under twenties in Surrey

Young people aged twenty and under are now entitled to 50% off all bus journeys across Surrey.

A new '[LINK](#)' card has been developed by Surrey County Council which can be shown on any bus in Surrey to qualify for the discount on all single and return journeys.

Journeys should start and/or end in Surrey and people in the qualifying age group must live in the county.

Please promote the following shortcut URL to anyone who may want to apply:

[www.surreycc.gov.uk/surreylink](http://www.surreycc.gov.uk/surreylink).

## Changing Futures - Bridge the Gap

Surrey has secured an additional £1.1m until March 2025 to continue to support its most vulnerable adults experiencing homelessness, substance use, mental health and neuro-divergent challenges, domestic abuse and/or contact with the criminal justice system, to make positive life changes while making sure they do not fall through gaps between services.

"Bridge the Gap" is a relational model of long-term specialist community outreach provided by trauma informed specialists commissioned locally through an alliance of Surrey Voluntary, Community and Social Enterprise Organisations and is one of several interrelated projects funded by the Department of Levelling Up Housing and Communities and the National Lottery under the Changing Future Programme. The aims of the programme include achieving improved outcomes for people experiencing multiple disadvantages, at an individual, system and service level.

An evaluation of the Changing Futures Programme to date identifies positive outcomes for individuals and an excellent potential return in investment. Experts by experience in partnership with the Changing Futures Programme Team are delighted with the

accomplishments to date and will continue to seek long term sustainable funding for this pioneering programme.

Further information about [Changing Futures](#) is available from Healthy Surrey.

## **Armed Forces Update**

### **Armed Forces Awareness Training**

It is now a legal requirement for local authorities to ensure 'due regard' for Armed Forces Communities in the provision of certain key services.

The training is designed to increase understanding of:

- What is the Armed Forces Covenant is and the new legislation.
- Who are the Armed Forces Community
- What challenges are they likely to face?
- How to understand their needs?
- Where are the Military in the local area?
- How to link with Armed Forces Charities and how they can help.

The free training sessions are via Teams, lasting one hour.

Remaining dates:

- Monday 18 September 2023, 2-3pm
- Monday 20 November 2023, 2-3pm
- Thursday 22 February 2024, 10-11am.

Register for the Armed Forces Awareness Training online or by emailing:  
[fcse@surreycc.gov.uk](mailto:fcse@surreycc.gov.uk)

### **Force for change programme**

This programme will award grants of up to £15,000 for community projects that reduce isolation and promote integration in local Armed Forces communities. Visit [Force for Change programme](#) for more information.

### **Need help getting online?**

The Digital Welfare Support Project is a community outreach program that is closing the digital divide and reducing isolation in Surrey. The Digital Welfare Support Officers have organised a range of free drop ins and courses to support residents getting online and expanding their digital skills. Sessions are being held in community venues in Guildford, Camberley, Ewell, Epsom, Woking, and Leatherhead.

For further information and details on how to book, please visit [Digital Skills Support](#).

## Updates from Healthwatch

### Healthwatch Surrey annual report 2022 – 2023

Healthwatch Surrey's annual report '[Engaging people, connecting communities](#)' details the work undertaken during 2022 – 2023.

The report includes:

- Engagement approaches.
- The Helpdesk
- The Independent Health Complaints Advocacy service
- How feedback has been shared
- What difference has been made throughout the year
- Volunteers and the support they have provided.
- Who has been supported through the Community Cash Fund
- Future priorities.

If this report is required in a different format, please contact Vicky Rushworth, Communications and Involvement Officer:

- **Email:** [Vicky.Rushworth@healthwatchsurrey.co.uk](mailto:Vicky.Rushworth@healthwatchsurrey.co.uk)
- **Telephone/SMS:** 07508 421079.

### Insight Bulletin

Healthwatch Surrey's [June Insight Bulletin](#) provides key information about where they share their insight and future engagement sessions and highlights themes they are hearing about, such as:

- Praise and thanks
- Family support
- Access to primary care
- Community pharmacy
- Experiences of mental health crisis
- Support for carers.

If you would like a paper copy of the Insight Bulletin or a copy in a different format, please contact [Vicky.Rushworth@healthwatchsurrey.co.uk](mailto:Vicky.Rushworth@healthwatchsurrey.co.uk).

### Giving Carers a Voice final quarterly report for 2022-2023

[The Giving Carers a Voice final quarterly report for 2022-2023](#) highlights the themes the Giving Carers a Voice team heard about in the last quarter. Going forwards, all of the Giving Carers a Voice reports will be found on the [Luminus website](#).

## Updates from Catalyst

### Catalyst Activity Timetable published.

The [activity timetable for July](#) is now available and includes audio book club, badminton, social drop ins, gym and swim and wellbeing walks.

To find out more or to register, please contact Catalyst:

- **Email:** [groups.cc@catalystsupport.org.uk](mailto:groups.cc@catalystsupport.org.uk)
- **Telephone:** 01276 409 415
- **Text (SMS):** 07919 541 424
- **Website:** [www.catalystsupport.org.uk](http://www.catalystsupport.org.uk)

## Latest News from Surrey Coalition of Disabled People

### Community engagement to improve mental health services in community settings

The mental health team at Surrey Coalition of Disabled People have been working with Surrey and Borders Partnership NHS Trust (SABP) Community Transformation Team. The aim is to provide more mental health services within community settings. The team has started engaging with Surrey residents, with a focus on reaching out to those who have the highest risks to find out what it is they need from these services to meet people's needs.

The team are particularly interested to hear from people who are over the age of 65, neurodiverse, LBTQIA+, a male or from a minority ethnic community. For more information, please contact Surrey Coalition of Disabled People.

- **Email:** [info@surreycoalition.org.uk](mailto:info@surreycoalition.org.uk)
- **Telephone:** 01483 456 558
- **Text:** 07780 933 053.

### Summer newsletter

[Surrey Coalition of Disabled People's Summer Newsletter](#) includes updates on involvement work, Tech to Community Connect and events.

The newsletter is available in a range of formats including audio, Easy Read or via an Alexa device.

## Nominate someone who goes the extra mile

After a successful launch in 2022, Surrey County Council (SCC) will be hosting the second Surrey-wide Stars in Surrey awards ceremony on Tuesday 5 December 2023.

The Stars in Surrey awards provides an opportunity to come together and show appreciation for everyone who provides tireless service to Surrey and the people who live and work here.



Surrey County Council would like to hear case studies, achievements, and stories. Individuals and community groups are able to self-nominate.

The award categories are as follows:

- Team Award for Outstanding Customer Service
- Championing Equality, Diversity and Inclusion Award
- Greener Future Champion Award (Enabling a Greener Future)
- Frontline Worker of the Year Award (No One Left Behind)
- The Make It Happen Community Hero Award (Empowering Communities).

[Nominations](#) can be made online.

Further [information about the Stars in Surrey awards ceremony](#), including a full breakdown of award eligibility, the judging process and next steps is also available online. The nomination window will close at 5pm on Friday 28 July 2023.

### **Current open Surrey County Council consultations**

Find all [open](#) 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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