



New strategies

The **Drive SMART Road Safety Strategy** will be refreshed in the next six months and delivery is overseen by the Drive SMART Road Safety Board. This will demonstrate best practice in following the “Safe Systems” and “Vision Zero” approach which follows the principle that it is neither inevitable nor acceptable that anyone should be killed or seriously injured when travelling. The aim is to achieve a highway system with no fatalities or serious injuries involving road traffic.

Children’s Services are finalising engagement around the **Young Carers Strategy**. Next year, the plan is to have a combined Carers and Young Carers Strategy.

The **Older People's Commissioning Strategy 2021-2030** is going to the ICS Executive Board, Adults and Health Select Committee and Cabinet in September. Some key focus areas for the strategy are: supporting residents, unpaid carers, and their families to have access to the right services / advice to make informed decisions about the care; working with partners to provide services that work together and help provide a sense of community; improving quality, innovating and increasing the choices available to residents and continuing to listen, engage, and collaborate with Surrey residents, unpaid carers, partners, and stakeholders to ensure the service is accessible and valued.

IMPACT SUMMARY



Improved physical health and wellbeing

OUTCOMES

By 2030:

- People have a healthy weight and are active
- Substance misuse (drugs/ alcohol/ smoking) is low
- Everyone lives in good and appropriate housing
- Serious diseases are prevented through vaccination and early diagnosis
- Domestic abuse is reduced by ensuring identification, early intervention and support is provided at the earliest opportunity
- People’s health and lifestyle is positively affected by the environment
- People with a disability or lifelong limiting illness are supported to live independently for as long as possible

WHO IS LEADING THIS?

Priority sponsor:

Rod Brown, Head of Housing and Community, Epsom and Ewell Borough Council

Programme Manager:

Helen Tindall, Policy and Programme Manager, Surrey County Council

For more information on the performance of individual programmes and projects within this priority such as progress against key milestones please contact the relevant programme manager via healthandwellbeing@surreycc.gov.uk

What will be different for people in Surrey?

The community vision for Surrey describes what residents and partners think Surrey should look like by 2030: *By 2030 we want Surrey to be a uniquely special place where everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind.*

In light of the community vision and the vital role, communities and staff/ organisations in the health and care system play in its delivery, the strategy sets out Surrey’s priorities for improving health and wellbeing across the population and with targets for the next 10 years. It identifies specific groups of people who suffer higher health inequalities and who may therefore need more help. It also outlines how we need to collaborate so we can drive these improvements at the pace and scale required.

Priority 1 currently focuses on enabling and empowering residents to lead physically healthier lives. This priority area is entirely focused on prevention, removing barriers and supporting people to become proactive in improving their physical health. Priority 1 cuts across 7 focus areas:

- Working to reduce obesity, excess weight rates and physical inactivity
- Supporting prevention and treatment of substance misuse, including alcohol
- Ensuring that everybody lives in good and appropriate housing
- Preventing domestic abuse and supporting and empowering victims
- Promoting prevention to decrease incidence of serious conditions and diseases
- Improving environmental factors that impact people’s health and wellbeing
- Living independently and dying well

How has collaborative working between HWB Board organisations added value and contributed to the achievement of the Outcomes?

- Joint working is helping to embed the social prescribing model and identify opportunities for referrals within the community and locations / training for the link workers. Collaborative working is also taking place to provide solutions for data sharing across organisations. A Social Prescribing Working Group with representation from Surrey Heartlands' IG team, primary care contracts team, Primary Care data-protection, and D&B IG leads met for first time on 18th June and then subsequently on the 28th July. Senior leads across health and the local authority have also been invited to participate in a Surrey Social Prescribing Strategy Group. In addition, over 100 individuals and partner organisations are currently members of Green Health and Wellbeing Network.
- Partners (Catalyst, Family Centres, Ds & Bs etc.) are sharing national alcohol and tobacco campaigns. This will increase reach and amplify the message locally through our Alliance to help prevent substance misuse.
- Joint working within the Surrey Air Alliance led to a successful bid for a DEFRA grant of £256,585 to investigate barriers and promote Electric Vehicle (EV) uptake amongst the Taxi and Private Hire Vehicle drivers and operators within Surrey. The initiatives will be delivered over a 12-month period from Autumn 2021 to Autumn 2022.

Excess weight and physical inactivity

- Local mapping of obesity data is on track, identifying key groups and localities and are aiming for a finish date of December. This is being undertaken by the six organisations that have been allocated £150,000 from the Covid Outbreak Management Fund.
- A Project Coordinator for the Whole System Approach to Obesity is now in place.
- Green Social Prescribing working group leads have been recruited and have started engagement and scoping phase. The national team visited Surrey GSP projects in July. Project Manager recruitment is underway.

Substance and alcohol misuse

- A draft Tobacco Control Strategy is in progress. The aim is for a launch date in November 2021.
- Funding for supporting secondary care (including maternity) and mental health providers to implement smoking specific actions in the NHS Long Term Plan has now landed. Public Health are working with NHS to deliver the objectives.
- One You Surrey smoking cessation service are now delivering an integrated health behaviour service.

Housing and health

- A core project team to tackle fuel poverty has been established. The project team are working with food banks and other charities to explore the impact of fuel poverty on local deprived communities.
- SCC has been awarded £2.8m to provide additional, tailored support to homeless people and other vulnerable adults, to help them rebuild their lives. The council, working with a range of public service and voluntary sector partners, made a successful bid for funds under the Changing Futures programme, which aims to support those who face multiple disadvantage – a combination of homelessness, substance misuse, poor mental health, domestic abuse and/or contact with the criminal justice system.
- Opportunities with services users, expert, voluntary and community providers are being explored to develop initiatives to make Surrey homeless friendly and a model will be proposed to the multi-agency steering group in September 2021.
- Guildford Borough Council are developing the Housing First Model which prioritizes providing permanent housing to people experiencing homelessness. The model is in progress with all D&Bs.
- A multiagency meeting took place to discuss an approach to data sharing on hoarding on the 14th of July 2021.

Domestic abuse

- Both DA Workers in the Children's Single Point of Access (C-SPA) are now in post.

Preventing serious conditions and diseases

- BP+ Evaluation has now been completed by Kingston University. An evaluation plan for NHS Health Checks is being created to look at whether service changes have resulted in increased uptake, increased uptake from priority groups, improved referrals to behaviour services (stop smoking, weight management etc) and improved data availability.
- A Clinical Lead for Cardiovascular Disease is in the process of being recruited.

Healthy environment

- The 2-year electric vehicle (EV) charging infrastructure pilot by SCC is due to conclude in November 2021. The findings will be used to develop an EV charging design/policy guidelines and a report on lessons learned. This will inform delivery of county-wide charging infrastructure.

Living independently and dying well

- The Surrey GP Carers Registration and quality marker survey report has been published for 2021 with very strong results.
- The Collaborative Reablement Service tender closed on the 5th of July and is being moderated. The new service should go live in October.

IN THE SPOTLIGHT: Increasing Active Travel across Surrey

SCC are now consulting on Surrey's new draft Transport Plan which includes plans to reduce the 46% of carbon emissions currently generated by transport. Proposals to 2030 and beyond include: increasing safer and improved walking and cycling routes to encourage people out of their cars; providing more charging points and parking for electric vehicles; more bus services; charging for transport use and introducing car clubs; as well as improving internet connections and redesigning neighbourhoods that enable easier access to local services, reducing the need to travel by private vehicle. **The consultation survey is available at the following link and is open until 24 October 2021. [Have Your Say Today on the Surrey Transport Plan](#)**

To support active travel, Local Cycling and Walking Infrastructure Plans (LCWIPs) are being undertaken across Surrey. LCWIPs are set out in the Government's Cycling and Walking Investment Strategy, as a strategic approach to identifying cycling and walking improvements required at the local level. They enable a long-term approach to developing local cycling and walking networks, ideally over a 10-year period, and support the Government's strategy to increase the number of trips made on foot or by cycling. One Local Cycle and Walking Improvement Plan (LCWIP) has already been completed for Woking and another LCWIP is underway in Reigate & Banstead. Local Cycle and Walking Improvement Plans are currently being commissioned for Elmbridge, Runnymede and Spelthorne. LCWIPs for all districts/boroughs are planned and should be complete by March 2023.

The Safer Travel Team have benefitted from an additional £175,000 travel demand management grant from the Department for Transport to encourage more active travel during the pandemic. Among other things this has been invested in additional staff resource to support secondary schools to develop school travel plans. This is likely to result in an additional 20 school travel plans. The money has also been invested in active travel maps for distribution throughout the schools and will be used to provide cycle parking in school grounds. Additional staff resource is being provided via the Council's Transformation Fund which will be used to introduce a new practical pedestrian training course for primary school and to support even more schools to develop and maintain their travel plans.

Health and Wellbeing Strategy: Priority 2 - Supporting Mental Health and Emotional Well-being

IMPACT SUMMARY



Improved mental health and wellbeing

OUTCOMES

By 2030:

People with depression and anxiety are identified early and supported

Mental health surrounding pregnancy is supported

No-one in Surrey feels isolated

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Priority sponsor:

Professor Helen Rostill, Deputy Chief Executive and Director of Therapies, Surrey and Borders Partnership

Programme Manager:

Kirsty Slack, Policy and Programme Manager, Surrey County Council

For more information on the performance of individual programmes and projects within this priority such as progress against key milestones please contact the relevant programme manager via healthandwellbeing@surreycc.gov.uk

What will be different for people in Surrey?

The community vision for Surrey describes what residents and partners think Surrey should look like by 2030: *By 2030 we want Surrey to be a uniquely special place where everyone has a great start to life, people live healthy and fulfilling lives, are enabled to achieve their full potential and contribute to their community, and no one is left behind.*

In light of the community vision and the vital role, communities and staff/ organisations in the health and care system play in its delivery, the strategy sets out Surrey's priorities for improving health and wellbeing across the population and with targets for the next 10 years. It identifies specific groups of people who experience greater inequalities in health and who may therefore need more help and outlines how we need to collaborate so we can drive these improvements at the pace and scale required.

Priority two of the Health and Wellbeing Strategy focuses on enabling and empowering our citizens to lead emotionally healthier lives. This priority area is focused on prevention, removing barriers, and supporting people to become proactive in improving their emotional health and wellbeing.

Priority two aims to impact upon the three following focus areas:

- Access to the right help and resources
- Wellbeing of mothers and families throughout and after pregnancy
- Preventing isolation and enabling support

How has collaborative working between HWB Board organisations added value and contributed to the achievement of the Outcomes?

TIHM (Technology integrated Health Management)

In July 2021 a remote monitoring service for people with dementia, mild cognitive impairment and their carers living in Surrey was launched. There are now nearly 600 people enrolled on the service. The TIHM Monitoring Service combines a small package of easy to use remote monitoring devices that are installed in people's homes collecting information about health and wellbeing, with a dedicated NHS Monitoring Team that is clinically led, with embedded GP oversight. The collected health data is automatically analysed by the technology and if health or wellbeing issues are detected, an alert is flagged on a digital dashboard overseen by the Monitoring Team. The Team will investigate the alert and provide the necessary support and advice.

Surrey and Borders Partnership NHS Foundation Trust is providing the TIHM Monitoring Service in an effective partnership with:

- Howz, a smart home monitoring provider
- Surrey County Council
- Surrey Heartlands Health and Care Partnership

For more information contact Dr Sophie Norris, Chair of the Dementia Strategy Action Board and Mental Health and Dementia Clinical Lead for Guildford and Waverley sophie.norris2@nhs.net



Strategy updates

Surrey Adult Social Care Accommodation with Care and Support Strategy

Earlier this year accommodation with care and support for people with mental health and/or substance misuse needs was brought into the overarching accommodation with care and support transformation programme.

A co-production approach is being taken, centred around individuals, carers and families and being included in the community. The work programme to deliver these outcomes is now being developed, with a Cabinet paper being brought forward later in the year.

Dementia Strategy Action Board

A programme of work to map dementia services was shared with the Dementia Strategy Board in June. Services identified were added to the Surrey Dementia Roadmap and other digital platforms. Service gaps were identified and action is being taken forward through work on a proposal to refresh the Dementia Strategy

WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER PRIORITY 2

Access the right help and resources

- A self-harm awareness training review is currently being conducted as part of the suicide prevention projects. This review will act as a component of the CYP EWMH Summary Needs Assessment.
- A summary needs assessment for CYP EWMH is taking place that will act as a snapshot in time for this year (covering the impact of COVID-19) with the view to conduct a wider CYP MH needs assessment ready for the strategy refresh in 2022.
- Surrey County Council's Public Health Mental Health team have recruited three new development workers to reach out and engage with communities and groups at increased risk of poor mental health.
- Public Health, 3rd Sector Partners and SABP are scoping a single access point to emotional wellbeing and mental health support.
- In July Healthwatch Surrey's Citizen's Ambassador presented to the Mental Health Delivery Board the findings of two workshops held with young people based on their experiences of transferring from CAMHS to CMHS in February as part of the 18 – 25 Transformation programme. The Surrey Heartlands Young Adults Reference Group (YARG) co-created questions to ask other young adults about the change ideas that were generated from the workshop. The consultation report made a number of recommendations including:
 - Co-produced Transition Pack
 - Co-creation of a Young Adults webpage with Healthy Surrey
 - Co-creation of a training package for young adults and their carers / supporters

The recommendations are being taken forward by Community Mental Health Transformation Programme Young Adults (18-25).

- In June a successful online launch for Time to Change Surrey took place held in partnership with Surrey County Council, Catalyst, Acting Out Productions and Mark Frances Trust. 75 people attended and social media played a key role in promoting the event.
- Improvements have been made to the Mental Health landing page of the Healthy Surrey Website and a door drop communications campaign is planned to coincide with Mental Health Awareness Week in October.
- Increased crisis support offered to acute hospitals for children who have mental health needs
- Opportunity to develop a Tier 4 unit within Surrey to support young people with the most complex needs.
- An emotional wellbeing conference was hosted for local employers in June. This focused on supporting emotional health in the workplace and was run by Surrey County Council, Woking Mind, Oakleaf Enterprise, Surrey and Borders, and Surrey Chamber of Commerce.

Emotional wellbeing of mothers and families throughout and after their pregnancy maternity

- First 1000 days: A Better Start Transformation Board has been created to bring together the transformation programmes for *First 1000 Days*, *SEND 0-4* and *Conception to 4 Digital*, to enable joined up planning and delivery and to provide system leadership. Activity in June and July includes:
 - Launch of dedicated psychotherapy support in Surrey Heartlands neonatal units to support relationships, mental health and bonding between parents and their baby. Interventions such as this enable more secure relationships to form which promotes positive mental health in both parent and baby.
 - SABP confirmed as the lead provider for the new Maternal Mental Health Service which will provide mental health support for parents who have experienced loss, trauma or fear of giving birth.
 - A project launch of health visiting service antenatal care redesign for expectant parents
 - Secured funding to develop a new engagement model for early years children's community health services. This model aims to develop robust and sustained mechanisms for two-way conversations between early years health services and families. Mechanism informed by the existing Maternity Voices Partnership model.

Preventing isolation and enabling support for those who do feel isolated

- Dementia Friendly communities (supported by resources from volunteers and some Borough Councils) exist across Surrey in Elmbridge, Oxted, Woking, and Hindhead and others. A refresh of the communities with dedicated support of a Dementia Friendly Co-ordinator role is under discussion with the Alzheimer's Society.

IN THE SPOTLIGHT : Mental Health Improvement Plan

In June the Mental Health Delivery Board held a workshop attended by over 60 people from across the system to look at the Mental Health Programme Board Independent Review and Improvement Plan.

From the 19 thematic improvement recommendations from the Independent Review, 10 Programme areas and 3 cutting themes were identified:

- Early Intervention & Prevention Vision and Strategy
- Improving access and preventing service gaps
- Behaviour & Intentions
- Resourcing
- Training and Awareness
- Integrated System working
- Data Analytics
- Comms & engagement
- Mental Health System Governance
- Workforce planning and Development

Cross Cutting themes:

- Covid Lessons
- User, Carer and Community Voice
- Digital Innovation

The workshop sought to identify by programme what is currently in place, what good would look like, key stakeholders and barriers to delivery. In addition, the workshop considered how user, carer and community voice could be embedded within the governance structures.

Activity has now started in each of the programme areas with leads being identified. A steering group has been established, a Level 0 project plan in place and Programme Director appointed.

An update on progress was provided to the Mental Health Partnership Board in June with a further update due in September.

Health and Wellbeing Strategy: Priority 3 - Supporting People to Fulfil their Potential

IMPACT SUMMARY



Children, young people and adults reach their potential

OUTCOMES

By 2030:

- No-one is left behind
- People feel fulfilled in life
- People are safe and feel safe

WHO IS LEADING THIS?

Priority sponsor:

Rob Moran, Chief Executive, Elmbridge Borough Council

Programme Manager:

Helen Johnson, Senior Policy and Programme Manager, Surrey County Council

For more information on the performance of individual programmes and projects within this priority such as progress against key milestones please contact the relevant programme manager via healthandwellbeing@surreycc.gov.uk

What will be different for people in Surrey?

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Priority 3 of the Health and Wellbeing Strategy focuses on enabling and empowering our citizens to lead healthier lives. This priority area is focused on primary prevention and addressing the wider determinants of health-

Priority 3 currently cuts across three focus areas including:

- Supporting adults to succeed professionally and/or through volunteering
- Supporting children to develop skills for life
- Supporting communities to be and feel safe

How has collaborative working between the HWB Board organisations added value and contributed to the Outcomes?

- The informal Board meeting on 8th July enabled open discussions and cross-system agreement about a way forward to prioritise community-led interventions in reducing health inequalities.
- The Board's partnership approach to a whole system approach to Poverty suggested at the June HWB to poverty is now being explored in more detail.



New strategies

Digital Inclusion Programme Initiation Document (Appendix 3) sets out the approach for a digital engagement for Surrey to support a network and platform for shared learning and best practice, which also allows for sharing of available funds and support services. This includes continuing our engagement work to gain greater insight and understanding of digital exclusion; developing system-wide outcomes for inclusion; identifying concrete and time-based actions to address the root causes of digital exclusion; addressing our digital intolerance target (zero tolerance); reviewing our digital engagement and broader strategies to ensure digital inclusion is considered; building digital inclusion into the design of all our projects and into procurement criteria; building digital inclusion into our governance for all projects that have a digital element; creating a cross-Surrey Heartlands 'Digital Champions' programme. **Please provide initial feedback to Samantha Hooper at Surrey Heartlands CCG (samantha.hooper3@nhs.net) by 24 September.**

WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER PRIORITY 3?

Adults succeed professionally and/or through volunteering

- **A new Surrey-wide Skills and Employment Network is being developed** - to enable collective and collaborative action to identify and tackle the challenges faced by those furthest from the labour market in Surrey, and to develop people for the jobs of the future. The Skills and Employment Network will bring together charities and community organisations, employers and other stakeholders. It will use strategy and national policy and build up from frontline experience to take an end to end, system-wide approach to address the five stages of employment inclusion, connecting those strategizing about increased employment with those delivering outcomes.
- **Hidden Talent Programme** - "I feel that when you mention that you have autism you are judged instantly and employers start to think about all of the downsides to your autism rather than the positives." The SCC Communities and Prevention Team have been working to support employment opportunities for people with disabilities and additional support needs, so that hidden talent is released to help Surrey businesses thrive. Between June – July 21 we have engaged with 151 residents (99 over Zoom, and 52 via SurreySays survey) from the target group (those 18+ with additional needs and disabilities) to understand barriers to accessing jobs what employment support would be helpful, and how businesses can make the workplace more accessible. SCC are currently drafting a report to summarise the findings from the user engagement, showing that for those engaged with the most common barrier to employment are perceived as the employers' mindset including:
 - Negative attitudes of business towards hiring those with additional needs and disabilities
 - Lack of awareness from businesses of the types of reasonable adjustments they can offer and Access to Work
 - Lack of awareness from businesses of the benefits of hiring those with additional needs and disabilities

Children develop skills for life

- **1st 1,000 days** - A Better Start Transformation Board has been created and a programme plan signed off by the board, which includes developing a peer support model for families and peer support postnatal groups. The programme's Closing the Gap outcome, with its ambition to transform our services and support to ensure the needs of families experiencing the poorest the outcomes are met, will be achieved through a project focused on
 - Engagement with seldom heard groups to inform transformation activities
 - Needs analysis to inform support for families with the poorest outcomes
- Vision for this work will include: improving engagement mechanisms with these families, cultural awareness/sensitivity training and focus on health inclusion (including digital inclusion), exploring the PAUSE scheme to support families who have experienced repeat child removal at birth.

Supporting communities to be and feel safe

- **Adult Safeguarding** - The subgroups of the Surrey Safeguarding Adults Board (SSAB) continue to be established and there is widened engagement with the private and voluntary sector within these, as well as commitment from statutory partners. The SSAB continues to ensure that the annual plan is being progressed via the subgroups with any risks highlighted to the Adult Safeguarding Executive. Training provided by the SSAB is well attended by a variety of different organisations and the training is currently being reviewed with the aim of providing a broader programme.
- **Poverty** - Resources are being sought to provide capacity to lead on developing a whole system approach to tackling Poverty in Surrey and build on community-based support for those disproportionately impacted by COVID-19.

IN THE SPOTLIGHT : All Age Autism Strategy

All Age Autism Strategy (2021 – 2026) (Appendix 2) describes what partners and services across Surrey will do, working together to achieve an autism friendly approach across the county in education, health and social care, work and communities to reduce the health inequalities for people with Autism experience. The development of the Strategy has been centred around involvement of autistic children, young people, adults and family carers. The implementation of the Strategy will continue this and is intended to support children, young people and adults who have Autism or family carers who support those with Autism in Surrey through 5 focused workstreams:

- Information, Understanding and Awareness of Autism
- Education and Preparing for Adulthood
- Health & Social Care
- Employment
- Housing

It is essential that the whole system has a clear, cohesive vision and agreed priorities that put the needs of autistic people at the centre of everything we do. The All Age Autism Strategy and Implementation plans draw together the key areas of focus for all partners to own and deliver across the system.

The development of the strategy has been centred around involvement of autistic people and family carers. The implementation of the strategy will continue this, with a commitment to ongoing involvement and engagement with Surrey's community of autistic people and family carers. First year objectives have been identified for each workstream with delivery plans. There will be a post implementation review in April 2022 to ensure Year 1 actions are progressing. **See Recommendation 3.**