


Priority 1 - Supporting people to lead healthy lives by preventing physical ill health and promoting physical well-being



IMPACT: Improved physical health through the prevention of physical ill-health & promotion of physical well-being	WHAT WILL BE DIFFERENT FOR PEOPLE IN SURREY?	HOW HAS COLLABORATIVE WORKING BETWEEN HWB BOARD ORGANISATIONS ADDED VALUE?	DATA, INSIGHTS AND CHALLENGES: Evaluation of NHS Health Checks
 <p>OUTCOMES: By 2030 the following outcomes will be met for the Priority Populations:</p> <ul style="list-style-type: none"> • People have a healthy weight and are active • Substance misuse is low (drugs/alcohol & smoking) • The needs of those experiencing multiple disadvantages are met • Serious conditions and diseases are prevented <p>People are supported to live well independently for as long as possible</p> <p>WHO IS LEADING THIS? Priority sponsor: Karen Brimacombe. Chief Executive, Mole Valley District Council</p> <p>Programme Manager: Jason Ralphs, Policy and Programme Manager, Surrey County Council</p> <p>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</p>	<p>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.</p> <p>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 priority populations for the next 10 years. It identifies specific groups of people who experience poorer health outcomes and who may therefore need more support. It also outlines how we need to collaborate so we can drive these improvements, with communities leading the way.</p> <p>Priority 1 currently focuses on enabling residents to lead physically healthier lives. This priority area is focused on prevention, removing barriers and supporting people to become proactive in improving their physical health. Priority 1 programmes include those which focus on:</p> <ul style="list-style-type: none"> • Working to reduce obesity, excess weight rates and low levels of physical inactivity • Supporting prevention and treatment of substance misuse, including alcohol, and smoking cessation. • Ensuring that the needs of those experiencing multiple disadvantages are met. • Promoting prevention to decrease incidence of serious conditions/diseases • Living independently and dying well 	<ul style="list-style-type: none"> - A Looked After Children whole system approach to healthy weight workshop took place in November with stakeholders' engagement to develop a causal map to inform the action plan for 2024. - A 12-month Enhanced Reablement Worker pilot has been approved to take place in Surrey Heath in partnership with Frimley ICB and Health Care Resourcing Group Ltd. Staff will be trained and clinical oversight to reduce duplication of visits, - Active Surrey continues to work with libraries to develop community health and wellbeing hubs. This work has included loaning activity monitors, installing innovative projectors which enable movement and programming activities such as healthy walks and Pilates. A new bike loan service from 2 libraries is due to launch in early 2024, an opportunity for riders to gain a greater understanding of safe routes and guided rides. - The social prescribing team are exploring opportunities to work with families on the CAMHS waiting list in North-East Hants & Farnham (Frimley ICS) and people in probation who are likely to experience health inequalities. - Work has begun focused on psychological support for patients with long term conditions (LTCs) programme. Colleagues from Mental Health services, including clinical psychology have been involved to understand the existing offer and identify potential gaps, and opportunities to improve the psychological support for people living with LTCs. 	<p>The Public Health Team recently completed an evaluation of the NHS Health Check Programme. The latest figures from 2022/23 Q3 show that more than twice as many enhanced checks were performed compared to standard NHS Health Check Programme. An NHS Health Check is classed as enhanced if delivered to one of the priority population groups outlined in the specification. Outcome data for NHS health checks performed within Surrey Heartlands ICS, available for Q3 2022/23 provide a 'snapshot' in time:</p> <p>Of the 2822 people who had a health check in 22/23 Q3:</p> <ul style="list-style-type: none"> - 301 (10.7%) were identified as current smokers, 26 of these were referred for support with smoking cessation. - 505 (17.9%) people were found to have an elevated blood pressure. - 701 (24.8%) were found to have a BMI of ≥ 30 (obese) and of these 92 (3.3%) were found to be morbidly obese. 115 people were referred to weight management support and 21 were referred onwards for support around increasing physical activity. - 526 (18.6%) people had a cardio-vascular risk (Q Risk) core between 10-20% and 148 (5.2%) had a Q Risk greater than 20%. - 230 (8.2%) people had an HbA1C reading suggestive of 'pre-diabetes' and 37 (1.3%) received a result consistent with having type 2 diabetes. 46 people were referred to the National Diabetes Prevention Programme (NDPP). <p>To strengthen the evaluation, outcome data continues to be collected to build evidence as data from one quarter is insufficient to make firm conclusions. If possible, it would be beneficial if the outcome data received could be attributed as originating from a standard or enhanced health check and data also needs to be collected from Surrey practices in the Frimley Integrated Care System.</p>

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WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER REFRESHED PRIORITY 1 OUTCOMES?

IN THE SPOTLIGHT: CHANGING FUTURES SUSTAINABILITY - NEXT STEPS

People have healthy weight and are active

- The school's team of Active Surrey continue to deliver School Games to reach young people who will benefit most from the opportunity to be active. The team delivered Build You Strong, in partnership with the charity Sport in Mind, a carousel of sport and mindfulness activities for secondary pupils prone to anxiety.
- The Eat Well Start Well Team have been working with a caterer that supplies 20 sites in Surrey to get a fast-track assessment and subsequent accreditation to the scheme. Similar discussions are also being held with another provide in Surrey and work is being undertaken to attract more early years settings by explaining the potential opportunities to attract new business.
- We celebrated breastfeeding awareness week in September and are now promoting the [National Infant Feeding Survey](#) which hasn't been completed since 2010.

Substance misuse is low

- The Combatting Drugs Partnership held an event at the University of Surrey and the event marked one year since the launch of the partnership and was attended by about 130 people, including partners from Surrey Heartlands and Frimley ICBs, Surrey Police, Office of the Police and Crime Commissioner, the Department for Work and Pensions, prisons, probation, treatment providers, Adult Social Care, housing and people with lived experience.
- The updated [Surrey Tobacco Control Strategy](#) was launched in October to coincide with the Stoptober campaign.
- Following the 'Stopping the Start' announcement, which proposes new legislation to increase the age of sale to make it an offence for anyone born after January 2009 to be sold tobacco products, an online consultation was held for the public to make inputs that could potentially inform future legislation.

The needs of those with Multiple Disadvantage are met (see right)

Serious conditions and diseases are prevented

- Surrey Minority Ethnic Forum arranged a Diabetes community information session aimed primarily at South Asian women, including a talk about cardiovascular disease, diabetes, and health advice.
- Funding has been secured for a vaccine bus project, focused on reducing inequalities by improving uptake of childhood immunisations in lower uptake populations and locations.
- Macmillan researcher is to be recruited by Surrey County Council by the end of 2023 to undertake an evidence review to explore barriers/attitudes to cancer screening, design a local survey and focus group work to test national evidence and explore barriers/attitudes with local residents and use the evidence from review and survey/focus group work to inform local initiatives to increase uptake of cancer screening an early diagnosis.
- Two research streams have been developed by Surrey County Council and Surrey Heartlands a) focusing on learning disability (LD) and cervical screening and b) HPV vaccine uptake for those with LD.
- Annual flu and COVID vaccine for unpaid carers campaign was launched, by Surrey County Council and Surrey Heartlands, with further promotion scheduled throughout the flu season.

People are supported to live independently for as long as possible

- The new reablement referral criteria for non-specialists have been approved by SCC with the aim of reducing the number of inappropriate referrals and readdress the balance between hospital & community support. A communication plan to support the launch and inform stakeholders has also been developed.
- A total of 25 social prescribing link workers have been grouped into three action learning sets, which have been facilitated by SCC's Communities and Prevention Officers, enabling more participants to benefit from this development opportunity. Two new sets have been created which include a mix of social prescribers, health and wellbeing coaches and care coordinators.
- Two innovation funds have been launched by the Surrey Joint Carers Team to improve the health and wellbeing of unpaid carers caring for someone with dementia, and/or autistic people and to a fund to improve the emotional wellbeing and mental health of young carers.

Since 2020 SCC Public Health have worked with a range of partners to develop additional targeted support for persons experiencing multiple disadvantage using local public health and additional national [Changing Futures](#) grant investment. This has enabled stronger multi-agency working and targeted trauma informed outreach through VCSE partners. Opportunities now exist through the Changing Futures programme for system wide partners to achieve significant cost avoidance/ return on investment that will benefit various parts of our system. For example:

52% of Surrey's Changing Futures beneficiaries are on probation. Local and national evaluation to date demonstrates that the trauma informed intensive outreach support reduces reoffending - protecting the public and future victims and supporting beneficiaries into more positive life choices.


85% of the Changing Futures' Bridge the Gap programme beneficiaries use substances. Further collaborative working and exploration of how the programme can support pre-treatment provision would be valuable.

Currently our local approach is funded through till March 2025 however given the potential benefits to partners, local means of sustaining this is being sought. Discussions are on-going with chairpersons of local joint commissioning groups, workshop with all BCF Joint Commissioning leads, discussion on ICS Health Inequalities allocation, A&E Consultants Group, Acute Hospital Board OPCC and Surrey and Borders Partnership (NHS Mental Health) Foundation Trust to support this intervention.

A JSNA chapter for multiple disadvantage is in development and it will provide a system wide structure for the development of a local strategy on multiple disadvantage. This will for the first time describe the range and scale of the issues in Surrey in relation to multiple disadvantage and will act to enhance strategic planning to co-create an optimum multiple disadvantage provision within Surrey.

For more information on the development of the JSNA chapter or to support the sustainability of our work on Multiple Disadvantage please contact collette.levangilroy@surreycc.gov.uk

Priority 2 - Supporting people's mental health by preventing mental ill health and promoting emotional well-being

IMPACT: Improved mental health through the prevention of mental ill-health & promotion of emotional WB	WHAT WILL BE DIFFERENT FOR PEOPLE IN SURREY?	HOW HAS HWBB COLLABORATIVE WORKING BETWEEN HWB BOARD ORGANISATIONS ADDED VALUE?	DATA, INSIGHTS AND CHALLENGES: 'Inequalities in Mental Health Care for Gypsy, Roma, and Traveller Communities' national report
 <p>OUTCOMES: By 2030 the following outcomes will be met for the Priority Populations:</p> <ul style="list-style-type: none"> Adults, children and young people at risk of and with depression, anxiety and other mental health issues access the right early help and resources The emotional well-being of parents and caregivers, babies and children are supported Isolation is prevented and those that feel isolated are supported Environments and communities in which people live, work and learn build good mental health <p>WHO IS LEADING THIS?</p> <p>Priority sponsors: Professor Helen Rostill, Deputy Chief Executive Officer, Surrey and Borders NHS Foundation Trust and SRO Mental Health, Frimley ICS Kate Barker - Joint Strategic Commissioning Convener: Children and all age Mental Health Liz Williams - Joint Strategic Commissioning Convener: Learning Disability and Autism and all age Mental Health</p> <p>Programme Manager: Jason Lever, Policy and Programme Manager, Surrey County Council</p> <p>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</p>	<p>The Community Vision for Surrey describes what residents and partners think Surrey should look like by 2030: <i>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.</i></p> <p>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 priority populations for the next 10 years. It identifies specific groups of people who experience poorer health outcomes and who may therefore need more support. It also outlines how we need to collaborate so we can drive these improvements, with communities leading the way.</p> <p>Priority Two of the Health and Wellbeing Strategy focuses on enabling 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.</p> <p>Priority Two aims to impact in the following ways:</p> <ul style="list-style-type: none"> Ensuring the right early help and resources are available to support mental health across life stages Support during pregnancy and for young families Recognising and addressing the impact of isolation Building good mental health in the range of spaces and places including schools/workplaces. 	<p>Mental Health: Prevention Board (MHPB) completed its work prioritisation, following its October business planning workshop. This included simplifying its name. The Board's Work Plan draws from the long-listed proposed actions in the draft work plan taken to Health & Wellbeing and Mental Health System Delivery Boards in the summer. The focus is on 6 priority actions that the board can take or enable through its member organisations, and drive tangible progress against its four long term work areas. Each action includes a vision of "what would good look like" in a year's time. See Work Plan attached as appendix to cover paper.</p> <p>Surrey All Age Mental Health Investment Fund (MHIF) has awarded funding to another 13 projects providing innovative, community-focused provision to support the prevention of mental ill health and improvement of emotional well-being across the county. The MHIF is aligned to meeting the outcomes of Priority 2 of the Health and Wellbeing Strategy. All bids were assessed over summer 2023 by a panel which represents the Surrey Heartlands Integrated Care Board SCC, the Voluntary, Community and Social Enterprise, Place and Integrated Commissioning Representatives. There were 64 bids submitted to Round 2 of which 13 were successfully awarded total funding of approximately £3.6m. Outcome letters were sent to applicants on 5th October. All unsuccessful applicants were provided detailed feedback in their letters which has been received positively. The successful bids cover a broad age range and are spread across the 11 districts and boroughs of Surrey. Multiple of the successful schemes are providing support to parents and families which was a noted gap from Round 1. Following contract signature, full details of the successful providers and projects will be published.</p>	<p>Gypsy, Roma, and Traveller (GRT) communities face some of the starkest inequalities in access to healthcare in England and experience dire mental health outcomes. They are one of Surrey's HWBS priority populations. There is scope for P1/P2/P3 programmes to make more accessible/ target their support more effectively on GRT communities. NHS Race & Health Observatory's report - 'Inequalities in Mental Health Care for Gypsy, Roma, and Traveller Communities: Identifying Best Practice' (September 2023) – provides a comprehensive review that captures first hand insight and highlights good practice examples from 6 effective services across England.</p> <p>Key findings included:</p> <ul style="list-style-type: none"> Intergenerational trauma was very evident throughout the research and trauma-informed approaches were seen as essential. 'Drop-in' services which were studied as part of this project were highly valued by community members, helpful in enabling staff to steer community members toward more specialised mental health provision. 'Well Woman' groups, with local health specialists, were a very healthy way of discussing community problems, including mental health. Waiting lists and digital forms of access do not fit with the needs of many Gypsy, Roma, and Traveller communities. <p>The report recommendations included:</p> <ul style="list-style-type: none"> All Integrated Care Systems should ensure that local mental health and suicide prevention policies take specific account of the needs of Gypsy, Roma, and Traveller communities. All of the 'Best Practice' sites in this research report modelled effective co-production, which should become the norm. The NHS should prioritise investment in training members of Gypsy, Roma, and Traveller communities in mental health first aid so that they can act as mental health champions. Adult literacy and vocational training courses should be recognised as legitimate forms of mental health promotion.

WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER REFRESHED PRIORITY 2 OUTCOMES?

Adults, children, young people at risk of/ with depression, anxiety/ other mental health issues access the right early help/ resources

- There has been priority work to review, align and update the Surrey Suicide Prevention Strategy with the recommendations/ actions in the new national strategy launched by the Government in September. This includes refreshing suicide prevention communications in line with it.
- Over 300 bereaved people in 2023 have accessed [CRUSE support](#) under their Surrey County Council contract, with a 60% increase in service users in NW Surrey.
- A pilot has been run to design an effective online website form for online safety and social media use. Learning from this will now inform the roll out across Surrey.
- The Suicide Prevention toolkit for schools has been completed and a demo video is in design, for promotion to schools this academic year.
- [End Stigma Toolkit](#) is now published, with lived experience case studies of stigma experienced in the family, the workplace and the GP surgery.
- A whole population level sleep campaign led by PH team launched on 27 October for adults (following work for a similar campaign for children). A sleep survey for all Surrey-wide residents ran in November, to establish baseline data on sleep quality.
- Workplan for Long-Term Conditions was agreed by Serious Mental Illness Health Inequalities Board with 6 workstreams, SROs identified and working groups met.

The emotional well-being of parents and caregivers, babies and children are supported (see 'In the Spotlight')

Service mapping event held for new project to address repeat removals of babies due to a safeguarding risk. Services have been split into intervention and prevention work, and gaps identified in areas such as housing/ homelessness.

Isolation is prevented and those that feel isolated are supported

- Green Health Provision is being mapped at ICS Place level by SCC's Communities & Prevention team as a first step in Place based green health collaboratives.
- Several services in public estate expressed interest in partnerships to develop green space for health (Hope Guildford, West CAMHS, Libraries), working with the Green Health & Well-being Programme. A Behavioural Insights Researcher and Development Worker was recruited. Evaluation process for *How are you?* will follow Healthy Schools model, developed in partnership with Workforce Collaborative; and an online audit is being developed/ tested for the accreditation process.
- Wheel of Wellbeing workshops are in the diary across 4 Districts and Boroughs, targeting HWB Strategy Key Neighbourhoods and community organisations at highest suicide risk as part of building community capacity for emotional health and wellbeing programme.
- Two drop-ins at libraries in Stanwell and Guildford took place with support of Gamcare/ Gamblers Anonymous, as part of the gambling related harm campaign.

Environments/ communities in which people live /work/ learn build good mental health

- Mental Health Training is fully booked for the remainder of 2023, with 62% of people booked on having frontline roles across Surrey. Public Health team is now working with colleagues to roll out the training to Warm Welcome centre volunteers, then social prescribers, in East Surrey.
- Action plan now being developed for roll out of delivery of Workforce Wellbeing (*How are you?*) Programme. A Behavioural Insights Researcher and Development Worker was recruited. Evaluation process for *How are you?* will follow Healthy Schools model, developed in partnership with Workforce Collaborative; and an online audit is being developed/ tested for the accreditation process.
- Wheel of Wellbeing workshops are in the diary across 4 Districts and Boroughs, targeting HWB Strategy Key Neighbourhoods and community organisations at highest suicide risk as part of building community capacity for emotional health and wellbeing programme.
- Two drop-ins at libraries in Stanwell and Guildford took place with support of Gamcare/ Gamblers Anonymous, as part of the gambling related harm campaign.



IN THE SPOTLIGHT: Children and Young People's Emotional Wellbeing and Mental Health Strategy

The Children and Young People's Emotional Wellbeing and Mental Health strategy has now been published on Surrey-I in pdf and accessible formats.

The [Children and Young People's Emotional Wellbeing and Mental Health Strategy 2022-2027](#) is underpinned by engagement from children, young people, their families, and the professionals who support them.

The strategy brings together partners from across Surrey including health, education, social care, the third sector and Mindworks Surrey, to assess our strengths and what we need to improve the support to children and young people's emotional wellbeing and mental health. The strategy sets out 6 key themes that were co-developed and produced as a result of the 'Defining the Future' workshop that brought partners together last December, as follows:

- Self-Help: Children, young people and families will have accessible support and information to understand and take care of their own physical health, emotional wellbeing and mental health throughout their life course.
- Accessible Signposting: Children, young people and families will be signposted to information, advice, guidance and services more effectively in their area because our partners are better connected and have strong relationships and knowledge of what is available
- Timeliness of Support: Children, young people and their families will have their needs met in a timely way.
- Online Safety and Social Media Use: Children, young people and families will be supported to keep themselves and others safe online.
- Parent and Carer Support: Parents and carers will feel more confident to access emotional wellbeing and mental health support in order to enable them to look after themselves and their children.
- Supporting the Workforce: Staff working with children, young people and their families will feel well-equipped, supported and confident to support with emotional wellbeing and mental health concerns.

A task and finish group has been set up with professionals to establish a universal wellbeing plan for all children and young people (CYP) in Surrey, and resources to support schools to implement this. The [Consulting Youth Advisors](#) group will be participating in this plan design.

On improving signposting to information, advice, guidance and services. mapping is being done to understand the wider Emotional Wellbeing & Mental Health strategy offer available to CYP. and their families.

This strategy will serve as both the NHS England's Local Transformation Plan and the Joint Strategic Needs Assessment (JSNA) for children and young people's mental health in Surrey.

The Children and Young People's Emotional Wellbeing, Mental Health Suicide Prevention Partnership will have oversight of an action plan that supports the six key themes and the work that is done to support children and young people's mental health in Surrey. For more information, contact Georgia.Skupinski@surreycc.gov.uk

Priority 3 - Supporting people to reach their potential by addressing the wider determinants of health

IMPACT SUMMARY People reach their potential	WHAT WILL BE DIFFERENT FOR PEOPLE IN SURREY?	HOW HAS COLLABORATIVE WORKING BETWEEN HWB BOARD ORGANISATIONS ADDED VALUE?	DATA, INSIGHTS AND CHALLENGES: A NEW FRAMEWORK FOR TACKLING POVERTY – THE POVERTY STRATEGY COMMISSION
<div data-bbox="91 312 215 408" data-label="Image"> </div> <p data-bbox="237 312 568 432">OUTCOMES: By 2030, the following outcomes will be met for the Priority Populations:</p> <ul data-bbox="136 464 568 887" style="list-style-type: none"> • People’s basic needs are met (food security, poverty, housing strategy etc) • Children, young people and adults are empowered in their communities • People access training and employment opportunities within a sustainable economy • People are safe and feel safe (community safety incl. domestic abuse; safeguarding) • The benefits of healthy environments for people are valued and maximised (incl. through transport /land use planning) <p data-bbox="85 730 129 863" style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 53</p> <p data-bbox="85 914 383 938">WHO IS LEADING THIS?</p> <p data-bbox="85 946 537 1031">Priority sponsor: Mari Roberts-Wood, Managing Director, Reigate and Banstead Borough Council</p> <p data-bbox="85 1062 568 1382">Programme Manager: Olusegun Awolaran, 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</p>	<p data-bbox="600 284 1048 491">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.</p> <p data-bbox="600 520 1048 882">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 priority populations for the next 10 years. It identifies specific groups of people who experience poorer health outcomes and who may therefore need more support and outlines how we need to collaborate so we can drive these improvements, with communities leading the way.</p> <p data-bbox="600 914 1048 1078">Priority 3 of the Health and Wellbeing Strategy focuses on enabling our citizens to lead healthier lives. This priority area is focused on primary prevention and addressing the wider determinants of health.</p> <p data-bbox="600 1110 1048 1489">Priority 3 cuts across five outcomes and action focuses around:</p> <ul data-bbox="611 1169 1048 1489" style="list-style-type: none"> • Ensuring that everybody has enough income to live on and lives in good and appropriate housing • Building social capital in communities • Improving access to training and jobs • Preventing crime and supporting the victims of crime including domestic abuse -supporting and empowering survivors • Improving environmental factors that have an impact on people’s health and well-being. 	<p data-bbox="1079 284 1590 1520">- The Wider Determinants of Health Research Collaboration is a multi-agency collaborative group set up with members across council directors working on the wider determinants of health, University of Surrey, Reigate and Banstead BC, Surrey Heartlands Research and Innovation Lead and VCSF organisations. As part of major NIHR investment in local government, SCC is one of the 17 local authorities in the UK that won the NIHR Health Determinants Research Collaboration (NIHR HDRC) funding. HDRCs are centred around local residents who will influence policymaking by setting research priorities which are impactful in reducing health inequalities. The grant will enable evidence to be compiled for what works, for who and when to improve and protect the health of the population. Ten HDRCs based in local authorities across the UK will commence formally on 1 January 2025. Six further teams (including Surrey) will be given funding to undertake additional developmental work to enable HDRC status by 1 January 2025. The implementation of this collaborative programme will be enabled through the existing Wider Determinants of Health (WDH) Research Collaboration which evolve to form the Surrey HDRC Oversight Group. For more information see: NIHR invests a further £55m to tackle health inequalities through local government research NIHR</p> <p data-bbox="1079 1074 1590 1520">- ‘Environment, Faith and Belonging Among Muslims in North Surrey’ peer research project, funded by UKRI and the Young Foundation has ended. The project worked with the ‘Ecowarrior’ Muslim women’s and girls’ groups to support them to become trained peer researchers with experience of co-designing research questions, understanding research ethics and conducting audio-recorded peer interviews. Application for phase 2 funding to scale up peer research was not successful. The grants panel felt that the project proposal was strong, however, they thought local authorities should be supporting the co-production of community knowledge. The pilot shows the importance of co-creating research to support the HWBS Empowered & Thriving Communities system capability.</p>	<p data-bbox="1612 284 2195 579">The negative impacts of poverty on individuals, families and communities are clear; poverty is linked to poor health, worse outcomes for children, strained mental health and family relationships and, ultimately, shorter lives. Even prior to the pandemic, 13.9m UK residents were judged to be in poverty, while more than three in ten of them were in deep poverty. Many of these residents are disabled themselves, or living with someone who was disabled, other are families where all adults worked full time.</p> <p data-bbox="1612 600 2195 807">The pandemic only served to emphasise the negative impacts of poverty. It has become clear that, while the health, economic and social impacts of the pandemic have been felt right across the UK, those impacted most have been those who were already struggling. The subsequent cost of living crisis has further impacted on the same people and families.</p> <p data-bbox="1612 831 2195 975">The Poverty Strategy Commission, chaired by Baroness Philippa Stroud, noted that to be successful in making a meaningful contribution to tackling UK poverty, the following key themes should be considered:</p> <ol data-bbox="1612 999 2195 1249" style="list-style-type: none"> 1. UK poverty has been stubbornly high and requires action from all actors. 2. Where there has been progress, it has started to be undone. 3. The depth of poverty experienced has worsened and families in poverty experience significant resilience gaps 4. It is not enough to just look at incomes. 5. Our societal approach is not working for many. <p data-bbox="1612 1302 2195 1565">The question is ‘what will move the dial’ in addressing poverty? The Interim Report recommends improving access to employment and skills; increasing earnings for those in work, changes to the benefits system and improving benefit uptake; reducing housing cost, childcare costs and the extra cost of disability. A Final Report is due in January 2024. From the interim report of the Poverty Strategy Commission - September 2023.</p>

WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER REFRESHED PRIORITY 3 OUTCOMES?

People's basic needs are met

-A task and finish group with multiple stakeholders including food banks, and other community food providers has been set-up to support the drafting of the food insecurity aspect of the new Surrey Food Strategy to be launched in January 2024. Three workshops were held to review the vision in the Strategy. The group has also identified a set of priorities in relation to addressing food insecurity and an action plan for implementation. These will be published with the Food Strategy in January 2024. For more information contact SarafrazShekary.Negin@surreycc.gov.uk

- SCC launched the Warm Welcome initiative on November 1st, 2023. This will run through winter. Currently 76 venues have been confirmed, which are a mixture of community venues and SCC libraries. These venues will offer a warm space to Surrey residents as well as Energy Advice Sessions (provided by Surrey Community Action), Citizen's Advice drop-in sessions as well as group activities. There will also be distribution of winter essential items at these venues. Warm Welcome venues have been chosen based on analysis of key neighbourhoods, high footfall reported in 23/23 pilot, and census data to ensure we are being as effective as possible. For more information contact warmwelcome@surreycc.gov.uk

Children, Young People and adults are empowered in their community

- The [ARC](#) funded Young People's Mental Health Peer Research Project has appointed a programme manager and has kicked off. With a multiagency steering group to include young people, the project will run for 12 months with neurodiverse young people, young carers and other young people who may be interested as advisers. Those who participate will report to the HWB Board, amongst others, with their recommendations for service change.

Access to training and employment

- Following our success in securing £1.8m of funding for Skills Bootcamps for 2023/24 (working alongside Hampshire County Council), SCC has now submitted a solo bid for £2.3m to deliver Bootcamps in 2024/25. If successful, this bid will enable hundreds of residents to access Level 3-5 training in the digital, cyber, gaming, green construction, retrofit and health and social care sectors. For those currently unemployed there is a guaranteed job interview at the end of the training course.

People are safe and feel safe

- SCC has launched an [Anti Victim Blaming Guidance](#), as part of our commitment to challenge and change victim blaming. Victim blaming is commonplace across agencies and has been recognised as a key barrier for victims and survivors to seek help, whilst also keeping perpetrators invisible, causing secondary victimisation from service provision. This guidance has been informed and created in partnership with practitioners and Surrey Survivor Steering Group, to shift the focus of blame, fault, and accountability, solely onto the perpetrators. For more information contact communitysafety@surreycc.gov.uk

-The perpetrator housing project 'Hope for Change' is now live and accepting referrals, with the main referral routes being Multi-Agency Risk Assessment Conference (MARAC) and Multi Agency Tasking and Coordination (MATAC). Other referrals are being considered on a case-by-case basis. For more information on this project and the below, contact communitysafety@surreycc.gov.uk

-A Surrey Domestic Abuse immigration project which has been accepted through the Safe Accommodation grants process is currently being mobilised and will go live remains imminent.

The benefits of healthy environments for people are valued and maximised

- Rethink Waste is being delivered by Surrey Environment Partnership (SEP), a collaboration between SCC and Greenredeem. Rethink Waste is a free scheme available to anyone living in Surrey, it offers a range of rewards for reducing waste. Residents are encouraged to sign up online and access a personalised dashboard that could be used to access relevant activities and resources and monitor the user's progress. By taking part and engaging with content users receive points, which can be used to enter competitions for exciting prizes like iPads and TVs, make donations to charities or local community groups, or support local schools. For more information contact emily.fifield@surreycc.gov.uk



IN THE SPOTLIGHT: No-one Left Behind Employment and Skills Network - update

Surrey County Council and partners have, through the No One Left Behind (NOLB) Skills and Employment Network, been taking several strides in the bid to support people who are farthest from employment to get into employment, through a number of interventions.

One is by commissioning a referral-based training programme to raise awareness of employment as a determinant of health and wellbeing. Engagement with referrers is currently underway to scope what training and the delivery methods would be most effective. This training aims to increase awareness of the wider health benefits of employment and encourage referrals.

Secondly, the NOLB Skills and Employment Network has piloted a Naturally Talented Me (NTM) programme, which is a talent-based recruitment platform to profile those looking for work in Surrey and provide a repository for employers to find candidates. Through this programme, over 140 residents with additional needs have completed profiles on the NTM platform. Going forward the Network will focus on matching these individuals with employers and encouraging employers to use the platform for recruitment.

Thirdly, the NOLB Skills and Employment Network is offering training to VCSE organisations in Surrey to upskill their staff in delivering employment support. This will target organisations supporting populations experiencing health inequalities and ensure that quality assured employment support is accessible to these residents.

Mace Group have been appointed as the facilities management provider and SCC are developing a social value-funded plan to deliver an access to work scheme. This was drafted November 2023 and will be implemented over the next 5 years.

SCC is, through the Individual Placement and Support in Primary Care (IPSPC) programme, supporting job ready residents with job searches and applications. A competitive grant award has been released in November 2023, with the evaluation and award in January 2024.

For more information contact: rebecca.brooker@surreycc.gov.uk



Chapters published in last Quarter: 1

	Chapters published
Priority 1	<p>Children and young people’s emotional wellbeing and mental health</p> <p>We have now published our strategy on children and young people’s emotional wellbeing and mental health. This strategy will also serve as the Joint Strategic Needs Assessment (JSNA) chapter for children and young people’s mental health and is underpinned by engagement from children, young people, their families, and the professionals who support them. It brings together partners from across Surrey including health, education, social care, the third sector and Mindworks Surrey to assess current strengths and what needs to be improved to support children and young people’s emotional wellbeing and mental health with an action plan that details how this will be addressed over the next five years.</p>

Planned JSNA chapters to be published by March 2024/ development started

	Chapters to be published
Priority 1 Page 55	<p>Substance use – Publication of full chapter scheduled for later in 2023. Visualisations of data surrounding substance use of adults and young people in Surrey were updated and published in June 2023.</p> <p>Multiple disadvantage (including those experiencing a combination of homelessness, domestic abuse, contact with the criminal justice system, with drug/alcohol and/or mental health issues) - Development started. The scope of the chapter has been extended and this will now be a multi-phase chapter. Phase 1 will focus on adults experiencing multiple disadvantage – this will be published in late 2023/ early 2024. Phase 2 will focus on children and young people and families experiencing multiple disadvantage and the transition between children and adults. This chapter is being coproduced with Experts by Experience.</p>
Priority 2	<p>Loneliness and social isolation – Development planned to start later in 2023.</p>
Priority 3	<p>Economy – Development started, the chapter is now being drafted.</p> <p>Housing and related support – Development started, the chapter is now being drafted.</p> <p>Community Safety – Development to start Autumn/Winter 2023</p> <p>Air quality – Development to start in early 2024/25</p>
Priority Populations	<p>See Multiple Disadvantage above</p>
Other	<p>Armed Forces and Military Veterans – Development planned to start in early 2024/25 following publication of relevant census data.</p>

NOTE: Latest Census 2021 analysis can be found [here](#) on [Surrey-i](#)

Healthwatch Insights – HWB Strategy Priority Populations

Carers: Luminus CIC holds the Giving Carers a Voice contract. During Quarter 2 we held many engagement events where we spoke to 279 carers and hidden carers, to hear their experiences, and to signpost to relevant services where needed/appropriate.



We are continuing to speak to carers who do not realise that they are carers, for example, one person told us: ‘ I’m his mum, so does that count? I’m not being paid to do this... If you hadn’t been here, I don’t know how long it would have been before the penny dropped [that I’m a carer]...’. Carers tell us that they feel invisible, one person told us: “No one there [at the GP practice] has ever asked me how I am as his carer. They always ask how he is but never me. They never ask how I’m coping.”

In line with Healthwatch Surrey’s report from 2021, [How people find advice and support to live well in the early years after dementia diagnosis - Healthwatch Surrey](#), we have continued to hear how alone people can feel when they or a family member is diagnosed with dementia. We have heard about the positive impact of dementia navigators; it is yet to be determined what the potential impact of the recent service changes will be.

People have told us about some of the challenges they experience with respite care, booking far in advance can be problematic; also some care homes have changed their provision and no longer offer a respite service. Carers tell us how vital it is to have a break from their caring responsibilities, and what a difference it has made to their own wellbeing if they are able to have someone sit with the person they care for while they have time for themselves.

We continue to hear feedback about the continence service – this has been an ongoing situation; our colleagues at Healthwatch Surrey have been hearing about issues since 2017. Some people have told us that they are only being offered incontinence pads rather than being offered the choice of pull up pads. We have escalated the issues regarding respite care beds in care homes and continence service to commissioners.

Older people 80+ and those in care homes: In September, Healthwatch Surrey published our report: [Enter and View Programme – effectiveness of feedback mechanisms in care homes - Summer 2023 - Healthwatch Surrey](#) Healthwatch have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch Surrey to meet people within health and care settings and allows us to identify what is working well with services and where they could be improved. Through a combined method of face-to-face Enter and View visits, paper questionnaires and an online survey, we received 135 pieces of feedback about care homes in Surrey, from residents, families and staff between May 2022 and June 2023. Our main focus was to find out about feedback mechanisms, as it’s vital that care home residents and their families feel able to speak out and have their voices heard.

On the whole, we found that a range of feedback mechanisms existed, and residents and their families were satisfied with how to feed back to staff at the home. Many of the residents who we spoke to told us that they would be happy to raise a concern with staff members, some would speak to the manager straight away, others would speak to their main carer or, in one particular home, the activities coordinator was often used to relay concerns. Two thirds of our family and friends survey respondents told us that, if they weren’t happy with their family member’s care, they were very confident in what to do and who to raise it with.

However, it is worth noting that half of our respondents had previously raised a concern. Of those who hadn’t previously raised a concern, around one in ten did not feel at all confident in what to do. Previous Healthwatch Surrey work shows that sometimes service users and their families are reluctant to complain due to fear of repercussions: [Healthwatch Surrey Adult Social Care insight December 2020](#) This corresponds to Healthwatch England’s findings. Healthwatch England research showed that fewer than half of those who experience poor care report it: [Healthwatch England Suffering in silence complaints summary](#). One of our respondents told us, when asked about raising concerns: “I did just that, often in several care homes over 10 years. Also advised CQC! Suffered as result and caused breakdown in relationship with management. Seriously chastised for contacting CQC, and for doing as CQC requested, “check with other relatives, to ask them to report their problems if they had any”. They did. Moved to another placement.”

In our survey, we also asked about satisfaction with their family member’s care at day, night and the weekends, well as awareness of personalised care plans. In the light of Covid -19 restrictions, we also asked about visiting arrangements; more detail on these questions is available on request.

For latest Healthwatch Insights Bulletin click [here](#)

Health in All Policies (HiAP): Progress as of November 2023 – Civic/System level activity only



What has been achieved this quarter in the HiAP programme:

Theme	Progress
Healthy Built Environments are Planned	<ul style="list-style-type: none"> - Health Impact Assessment Guidance Statement has now been published following its approval by the Prevention and Wider Determinant of Health Delivery Board in July. This guidance statement outlines Surrey County Council (SCC) Public Health Team's stance on Health Impact Assessment (HIA) in planning. It has been produced by the SCC Public Health Team and Spatial Planning Team. - Surrey County Council in partnership with Office for Health Improvement and Disparities, Districts and Borough in Surrey and other partners had the Health and Planning Development Day in November. The event was to inform the how SCC Public Health engage with Districts and Borough to further embed health into planning.
Healthy Transport Options are Available and Utilised	<ul style="list-style-type: none"> - SCC are developing Local Cycling and Walking Improvement Plans (LCWIP) across Surrey setting out a network of walking, cycling and wheeling routes. 6 Borough LCWIPs have been completed, in addition to 2 town centric LCWIPs. 3 further Borough plans are in progress, with the remaining 2 Boroughs due to commence shortly. All LCWIP plans will be completed by the end of 2024/25.
Healthy Streets Programme is Implemented	<ul style="list-style-type: none"> - Healthy Streets Design Guide is being used to design new schemes i.e. Local Cycling and Walking Improvement Plans, Local Street Improvement programme, public realm and Place Making schemes that form part of the Local Transport Plan 4
Air Quality is Improved	<ul style="list-style-type: none"> - Surrey Air Alliance has joined the Global Action Plan project together with other Local Authorities, as a founder member, to deliver a 'Clean Air Night' campaign to raise awareness on the impact of domestic burning on air quality. Funding has been provided by SCC Public Health. - Delivery of the Surrey Air Alliance Electric Vehicle taxi project (a successful Department for Environment, Food & Rural Affairs grant bid) to support change to electric taxi vehicles, is progressing slowly with advice being sought from procurement and legal. Delivery of this project is anticipated during 2024 and 2025.
Healthy Workplaces	<ul style="list-style-type: none"> - The pre-pilot of the Workforce Wellbeing Standards was completed in SCC Public Health Team and the findings shared with Public Health team. A working group has been set up to create an action plan.
Making Every Contact Count (MECC) Training and Development is Rolled out	<ul style="list-style-type: none"> - Overall MECC Train the Trainer (TtT) sign up - 53 course bookings to date. MECC TtT cohorts 1-3 delivered. Ongoing comms to promote programme / increase uptake. - Grant agreement extension for MECC Trainer post based in Surrey Community Action (SCA) agreed until 30 Sep 2024. - H&W Champions were also given the opportunity to complete Mental Health First Aid training and a One You Surrey stop smoking Advisor led a session in November.

Health and Wellbeing Board Communications Update

Communications delivering outcomes for Priority Populations – People with long term conditions, disabilities and sensory impairments/ Adults with learning disabilities and/or autism / Carers / Older People

Supporting people to live their best lives: A new campaign is getting underway aimed at encouraging people to “start a conversation that matters” and plan earlier for their future or help their loved ones to plan. The initiative, which the county council is running in partnership with Age UK Surrey, aims to encourage residents to have early discussions about their future care and support preferences and to plan ahead, including considering financial planning, to help prevent decisions having to be made at times of crisis which aren't then right for them or their families. Residents will be helped to understand the different options available, how to connect to support locally to stay independent and how to access information at the right time and place to make informed decisions. Overall, the campaign aims to improve residents' confidence to navigate the local health and social care environment. A new [Planning for your Future checklist](#) has been developed to help people understand the key things they need to consider when planning for a time when they are not as able or as well as they are now. As part of the initiative, Age UK Surrey is hosting a series of outreach events around the county. Further details of the events programme can be found on the [Age UK Surrey website](#), with more dates due to be added. Updates and findings on this campaign will be provided as it progresses.

National Braille Week: In September and for National Braille Week (9th – 15th October) the Surrey Coalition of Disabled People shared a [blog](#) about Coalition Board Member, Jane and her journey to creating her braille business. It was a very popular post on all social media channels and fantastic to share Jane's journey on setting up her braille business.

Communications delivering outcomes for Priority Populations – People with serious mental illness

World Mental Health Day: For World Mental Health Day the Surrey Coalition of Disabled People focus was to reflect on research projects their Mental Health Team have worked on recently, which focus on making a difference to the future of mental health services and improving care. This included sharing a [blog](#) about three of our recent research projects: Compassion In Crisis, In and Out and Pathways To Change.

Communications delivering outcomes for Priority Populations – people with drug/alcohol problems

Alcohol Awareness Week: Provided an opportunity to emphasise the importance of responsible drinking and encouraged individuals to make informed choices. Raising public awareness about the financial costs associated with alcohol misuse is a crucial step in this process. Engaging in open discussions, providing accurate information, and promoting sensible drinking habits, helping individuals make healthier choices and minimise the economic impact on their lives. We ran a digital media campaign linking people to the [drink coach quiz](#) on Healthy Surrey. During Alcohol Awareness Week, Drink Coach reported an over 600% increase in engagement compared to the previous week. A total of 91 completed the quiz, (31%) were identified as potential dependency. Further support was offered as a result of completing the quiz.



Launch of the Surrey Tobacco Control Strategy: As Government announced the proposal to change laws relating to smoking and creating a smoke-free generation, Surrey launched its [Tobacco Control Strategy](#), which was highlighted through social media and a media release generating local media coverage. The Govt consultation on the proposal to change smoking laws is now open. Please take a look and help support this opportunity to make a significant impact on the long term health of our residents [Creating a smokefree generation and tackling youth vaping - GOV.UK \(www.gov.uk\)](#). We highlighted stop smoking support through a Stoptober partnership campaign with our service provider One Your Surrey.



Communications delivering outcomes under Priority 1: Supporting people to lead healthy lives by preventing physical ill health

Childhood Vaccinations: Following a rise in measles cases, we used a multi-channel communications approach to raise awareness of vaccinations. We worked in partnership with NHS providers who delivered pop-up vaccination information events and additional vaccination sessions. We ran a digital marketing campaign targeting 19-25 year-olds with lower uptake through uncertainty created by 'Wakefield' MMR/Autism information.



Winter Health and Wellbeing Support: A partnership campaign that spans the Winter and provides health and wellbeing support to residents has been launched. The campaign will support residents by raising awareness of vaccinations, using the right service (NHS 111, Pharmacies), treating common winter illnesses mental wellbeing. In addition we will highlight wider cost of living support such as warm welcomes and accessing fuel payments. A 'Directory of Support' leaflet will be delivered to every household in Surrey from 6th November. The leaflet includes health and wellbeing information and a section with information for each of the 11 Districts and Boroughs. Further information for residents is available here [Health and welfare support - Surrey County Council](https://www.surreycc.gov.uk/health-and-welfare-support) ([surreycc.gov.uk](https://www.surreycc.gov.uk))



Get More Active Get Together Events: In September Surrey Coalition of Disabled People shared photos from our Get More Active Get Together Tree Canopy Experience at the Surrey Hills AONB Wood Fair through their [blog](#) and social media. The tree canopy experience social media posts were very popular and the TikTok video of the event did very well receiving 854 views.

Communications delivering outcomes under Priority 2: Supporting people's mental health and emotional well-being by preventing mental ill health and promoting emotional well-being

Sleep Campaign: Poor sleep quality can have a serious impact on mental health. We have launched a campaign, promoting tips to improve sleep, and highlights the Silvercloud CBT Therapy available for those suffering longer term insomnia. Our campaign targets specific populations such as shift workers and those with long term health conditions who are more likely to be affected by poor sleep. [Sleep | Healthy Surrey](#). We have also launched a survey to understand the sleep habits of Surrey residents [Sleep Survey - Surrey County Council - Citizen Space \(surreysays.co.uk\)](#)

Healthy Surrey website: Key Statistics Quarter 3 ([Healthy Surrey](#))

Visits: 21,434; 1,171 up on Last Quarter

Page views: 41,930; 2,825 up on Last Quarter

The top 4 pages visited are linked to the Talking Therapies page, followed by the home page, local mental wellbeing services, mental well-being and sexual health information and services pages. Note: SCC promotes mental health and sexual health support and through a range of marketing activities, including digital advertising, social media, and editorial coverage.

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Most popular pages

help Export

Title	URL	Page views % of total	Visits % of total
Talking Therapies Healthy Surrey	https://www.healthysurrey.org.uk/mental-wellbeing/local-services/talking-therapies	5,027 12.0%	3,755 17.5%
Healthy Surrey	https://www.healthysurrey.org.uk	2,504 6.0%	2,061 9.6%
Local Services Healthy Surrey	https://www.healthysurrey.org.uk/mental-wellbeing/local-services	1,880 4.5%	1,531 7.1%
Mental wellbeing Healthy Surrey	https://www.healthysurrey.org.uk/mental-wellbeing	1,724 4.1%	1,271 5.9%
Sexual health information and services Healthy Surrey	https://www.healthysurrey.org.uk/sexual-health	1,405 3.4%	1,176 5.5%

[More details](#)

Communications delivering outcomes under Priority 3: Supporting people to reach their potential by addressing the wider determinants of health



Get Online Week: The Surrey Coalition of Disabled People Tech Angels' project was the focus for Get Online Week this year. They posted a social media post with a powerful comment from a Tech Member: "It has already changed my life because I have been able to do things I couldn't do before". The social media post focused on how having access to the internet and technology can make such a difference to people's day to day living. They also used this opportunity to recruit for Tech Angel volunteers and shared our Tech Angels poster.

Back to Number 10! In early September, the Surrey Coalition of Disabled People shared a [blog](#) and social media post about their visit to number 10 Downing Street to campaign against the proposed changes to train travel. They had previously been to Number 10 Downing Street in February this year to hand in a petition to the Prime Minister against the proposed changes to train travel. It caught the attention of the media and they were interviewed by BBC Surrey, National BBC TV and BBC News.



Accessible Information Standard: Following on from Healthwatch Surrey's last report regarding the work relating to the Accessible Information Standard and meeting with Surrey Heartlands directors who have responsibility for communication, engagement and patient participation, they and two other organisations (Surrey Coalition of Disabled People and Sight for Surrey) have been invited to attend an 'Implementing Accessible Information Standard across Surrey Heartlands Working Group'. This is with Surrey Heartlands Patient Experience and Partnerships Associate Director and representatives from Hospital Trusts, NHS Community Services and medical practices. These organisations have been asked to start the meeting each with a presentation detailing the experience of someone impacted by the standard not being adhered to, ensuring the patient voice is a key part of this meeting.



Chief Medical Officer visits Surrey: Surrey County Council Public Health team welcomed the Chief Medical Officer for England, Professor Sir Chris Whitty, to share with him some of the key health challenges for our most vulnerable residents; people experiencing multiple disadvantage and [migrants](#). The afternoon was hosted by Guildford Action who are one of 11 Voluntary, Community and Social Enterprise organisations that provide the [Changing Futures: Bridge the Gap](#) specialist trauma informed outreach service.

Professor Sir Chris Whitty said, "Surrey faces some complex public health challenges, and it was useful to discuss these with the local public health team and see the excellent work they are doing. It was great to visit Guildford Action, meet such committed and knowledgeable staff and learn about the important work they do for people experiencing multiple disadvantage."