

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 23 January 2025

Warm Welcome venues continue to support residents

[Warm Welcome](#) venues remain open across Surrey to provide support to residents over the winter months. Residents can enjoy a safe, warm, friendly environment to have a hot drink, read a book, socialise with others, and receive energy-saving information and advice.

Since opening on 1 November 2024, over 11,000 Surrey residents have attended Warm Welcome venues. Over 1,700 fuel vouchers have been distributed and over 8,300 essential items given out. These include electric blankets and keep warm packs which contain items including hats, gloves and blankets. Over 3,800 residents have been given energy and debt advice from Surrey Community Action, Citizen's Advice and trained volunteers, with over 3,700 meals and food bank referrals provided.

An [interactive map](#) is available indicating where each of the 80 Warm Welcome venues are situated across Surrey.

Olive training platform outage affecting multiple services

Olive, the online training provider, is currently inaccessible to external users, including non-Surrey County Council staff. This affects several groups such as Surrey Children's Academy (SCSA) partners, foster carers and partners at the Surrey Safeguarding Children's Partnership, Twelve15 staff, library volunteers, and the Surrey Skills Academy partners.

The IT&D teams are working with the Olive supplier to resolve the issue, which is expected to be fixed by 17 February 2025.

A manual workaround is available for the mandatory 'Working Together to Safeguard Children' course. External users needing this training should contact the Academy via email. There are no workarounds for other courses.

For more information, contact learning.development@surreycc.gov.uk.

New research collaboration aiming to reduce health inequalities launching in Surrey

Surrey County Council has received £5 million in funding over five years from the National Institute for Health and Care Research (NIHR) to create a Health Determinants Research Collaboration (HDRC). The goal is to improve residents' health and reduce health inequalities by focusing on social factors that affect health. The funding will boost local research capacity

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and support studies on prevention and public health where there is currently no evidence. It will also promote decision-making based on local knowledge and community involvement.

HDRC Surrey is a partnership between the council, the University of Surrey, and voluntary and community faith partners.

For more information, visit [HDRC Surrey](#) or email SurreyHDRC@surreycc.gov.uk.

Planning for your future events for 2025

Age UK Surrey, in partnership with Surrey County Council, is holding a number of [Planning for your future](#) events across the county throughout January to March to help people plan ahead to live the life they want.

The campaign hopes to encourage people to have early discussions about their future care and support preferences, understand support options, the importance of financial planning, and help them to make the right decisions in times of crisis.

Feedback to date has been excellent with 98% people finding the events helpful, 90% felt more confident to start a conversation with someone they trust, 89% would recommend to someone else, 88% learned something new and 72% were prompted to start making plans.

Aimed at self-funders, carers and care arrangers we encourage professionals to signpost people to local events. More sessions are being planned for staff working across the health and care system.

For further information and to book an event, please visit [Planning for your future](#).

Living well – Growing Older with Learning Disabilities

Surrey and Borders Community Teams for People with Learning Disabilities is hosting an exciting and innovative free event for people who work with, or care for, people with learning disabilities. The event will help improve knowledge, skills and understanding of supporting people with their physical and wellbeing needs as they age.

Date: Monday 24 February 2025

Time: 9.15am to 4.15pm

Venue: 18 Mole Business Park, Leatherhead, KT22 7AD

Book your free ticket at [Eventbrite](#).

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Share for Better Care Week

[National Share for Better Care Week](#) starts on 24 February 2025. It shows how people can turn everyday moments, like waiting for the kettle to boil or the bus to arrive, into chances to make a positive impact. Supporting the campaign helps raise awareness about the importance of feedback and the difference it makes.

The Care Quality Commission (CQC) and Healthwatch England have organised a campaign to get more people to share their feedback to improve health and care services. The interim Chief Inspector of Healthcare and the Chief Executive of National Voices wrote an article about why [sharing care experiences](#) is important, especially for those facing health inequalities.

The CQC has also created a [Toolkit](#) for partners to support the campaign.

For further information, please visit [CQC Share for Better Care](#).

Keep warm this winter

Surrey County Council has a dedicated web page with [winter advice](#). It includes tips on staying safe, informed, healthy, and busy during winter weather. It also explains how to sign up for [flood and weather alerts](#).

Your Councillor Community Fund – final call for applications

The Your Councillor Community Fund (YCCF) offers grants for community groups to improve their local area. The funding can be used for various costs, such as buying sports equipment for local clubs, creating websites to reach more residents, or providing skills training for vulnerable groups.

Applications for this year close on 31 January 2025.

If you have any questions, please refer to the [Surrey County Council webpage](#). Alternatively, you can send an email to yccf@surreycc.gov.uk.

Notification of Surrey Downs GP Practice merger - Stoneleigh Surgery & Spring Street Surgery

Spring Street Surgery and Stoneleigh Surgery will merge on 14 February 2025. This will bring both teams together, improving and extending services for patients and staff.

The merged practice will be called Spring Street Surgery and will be located at Bourne Hall Health Centre. Stoneleigh Surgery will close on 14 February 2025, and services will move to the Spring Street Surgery site from 17 February 2025.

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There will be some planned IT updates before 14 February 2025, which will be widely advertised to patients of both practices.

The phone number and website for Spring Street Surgery will stay the same, so patients from Stoneleigh Surgery can use the Spring Street Surgery contact details:

- **Telephone:** 020 8394 1362
- **Website:** www.springstreetsurgery.nhs.co.uk

For further information please email syheartlandsicb.veybridgehealthcentremerge@nhs.net.

Oral Health improvement strategy published

Surrey County Council has published a [new oral health improvement strategy](#) for the county.

This 2025 to 2028 strategy, jointly developed and owned by Surrey County Council, Frimley Integrated Care Board and Surrey Heartlands Integrated Care Board, lays out an ambitious plan of action to make our oral health the best in the country and further reduce rates of tooth decay by:

- reducing oral health inequalities in children and adults
- improving the oral health of our care home residents
- putting the mouth at the centre of our service

Home energy improvement guide launches

Residents in Surrey who are looking to upgrade their homes with energy saving retrofit measures can now access guidance from Surrey County Council's new [Home Energy Improvement Guide](#).

The guide features detailed and practical advice on appropriate retrofit measures for three common house types in Surrey. These range from simple cost-effective upgrades like draught proofing, to full-scale retrofits including solar and heat pump systems.

Time to Talk Day – small gestures, big impact

On Thursday 6 February 2025, [Time to Talk Day](#) will take place nationwide, emphasising the importance of open conversations about mental health. [End Stigma Surrey](#), a campaign dedicated to raising awareness and reducing mental health stigma, is encouraging businesses, colleges, and communities to participate. The goal is to foster meaningful connections and improve mental well-being through heartfelt conversations and small gestures.

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For more information and resources, please visit www.timetotalkday.co.uk.

Date for Trading Standards webinar on scams

Colleagues, partners, and the public are invited to the next Trading Standards webinar on Thursday, 6 February, from 10am to 11:30am.

The webinar will feature three speakers:

- Trading Standards: overview of different types of scams
- Get Safe Online: tips on staying safe online for [Safer Internet Day](#)
- National Trading Standards Scams Team: how scams affect mental health, with a [No Blame and No Shame](#) message for [Time to Talk Day](#)

The webinar will include subtitles and a British Sign Language interpreter.

For further information or to book, please visit [Eventbrite](#).

Scam BT calls

Watch out for cold calls pretending to be from BT. They claim they need to confirm personal and payment information to [switch landlines to digital before January 2025](#). These scammers ask for immediate payments and threaten to disconnect the landline if refused. They may know names and addresses to seem more convincing.

More information can be found on [Which?](#)

Five ways to wellbeing support available

Surrey's Public Health team is promoting the [Five Ways to Wellbeing](#) as an easy way to plan activities that boost wellbeing, improve mood, and strengthen connections.

For more information or to support this campaign, access their [Toolkit](#) and share the resources on your channels.

Have your say on your experience of Surrey's Countryside

Residents and visitors are invited to take part in a [new survey](#) to understand how they use and enjoy Surrey County Council's countryside spaces. Anyone who has enjoyed activities like walking, picnicking, or biking in Surrey's countryside is encouraged to share their views.

The survey aims to find out how people use these sites and what they value most, such as wildlife, trails, or viewpoints. It also seeks suggestions on how the council can improve these

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spaces and make them more accessible, like better signage, improved facilities, or new environmental initiatives. Feedback will help guide future decisions and investments while protecting Surrey's countryside for future generations.

The survey closes on Friday 30 May 2025. To participate online, visit [Surrey Says](#). Alternative formats (including Easy Read) and contact methods are available for responses.

The Visitors Services Team will also hold engagement events to provide more information about the survey and meet the team. Dates and venues for these events are [on their website](#).

Citizens Advice Runnymede and Spelthorne drop-in service updated schedule

[Citizens Advice Runnymede and Spelthorne](#) has updated their drop-in schedule up to the end of February 2025. You can find the dates, times, and locations on their website.

Free Sight Loss Soccer sessions

[Sight Loss Soccer](#) is offering free community football sessions for individuals aged sixteen and above with sight loss who are interested in participating.

The sessions are held monthly at Samuel Cody School in Farnborough. The next session is on Monday 3 February 2025 from 5.30pm to 6.30pm.

For more information or to book, please email: Jamie.macallister@shotsfoundation.org.

Latest from Healthwatch Surrey

The [Healthwatch Surrey December 2024 Insight Bulletin](#) looks at the positive experiences people have shared each month and their impact over the year.

Luminus has also released these quarterly reports:

- [Healthwatch Surrey impact report](#)
- [Giving Carers a Voice colleague's quarterly insight report](#)
- [Giving Young Carers a Voice report](#)

Research project

[Healthwatch Surrey](#) is conducting research to understand how people who have experienced or are experiencing domestic abuse access and experience GP services. They want to hear from those who have received support from their GP or faced barriers in sharing their experiences and getting help. The results will guide future service improvements and training needs.

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People can share their experiences by filling out this [online survey](#).

If you would like further information about this project, please contact the Healthwatch Surrey Helpdesk:

- **Telephone:** 0303 303 0023
- **Text (SMS):** 07592 787 533
- **WhatsApp:** 07592 787 533
- **Email:** enquiries@healthwatchesurrey.co.uk

Latest news from Surrey Coalition of Disabled People

Energy Advice

Surrey Coalition now has a member of staff dedicated to helping save money on energy bills and can offer support via telephone or video call appointments to assist with:

- joining the Priority Services Register (PSR)
- signing up for a Home Energy Advice Taskforce (HEAT) Survey, or using the Surrey Energy Advice Tool (SEAT)
- help with energy grant application
- signing up for pension credit (this will give automatic eligibility for the Winter Fuel Allowance)
- referrals to boiler servicing for Reigate and Banstead residents only

For further information or to book an appointment for a telephone or video call, please contact:

- **Email:** involvement@surreycoalition.org.uk
- **Telephone/SMS:** 0745 4759 684, leaving a name, contact telephone number and a brief message outlining the support required

Registration for the Household Support Fund

Surrey Coalition is distributing more funds from the government's [Household Support Fund](#) to help disabled people and those with long-term health conditions in Surrey.

Registration is now open for those who did not apply in 2024. If funding was received in 2024, applications can be submitted from 1 February 2025 and will be considered after new applicants. Applicants can only apply once and must meet the criteria.

There have been reports of scam text messages about the Household Support Fund and heating subsidy. Residents will not be directly contacted to apply for these funds.

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Free warm packs

Surrey Coalition offers various grants to help with the [cost of living](#), including energy bills. They also provide free warm packs that can be ordered by emailing Involvement@surreycoalition.org.uk.

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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