

Right Home/Right Support

The Right Homes, Right Support Strategy rounded off 2024 on a positive footing and 2025 will see the delivery of major projects securing improved outcomes for the people we support and their families and carers. Firstly, we are in the final stages of construction for our new Short Breaks accommodation in Woking, Emily Lodge and we anticipate this new service will be operational from Spring 2025. We will also commence construction for a further new Short Breaks service in Banstead this year. Construction remains on track to deliver new Supported Independent Living at three Council owned sites across Surrey in Horley, Woking and Cobham. The first of these sites will start welcoming new tenants with care and support needs from Autumn of this year.

For affordable Extra Care Housing, we finalised the legal arrangements for the delivery of our first development in Guildford at the end of 2024. We anticipate that our delivery and housing management partner Place for People will commence construction in Spring 2025. Furthermore, we secured outline planning for affordable Extra Care Housing at seven sites across Surrey (Epsom and Ewell, Reigate and Banstead, Runnymede, Surrey Heath, and Tandridge).

Finally, we are undertaking the commissioning and procurement activity to identify the care and support providers for our future accommodation (Supported Independent Living and Extra Care Housing). This will provide future residents with care and support to live active and fulfilling lives as independently as possible and ensure 'no one is left behind'.

Emily Lodge – Short Breaks Accommodation



Woking – Supported Independent Living



Horley – Supported Independent Living



Cobham – Supported Independent Living



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Planning for Your Future Day

We are preparing for our first Planning for your Future Day on Tuesday 11 March 2025. This will provide another focal point as part of our ongoing campaign aimed at self-funders (people who arrange and pay for their own care as they are not eligible for county council support), carers and care arrangers. It aims to raise awareness about planning early for care, understanding all the options available, the costs of care and the importance of having conversations with loved ones or people they trust so that their preferences or wishes are considered, and they can make more informed decisions about their care.

In partnership with Age UK Surrey, we have held information sessions across Surrey with 1,533 local residents attending. The feedback has been consistently excellent with 98% finding the events helpful, 89% feeling more confident to start a conversation with someone they trust, 90% would recommend to a friend, 88% learned something new and 72% were prompted to start making plans.

Three local authorities will work with us to raise greater awareness and amplify key messages to residents and stakeholders.

Plans on the day and during the week of 10 March include:

- A resident in-person event in Guildford Baptist Church
- An online evening event open to residents from other counties
- A webinar for council staff/members
- A home care provider webinar on the campaign and seeking support to direct people to our information and resources on the AUKS website

- A large business webinar for retiring workforce and encouraging more businesses to sign up for sessions
- Our communications approach will include media work which will highlight the latest insight on resident planning and promote actions that people can take
- Launch a care calculator/ready reckoner for people to work out how long money will last.



Transformation Programme

The recent focus of our transformation has been on reviewing everything we do across the Directorate, making it more streamlined, effective, and efficient. This reflects both the financial challenges and the opportunities to improve the lives of our residents. We have increased our focus on managing demand into adult social care, improving our practice and processes. In addition to continuing to shape and develop a sustainable, responsive, and innovative care market. Helping us keep people independent and well, while being able to provide high quality care to people with complex social care needs. We have been testing innovative solutions to reduce the administrative burden on social workers to allow them more quality time to undertake assessments and see people sooner. Through the Accelerating Reform Funding (ARF) we bolstered our offer of support to unpaid carers (over 400 more unpaid carers supported since October 2024). Through the ARF we have also supported 11 local initiatives which help to reduce social isolation, connect people to local support and information, and improve support for carers. We are also making good progress on our in-year efficiency plans in a concerted effort to move towards a balanced budget position.

Carers Fair

Carers Rights Day, held on 21 November was a heartwarming celebration dedicated to the incredible unpaid carers of Surrey. Action for Carers Surrey hosted lively Carer Information Fairs, where a variety of local charities and organisations came together to offer practical, financial, and legal advice, along with general support and information. The atmosphere was buzzing with positivity as Councillor Sinead Mooney joined the festivities, expressing her admiration for unpaid carers and enjoying the chance to meet both staff and hearing about the lived experiences of local carers. The week was made even more special by the announcement of the recent CQC assessment results of Surrey adult social care, giving everyone even more reason to celebrate. Attendees were treated to free resources, delightful giveaways, and delicious coffee, tea, and cake, making the events not only informative but also a joyful break from their challenging daily routines. Pictured with Sinead in the photo are - Carers Practice Advisers Tracey Hampstead and Mel Randall plus Diana Saunders and Holly-Ann Hampstead from Spelthorne locality team.



Technology Enabled Care and Homes

Our Technology Enabled Care and Homes (TECH) paper is on the agenda for today's meeting. The paper marks a significant transition from piloting technology towards embedding technology in all that we do. Following a comprehensive review of our current pilots and working with other local authorities we are proposing an approach that ensures we remain outcomes focused and not technology driven. More staff engagement events and provider sessions will be scheduled across 2025 as we seek to develop a clear strategic ambition for technology and support our staff to 'think TECH' when delivering the best outcomes for our residents.

Housing

With a rapidly changing policy position from Central Government and its ambitious approach to housing delivery, SCC officers have been working with colleagues across borough and district authorities to understand the implications for Surrey. The latest changes to the National Planning Policy Framework method of assessing housing need mean that the housing need in Surrey has increased from 6,346 homes per year, under the old formula to 10,981 homes per year. SCC has raised concerns about the proposed scale of housing delivery within the county, and the implications on infrastructure provision and the Green Belt.

Opportunities are also being sought to use this changing policy context to our advantage in terms of supporting the delivery of affordable housing for Surrey residents. At the end of 2024, Surrey's first Affordable Housing Roundtable was organised and attended by registered social housing providers, housing developers and senior local government officers to explore the current barriers to affordable housing delivery in Surrey. A second event will be taking place in February to start exploring solutions and an updated "Call to Government", with over 40 businesses and organisations already signed up to be involved in the work and part of designing the solutions.

Stronger connections are also being made between planning, housing provision and health & wellbeing outcomes, with membership of the Health and Wellbeing Board being extended to include a registered social landlord.