

# Highlight Report: March 2025

These [Highlight Reports](#) are published on the Healthy Surrey website after being reported to and discussed at the quarterly, public combined [Surrey Health and Well-Being Board/Surrey Heartlands Integrated Care Partnership](#) meetings.

They provide an overview of a selection of projects and programmes which directly support the delivery of the [Surrey Health and Well-being Strategy](#) with the priority populations. The reports also include the latest relevant data and insights, along with examples of collaboration to support communities experiencing the poorest health outcomes. They highlight the most recent opportunities for and challenges to the Surrey system. Lastly, they include an update on the progress of the [Joint Strategic Needs Assessment](#) and prevention communications.

Please circulate more widely in your own organisation and/ or include in your own e-bulletins or newsletters as appropriate.

If there are projects or programmes you would like to connect with, please use the contact details if they are provided in the report or email: [healthandwellbeing@surreycc.gov.uk](mailto:healthandwellbeing@surreycc.gov.uk).

## Community Vision for 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 Surrey system play in its delivery, the [Health and Well-Being Strategy](#) and Surrey Heartlands Integrated Care Strategy set out Surrey’s priorities for reducing health inequalities across the priority populations for the next 10 years. They identify communities that experience poorer health outcomes and who need more support. They also outline our collaboration to drive these improvements, with communities leading the way.

## Collaborative working

The following are examples of the work happening between HWB board organisations which are adding value and contributing to the achievement of the Strategy Priorities and Outcomes:

- The Multiple Disadvantage team have hosted Community engagement workshops in Reigate and Banstead, Mole Valley, and Epsom and Ewell for the Homelessness and Rough Sleeping project. These were well attended and offered a platform for local organisations to share their input on the

proposed service design. This engagement has refined the service model, ensuring alignment with transformational frameworks such as NHSE's Inclusion Health Framework, Surrey's Health and Wellbeing Strategy, the JSNA for Multiple Disadvantage, the One System Plan, and the Mental Health and Housing Protocol 2023 for Surrey.

- Primary Care Networks in HWB Strategy Key Neighbourhoods with low cancer screening uptake have been identified and work has begun on developing a profiling protocol.
- Clinical teams from two PCN Frailty Hubs in East Surrey have run a 'proof of concept' to refine the best model of care at the end of life for this population. A Clinical Nurse Specialist in Palliative Care from St Catherine's Hospice was allocated to each PCN. Data from the 'proof of concept' shows a reduction in the number of deaths in hospital and an increase in the percentage of people dying in their preferred place. Although St Catherine's and the Frailty Hubs will continue to work in an integrated way, a full roll out of the model is not possible under current financial constraints.
- Join up between the Mental Health: Prevention Board and the Best Start Board has begun to progress our priorities around parent and carer support and the impact this has on babies, children, and young people. This will include aligning project work and how outcomes and impact are measured in this area across the Surrey system.
- Collaborative work around the community resilience approach 'How are You?' led by Public Mental Health and Communities teams aims to roll out [5 ways to well-being](#) training and the ['How are you?' package](#) within the needs of specific geographic and other communities. The workforce wellbeing programme is one evidenced based intervention available (see 'Outcomes' section below). This includes developing community led approaches in North Guildford, Spelthorne Borough Council and Elmbridge.
- The Good Company's [Poverty Truth Commission](#) Celebration Event at the end of November was well attended by approximately 120 residents and representatives from local organisations. Feedback from attendees was very positive, with over three-quarters giving it an "excellent" rating and the remainder giving it a "very good" rating.
- 12 Surrey businesses have signed up to the More and Different programme (a national initiative to enable anchor employers to recruit and retain a workforce from their local community) to support their development of inclusive recruitment practices targeting the over 50 and those experiencing in-work poverty.

## Priority 1 Highlights

**‘Supporting people to lead healthy lives by preventing physical ill-health and promoting physical wellbeing.’**

**Chair – Prevention and Wider Determinants of Health Delivery Board:**

Mari Roberts-Wood, Managing Director, Reigate and Banstead Borough Council

**Programme Manager:** Sarah Wimblett, Policy and Programme Manager, SCC

## **In the spotlight – MECC Strategy 2024-2029**

The [Making Every Contact Count \(MECC\) Surrey Strategy 2024 to 2029](#) has been published on Health Surrey. [Making Every Contact Count](#) (MECC) is an evidence-based approach to behaviour change that leverages services’ everyday interactions to support individuals in making positive changes to their physical and mental health and wellbeing. This strategy sets out the vision, guiding principles and key priorities for MECC in Surrey over the next five years.

MECC supports the opportunistic delivery of consistent and concise healthy lifestyle information and enables individuals to engage in conversations about their health at scale across organisations and populations:

- For organisations, MECC means providing their staff with the leadership, environment, training and information that they need to deliver the MECC approach.
- For staff, MECC means having the competence and confidence to deliver healthy lifestyle messages, to help encourage people to change their behaviour and to direct them to local services that can support them.
- For individuals, MECC means seeking support and taking action to improve their own lifestyle by eating well, maintaining a healthy weight, drinking alcohol sensibly, exercising regularly, not smoking and looking after their wellbeing and mental health.

In addition to the continued roll out of MECC Level 1 training to 300 staff by March '25, bespoke MECC training packages are being delivered to staff across the Surrey system in:

- Alcohol
- Smoking
- Mental wellbeing
- Fuel Poverty
- Food & wellbeing for carers of people with learning disabilities and/or autism

A post-training support package is in development to embed the MECC approach. The MECC strategy underscores Surrey’s commitment to embedding prevention and health improvement at the heart of the ICS by creating a culture where every interaction, regardless of setting, is an opportunity to positively influence health and wellbeing.

## Outcomes

### 1 People have a healthy weight and are active

- Government funding for Active Surrey's Holiday Activity and Food programme, which targets children in receipt of free school meals, has been extended. This means there will be around 60,000 fully funded holiday play scheme places for children on FSM during the main school holiday periods from Easter to Christmas. Funding beyond this is uncertain.
- Active Surrey have piloted five Behaviour Change training sessions since November 2024 for a total of 59 healthcare professionals and volunteers. 100 percent of trainees strongly agreed or agreed that they felt more confident in their ability to have a conversation with someone about being more physically active. 100 percent of trainees strongly agreed or agreed that they were more knowledgeable about the barriers people may face to being active and how they can support people to overcome them.
- A weight management steering group has been established with membership across Surrey Heartlands ICB, Primary Care and Public Health. A Food Partnership has also been established between local authorities, children's services, the voluntary sector and food banks.
- Webinars on 'Food & wellbeing in pregnancy and the first 1000 days' and 'What influences eating behaviour in 13- to 17-year-olds in Surrey' are ready for delivery and will be available on Healthy Surrey in April.
- Surrey's breast-feeding service has achieved a UNICEF Baby Friendly Initiative Gold award based on a set of interlinking evidence-based standards for maternity, health visiting, neonatal and children's centres services.

### 2 Substance misuse is low (drugs/alcohol & smoking)

- In addition to [One You Surrey](#), a new stop smoking service is being procured for Gypsy, Roma and Traveller people, people who are experiencing homelessness, asylum seekers and refugees. This inclusion health model will provide specialist stop smoking support that is accessible for these communities.
- To address the needs of routine and manual/shift workers, who have higher rates of smoking than the general population in Surrey, a Smoke Free App has been commissioned that provides 24/7 access to a stop smoking adviser and up to 12 weeks of behavioural support and nicotine replacement therapies.
- Research by Solutions Research and Surrey Minority Ethnic Forum (SMEF) into the barriers experienced by priority populations to accessing stop smoking support services has been mapped against the COM-B Behaviour Change model and findings will inform future campaign materials and stop smoking interventions.
- The [Surrey Combating Drugs Partnership annual progress report](#) has been published on Healthy Surrey. It shows that the proportion of people in treatment has increased, those engaged in treatment who are making significant progress has grown from 2022/23 to 2023/24 and is better than England and Southeast region, while those dropping out has

decreased. There has been an increase in adults who have a mental health need at the start of substance use treatment and still have an unmet need when they leave treatment. The proportion of prison leavers with substance use issues who successfully engaged in treatment within three weeks of leaving prison has increased but is lower than the national average. Surrey has seen a decline in hospital admissions for drug use.

### **3 The needs of those experiencing multiple disadvantages are met**

- A county-wide Housing Solutions Forum has been set up with an ambition to offer a minimum of two units per district and borough to meet the needs of clients who experience multiple disadvantage with no housing pathway.
- Following partnership work between Surrey Adults Matter and HMP Wandsworth, an improved release planning process has reduced reoffending rates and detainment under the Mental Health Act.
- The Changing Futures Programme to improve outcomes for people experiencing multiple disadvantage has secured funding from the Ministry of Housing, Communities and Local Government (MHCLG) and the [National Lottery Community Fund \(NLCF\)](#) and Household Support Fund (HSF6) for 2025/2026. Surrey's eleven VCSE organisations, which deliver the Changing Futures/ Bridge the Gap Service, are also actively seeking external funding.

### **4 Serious conditions and diseases are prevented**

- Three 'Sugar Sense' events have been delivered since November '24 by Surrey Minority Ethnic Forum's Core20Plus5 Connectors to educate children and young people about the prevention of Type 2 Diabetes.
- The Healthier You NHS Diabetes Prevention Programme (NDPP) is targeting its outreach to low-uptake GP practices in HWB Strategy Key Neighbourhoods by identifying barriers, improving engagement and integrating into community networks (including Core20Plus5 Connector events).
- A full roll out of the Ardens Data Management System is underway following the successful completion of a test phase, which will support the delivery of Surrey's Cardiovascular Disease (CVD) prevention plan including increasing uptake of health checks for priority populations.
- A Luminous survey to explore barriers and motivators for flu vaccine uptake amongst care home staff is now open [Care Home Workers - Flu Vaccine](#).
- A webinar on HIV and stigma was delivered to Adult Social Care and primary care on World Aids Day on December 1<sup>st</sup> '24.

### **5 People are supported to live well independently for as long as possible**

- The Accelerating Reform Fund (ARF)-funded pilot specialist social prescribing service to support people on probation by connecting them to their communities and addressing health inequalities is operational and has been accepting referrals since January. Social prescribing link workers are employed by the VCSE and co-located within the Guildford Probation Service.

- A further pilot, funded by the ARF, is in development for a social prescribing service within A&E. Social prescribing link workers will be co-located with the hospital social care team at the Royal Surrey. Referrals will begin in April.
- Support for unpaid carers in vulnerable communities is a priority for the Carers Team in 2025/26. The team are working with Action for Carers and Luminus to ensure that the information provided is appropriate and accessible.
- Carer wellbeing leads have been identified within Surrey's hospices. Work will begin in early 2025 to improve their knowledge around unpaid carers and the support available.
- The Carers Dashboard continues to be reviewed as it develops. However, barriers to sharing data between LAS and the ICB is hindering development.

## Priority 2 Highlights

**'Supporting people's mental health and emotional wellbeing by preventing mental ill-health and promoting emotional wellbeing.'**

### **Co-chairs of Mental Health: Prevention Board (MHPB):**

Professor Helen Rostill, Deputy Chief Executive Officer, Surrey and Borders Partnership (SABP) NHS Foundation Trust and SRO Mental Health, Frimley ICS Lucy Gate, Principal, Public Health and Communities, SCC.

**Programme Manager:** Jason Lever, Policy and Programme Manager, SCC

### **In the spotlight – Mentell Surrey**

In England, the male suicide rate remains 3 times higher than the female rate, with Surrey data showing that 28% deaths are female and 72% are male. The most common age group was 45–59-year-old men. It is also recognised that men are less likely to access to help and support.

Public Health commissioned Mentell, a VCSE based in Stockport, to provide a men's mental health awareness campaign and online peer support circles to men living and working in Surrey. The focus is to reduce male suicides and offer safe and confidential spaces for men (18+) to talk, free from advice and judgement.

Mentell Surrey runs weekly peer to peer support groups. 171 men signed up as members in Surrey to access support from Mentell, of whom 47% are 40-59-year-old men. 215 partner organisations, including GPs, clinics, dentists and hairdressers, also signed up to receive information.

Mentell offers several awareness campaigns to reach the men local to Surrey, one being Turn Your Bar Blue, through which 125 bar and pub venues have signed up as willing to display Mentell marketing materials for the first week of each month. Men in the local community are six times more likely to attend Mentell in areas where this is

an active presence, and this is the route for almost half of men finding Mentell Surrey.

Evaluation of the impact on men who regularly attend a Mentell circle is that this will statistically improve their sense of wellbeing on average by 45%. Their average SWEMWBS score (a short version of the [Warwick–Edinburgh Mental Wellbeing Scale](#)) before they attend a Mentell circle was 19.8 (out of a possible 35 points), placing their wellbeing in the bottom 15% of the UK population. That same group of men jumped past the top 75% of UK population norms after attending 10 Mentell circles registering an average SWEMWBS score of 28.5.

The full impact report can be read at: [Mentell Surrey report](#).

## Outcomes

### 1. Adults, children and young people (CYP) at risk of and with depression, anxiety and other mental health issues access the right early help and resources

- A whole Surrey [gambling harm awareness digital campaign](#) ran in the pre-Christmas period, and for two weeks in January; its pages on Healthy Surrey were improved to add more support services; and it's been agreed for a whole system approach to be piloted in Runnymede.
- For implementing a new Place-based integrated needs-led adult community mental health offer, pilots have started for Place-based partnership integrated multi-specialty teams in Surrey Downs and Surrey Heath. New contracts are being set up for VCSE partners delivering services within SABP's One Team Core Community Offer.
- Scoping work took place with ICB Places on promoting the [First Steps](#) (Phoneline, SMS and email) service offer, drawing on a new video of a GP promoting the service.
- A new Suicide Prevention Strategy process for joint working with Adult Safeguarding has been developed.
- 60 people completed safeTALK suicide alertness training, as part of funded emergency counselling provision for identified CYP, to improve responses to suspected suicide and attempted suicide.

### 2. The emotional well-being of parents and caregivers, babies and children (CYP) are supported

- An options paper to reduce repeat removals of babies due to safeguarding was presented to the Best Start Board, including a video made by women with lived experience. The Board gave direction for the business case that is underway led by the wider stakeholder group.
- The Southeast Cyber Crime Unit has co-delivered a training session around online safety with the Lucy Rayner Foundation in Surrey Schools.
- Specification work is advanced on a Trauma Informed approach for staff working with CYP at the County Council and SABP, including piloting a workforce survey across key, targeted and early intervention services.

- There is work underway with key social care staff to embed a triage system for supporting CYP at risk of self-harm or suicide.

### **3. Isolation is prevented and those that feel isolated are supported**

- The value of nature-based wellbeing was raised in the Green Health & Wellbeing programme by filming a men's mental health campaign showing role of community gardens.
- Surrey Wellbeing Partnership was commissioned to offer two green social prescribing opportunities for young people on neurodiversity assessment waiting lists through their partnership members.
- Horsell Common Preservation Society changed its charity articles to include wellbeing support, in advance of the Green Health & Wellbeing programme project to create a co-designed, community green space on site.

### **4. Environments and communities in which people live, work and learn build good mental health**

- Campaign was delivered for take up of [Five Ways to Wellbeing](#) booklet and toolkit, including paid ads, by Public Health MH team working with Mindworks and SABP.
- Small businesses are now being signed up to the [Workforce Wellbeing Programme](#) (with tailored materials now available), following first phase for medium and large businesses). A programme for micro businesses is in plan for 2025/26 year.
- Andy's Man Club launched both Elmbridge and Staines Men's Pit Stops in February, with support from the County Council Communities and Prevention Team. These provide men's confidential group support around mental health.
- Making Every Contact Count (MECC) for mental health training has been delivered with very positive feedback and will continue into spring 2025.
- A collaboration has been agreed with Sport England's universal place offer with Surrey's [5 ways to well-being](#) community offer to improve physical activity of those with mental health needs.

## **Priority 3 Highlights**

**'Supporting people to reach their potential by addressing the wider determinants of health.'**

**Chair – Prevention and Wider Determinants of Health Delivery Board:**

Mari Roberts-Wood, Managing Director, Reigate and Banstead Borough Council

**Programme Manager:** Jane Soothill, Policy and Programme Manager, SCC

### **In the spotlight – East Surrey Poverty Truth Commission**

The [Good Company's](#) Poverty Truth Commission (PTC) Celebration Event at the end of November was well-attended by approximately 120 residents and



representatives from local organisations. Feedback from attendees was very positive. Cllr Trefor Hogg took the pledge publicly saying:

*“I want to talk to everybody here as someone who grew up in poverty. We have to all work on tackling the causes of poverty, as well as treating the ‘disease’ itself. I’m really delighted to sign the pledge as County Councillor of Camberley East, as Chairman of the Old Dean Community Group, which runs the foodbank, and as an individual.”*

12 of the organisations who attended expressed an interest in signing the End Poverty Pledge. 10 said they would be interested in running a Poverty Awareness Training Workshop. Those who attended the event also made specific pledges, in response to listening to the Poverty Truth Commissioners:

*“Link up with other housing associations to fund healthy relationships programmes for schools.”*

*“If we make a referral to another service, make sure we support the client through this and introduce them, rather than doing it cold.”*

*“Include those we work with in a meaningful way in the design and delivery of all our activities.”*

The Good Company will continue to work with the Poverty Truth Commissioners to implement and embed the key recommendations from the PTC, which include:

- Developing a healthy relationships education resource for schools and youth projects.
- Establishing a coordinated system for making online referrals.
- Promoting our poverty awareness training workshop to local agencies.
- Encouraging more community hubs and other safe spaces.
- Planning and running an awareness campaign to highlight local mental health care support.

### **End Poverty Pledge Resources**

There have been 18 signatories to the [Good Company's End Poverty Pledge](#) since the Health and Well-being Board signed in July 2024. There is a [resources page](#) on the Good Company website to help organisations enact their pledge commitments around Culture, Leadership and Accountability. Organisations that have taken the End Poverty Pledge can sign up to be sent a link to the [Poverty awareness training video](#) and an online self-assessment form.

### **Outcomes**

#### **People's basic needs are met (food security, poverty, housing strategy)**

- After signing the End Poverty Pledge, Surrey County Council's community-led Poverty Action Plan is in development. The [Surrey Health Determinants](#)

[Research Collaboration](#) (HDRC), having just received confirmation of 5 years funding at the beginning of this year, will be developing an approach to research into community needs that will steer the action plan. This will involve working with new and existing lived experience groups to better understand the impact of poverty and inform interventions and policies to prevent and mitigate its effects. Other actions being taken include revisions to the SCC Equality Impact Assessment Hub resources and training to ensure socio-economic disadvantage is comprehensively considered; enactment of [Section 1 of the Equality Act](#) (the duty of public bodies to recognise socio-economic status in decision making) being folded into the development of the SCC Equalities Framework.

- 868 Home Energy Advice Team (HEAT) surveys have been completed since the launch of the scheme in November 2023.
- An SGN extension funding bid has been submitted for 2025/26 to ensure that projects under the Fuel Poverty Programme can continue. The programme will be transitioning from the Design and Transformation directorate at the end of March. Details on where the programme will sit as a BAU service is to be confirmed.
- 22,019 residents attended a Warm Welcome venue in November and December '24 and visitor numbers are projected to exceed last winter.
- The Fuel Poverty programme is funding two Energy Advisors at Surrey Community Action (SCA) and an Energy Support Officer at The Surrey Coalition of Disabled People. These posts are making a tangible difference to the lives of some of Surrey's most vulnerable residents over the winter period.

### **Children, young people and adults are empowered in their communities**

- [Your Fund Surrey has awarded more than £1.1m to the Stanwell Events Acorn Project.](#) The funding will be used to extend an existing community building in one of the HWB Strategy Key Neighbourhoods to create an open-plan space for local organisations who support vulnerable residents, including the food bank, Citizens Advice, Surrey Police and the housing association.
- Weave Associates, who have been commissioned to lead a mapping exercise across Surrey to measure interest in setting up micro enterprises at place, have conducted 63 interviews with micro providers and 15 interviews with recipients of Direct Payments.
- More than 200 VCSE organisations have signed up to SCC's Asset Network through their local CVS.
- The Surrey Education Partnership (SEP) Board met on February 10th to begin the development of the Surrey Education and Lifetime of Learning Strategy action plan. Recent proactive developments in the planning and delivery of implementing the strategy is providing a programme of joint activities across the partnership. The event was attended by a range of strategy partners and presentations were delivered by Education, Access, Quality and Improvement together with Post 16 Phase Council, User Voice and Participation, and The Good Company. Joint action planning sessions have created the initial goals and activity for the plan. The focus continues to be centred on the priority to address the educational outcomes in Surrey for

children who are disadvantaged. The Board is using the strategy priorities to approach the role of education as a wider determinant of health across the life course, recognising the importance of developing a joined-up approach to addressing the needs of underserved learners from early years through to further education and employment.

- The introduction of the 'clinic in a box' initiative by the Sexual Health Outreach team as part of the Teenage Pregnancy Prevention Action Plan enables clinical services, such as testing and contraception, to be delivered in outreach locations including children's residential homes.
- Public Health and Surrey Heartlands ICB have been successful in a bid to the Surrey Academic Health & Care Partnership Committee for the Energise Fund for a project to fund long-acting reversible contraception (LARC) training and menopause training for primary care clinicians in areas of need where there are low numbers of LARC fitters, including HWB Strategy Key Neighbourhoods.

### **People access training and employment opportunities within a sustainable economy**

- The Connect to Work programme is the new supported employment programme being overseen by the Department for Work & Pensions (DWP). This is being rolled out across the country and led by local authorities. The current target for the programme to go live is June 2025. The programme will support disabled people, people with health conditions and other complex barriers to employment, helping them to get into and on in work. [Further information on Connect to Work is available here](#) and further information on the Surrey approach will be provided soon.
- Work Wise has been running in Surrey since April 2024 in partnership with community providers Get Set UK, Waythrough (previously Richmond Fellowship Trust), Surrey Choices, Surrey Welfare Rights Unit and Citizens Advice. It is estimated that since its launch Work Wise has supported over 1,000 people in Surrey and northeast Hampshire to remain in employment or secure new employment. However, Connect to Work will supersede Work Wise (IPSPC) and Work Wise will not be accepting new referrals after 28<sup>th</sup> February. Learning from Work Wise will inform the development of Connect to Work to ensure continuity with the Work Wise (IPSPC) and Work Well programmes.
- Work Well coaches are now in post in Epsom & Ewell and Spelthorne borough councils and in primary care networks. Active Surrey have commenced delivery of Work Well's Physical Activity Advisor service.

### **People are safe and feel safe (community safety including domestic abuse and safeguarding)**

- Partners are working to develop membership and a Terms of Reference for the new Community Safety and Prevention Board. The board will be chaired by the OPCC who are working with partners to coordinate the new governance structures. Alongside its core membership, the board will include

a supporting membership that will ensure it is responsive to Surrey's community safety needs. The OPCC are considering how best to continue to represent the voices of lived experience within the broader community safety landscape.

- A refreshed [Domestic Abuse Support in Safe Accommodation Strategy 2024 to 2027](#) has been published on Healthy Surrey, which supports delivery of the duty placed on Tier 1 Authorities by the Domestic Abuse Act 2021 to provide appropriate support to victims of domestic abuse and their children that need to reside in safe accommodation.

**The benefits of healthy environments for people are valued and maximised (including through transport and land use planning).**

- Surrey Heads of Planning have agreed a Health Impact Assessment (HIA) MOU, and Neighbourhood Planning Guidance is due for publication soon.
- The HWB Strategy Index and Scorecard was presented to the Health and Planning Forum in February. The group recognised the role this could play in reviews of their Local Plans and suggestions were made regarding additional indicators that could be added such as access to green spaces.
- In February a co-design session was held for community partners involved in the development of Horsell Common's green space for health. The build of the co-designed space will be led by Volunteer It Yourself and will deliver City & Guilds trade accreditation for young people not in education, employment or training (NEET).
- Phase 2 of the Digital Demand Responsive Transport (DDRT) roll out is underway. The number of DDRT buses in operation has increased from 20 to 28.

**Data and insights:**

***HWB Strategy Index and Scorecard***

**Health and Wellbeing Strategy Index Scorecard update (since September 2024; will be delivered quarterly from March 2025) shows some areas of improvement across the county but indicators against some outcomes show a decline.**

**Indicators showing an improvement in outcomes**

Runnymede and Woking results against some outcome indicators are no longer worst in the county.

There has been a **slight improvement in life expectancy in Surrey** in the latest data (2021-2023) in line with the South East (however with a **10-year gap in life expectancy** for males between wards across Surrey and a **12-year gap** for females based on most recent data).

Smoking status for women at the time of birth (good to be low): **Surrey result has improved from 5.7% to 4.6%.**

Proportion of people with learning disabilities (aged 14+) having complete range of physical health checks in the 12 last months (good to be high): **Surrey result has improved from 73.9% to 80.2%.**

Suicide rate (standardised rate per 100,000 persons aged 10+) (good to be low): **Surrey result has improved from 9.5 to 8.8 out of 100,000 in the population.** (Best: Tandridge, 6.7; worst: Mole Valley, 9.8 (but reduced from 13.7)).

Patients who felt the healthcare professional recognised or understood any mental health needs during their last general practice appointment (good to be high): **Surrey result has improved by from 81.9% to 84.7%** (best: Waverley, 89.3%; worst: Surrey Heath, 81.0%).

Proportion of children receiving 2-and-a-half-year check with their Health Visitor (good to be high): **Surrey result has improved from 72.5% to 84.1%.**

Proportion of children (aged 0-19) in relative low-income families (good to be low): No significant change at Surrey level but **worst PCN (Woking Wise 2) has improved from 14.47% to 12.64%.** The worst ward was Canalside at 24.4% but is now Bellfields & Slyfield at 21.47% (both HWB Strategy Key Neighbourhoods).

Rates of households owed a homelessness duty (per 1,000 households) (good to be low): **Surrey result has improved from 7.0 to 3.2** (best D&B: Surrey Heath, 1.3; worst D&B: Reigate & Banstead, 3.9).

Rate of anti-social behaviour incidents (per 1,000 population) (good to be low): **Surrey result has improved from 13.1 to 11.7.** Best district & borough: Waverley, 8.0; best ward: Farnham Bourne, 1.8; best PCN: East Elmbridge, 7.0. Worst district & borough: Epsom & Ewell, 16.7; worst ward: Staines, 40.7; worst PCN: SASSE 3, 19.4.

Walking at least once per month for travel (good to be high): **Surrey result has improved from 44.2% to 48.8%** (best: Epsom & Ewell, 56.9%; worst: Surrey Heath, 39.7%).

### **Indicators showing a decline in outcomes**

**Spelthorne** still has the highest number of outcome indicators where results are poorest (18).

**SASSE 3 PCN** has the highest number of outcome indicators where its results are poorest (8).

Despite a slight increase in life expectancy in Surrey, **there has been a significant decline in healthy life expectancy of 2.1 years for males, from 67.8 to 65.7 years) and 3.2 years for females 69.7 to 66.5 years).** This is in line with decreases in the South East.

There has been a **decrease in the percentage of adults with a learning disability who are in stable and appropriate accommodation from 77.4% to 75.2%.** Surrey is now 3.5% below the percentage in South East.

Adults who are physically active (doing at least 150 minutes of moderate intensity activity in the past week) (good to be high): **Surrey result has worsened from 69.9% to 69.2%**. Highest and lowest district & borough remain the same. Best: Elmbridge, 75.3%; worst: Epsom and Ewell, 74.5% (an increase from 62.3%). The worst PCN is SASSE 3 at 61.8%.

Adults who are physically inactive (doing less than 30 minutes of moderate intensity activity in the past week) (good to be low): **Surrey result has worsened from 19.5% to 20.2%**. Highest and lowest results district & borough remain the same (best: Tandridge best, Epsom and Ewell worst).

Proportion of young people aged under 18 supported through NHS-funded mental health with at least one contact (good to be high): **Surrey result has worsened from 5.5% to 5.0%**.

Proportion of people with severe mental illness having complete range of physical health checks in the 12 last months (good to be high): **Surrey result has worsened from 63.4% to 61.3%**. The best PCN was Cobham and Oxshott, 75.0%; worst was Integrated Care Partnership PCN, 36.4%.

Unemployment benefit (Jobseekers Allowance and out of work Universal Credit claimants as proportion of the resident population aged 16+) (good to be low): **Surrey result has worsened from 2.0% to 2.35%**. Best district & borough: Waverley, 1.95%; worst district & borough: Spelthorne, 3.43%. Best ward: Chaldon, 0.48%; worst ward: Ashford Town, 4.72%. Best PCN: Woking WISE 1, 1.60%; worst PCN: SASSE 3, 4.09%.

Youth unemployment (young people aged 18-24 receiving Jobseekers Allowance or Universal Credit – proportion of the resident population aged 18-24) (good to be low): **Surrey result has worsened from 1.81% to 2.93%**. Best district & borough: Guildford, 1.66%; worst district & borough: Spelthorne, 5.04%. 15 wards at 0.0%; worst ward: Old Dean, 8.21%.

Cycling at least once per month for travel (good to be high): **Surrey result has worsened from 8.1% to 6.9%**. Best: Elmbridge, 13.0%; worst five district & boroughs (an increase from four) report 0% (Reigate & Banstead, Runnymede, Surrey Heath, Mole Valley and Tandridge).

Proportion of residents accessing additional borrowing (good to be low): **Surrey result has worsened from 30.4% to 34.3%**. Best: Waverley, 20.5%; worst: Spelthorne, 38.1%.

Proportion of Residents willing to work with others to improve their local area: **Surrey result has worsened from 79.5% to 76.7%**. Best: Guildford, 83.3%; worst: Epsom and Ewell 72.8%.

**(NB: Not all indicators have new data for last 2 quarters since September 2024 Scorecard was presented. There are significant time lags on some data).**

A collaborative group from SCC Public Health, Spelthorne Borough Council, North West Surrey ICS Place, Surrey Heartlands ICS and Active Surrey are meeting to address the needs identified in the HWB Strategy Index Scorecard for Spelthorne, focusing on diabetes, alcohol-related hospital admissions, smoking prevalence in routine and manual workers, healthy eating/food insecurity, poverty, anxiety, mental health care needs going unrecognised by healthcare professional at last GP appointment (GP patient survey), proportion of children in relative low income families and those struggling to pay essential bills. An action plan is being developed and support for implementation by the HWB Board / ICP will be sought.

***The following insights relate to recommendations from the recently published JSNA chapter – Armed Forces Community***

The JSNA [Armed Forces Community](#) highlights 14 recommendations to improve outcomes and address inequalities for the Armed Forces community. These include: recognising the Armed Forces community as a priority population within Surrey’s HWB Strategy; ensuring services are aware of the unique obligations of Service life and the issues the Armed Forces may face; improving the identification of members of the Armed Forces community; improving data collection to ensure members of the Armed Forces community are not being disadvantaged as a result of their service; ensuring the Armed Forces Duty of ‘due regard’ is reflected within all system partners’ policies, plans and strategies, including health; and ensuring children and young people in education are not disadvantaged by their parents’ service.

***The following insights are from Healthwatch Surrey, Giving Carers a Voice and Combating Drugs Partnership Public Involvement, and delivered by [Luminus](#), shining a light on what matters to people:***

**Priority Populations**

This quarter, much of Luminus’s work has focussed on helping to improve access and communications. Luminus regularly hear from residents find navigating health and care services confusing, and some people in our priority populations can find changes to ways of accessing healthcare particularly challenging, exacerbating the risk of inequality. In line with the government’s recent call for ‘Power to the Patient’, Luminus are seeking ways to improve the information available to local people to help them navigate the system and ensure information they receive is accessible to them.

Some priority populations (refugees and asylum seekers and adults with learning disabilities and/or autism, for example) do not understand the role of GP practices within the NHS. The co-produced [‘What do I need to know about GP practices?’](#) is an accessible guide to seeking healthcare advice from general practice.

A new Healthwatch Surrey project is exploring whether general practice is meeting the needs of people who are experiencing domestic abuse within the county, and what improvements can be made to better meet these needs.

Healthwatch Surrey have also produced [a video that highlights the importance of the Accessible Information Standard](#) and the impact on priority populations when this is not adhered to. The video features a teenager, who is neurodiverse, and her mum talking about two recent visits to a Surrey hospital.

In a forthcoming project, Healthwatch Surrey will be hearing about the challenges faced by adults with learning disabilities and/or autism trying to access emotional wellbeing and mental health support.

A [report on the experiences of unpaid carers who have relatives and friends living in residential and nursing care homes](#), including dementia specialist care facilities, highlights themes that are important to unpaid carers who have relatives or friends living in care homes:

- Regular communication
- Feeling that they are part of the caring team
- Access to care home management when issues arise
- Involvement in care planning
- Involvement in activities and outings
- Meeting personal preferences.

In September 2021 Healthwatch Surrey published [Carers' experiences of hospital discharge](#), which found that over half of carers felt that their views were not taken into account nor felt consulted in discharge plans. Over three quarters of respondents felt they weren't signposted to support for unpaid carers. Three years on, looking at the involvement of Surrey's unpaid carers through the lens of care homes, it appears there is still some way to go to ensure that the invaluable support that unpaid carers can offer is fully utilised and supported by the Surrey health and care system.

## JSNA update

**Chapters published:** four new chapters have been published in the last quarter.

### Priority 1:

A new JSNA chapter on [Food and Health](#) was published in January 2025. This builds on the work of the Surrey Whole System Food Strategy and explores the complexities of the food system in Surrey which involves many stakeholders and faces significant challenges such as rising food poverty, increasing reliance on food banks, natural resource depletion, and the effects of climate change, including declining soil and air quality. The cost of agricultural commodities, driven by global gas prices, has added new layers of difficulty. Obesity has emerged as a major public health concern in recent years with approximately 1 in 4 adults and 1 in 5 children aged 10-11 living with obesity. This places a significant burden on the NHS and is the second leading preventable cause of cancer and a major risk factor for other serious conditions, including diabetes, heart disease, respiratory issues, and musculoskeletal problems, also affecting mental wellbeing (particularly in children).



A new JSNA chapter on [Tuberculosis](#) (TB) was published in January 2025. The chapter looks at how TB service provision in Surrey meets the needs of residents. The chapter highlights that whilst the rates of TB in Surrey are relatively low, in recent years the disease has become more common and cases more complex. The chapter was developed with the support of and alongside TB service providers, primary care, health service commissioners, health protection experts and TB patients. Findings will be used to improve TB services in Surrey.

### **Priority 3:**

A new JSNA chapter on [Economy](#) was published in January 2025. The chapter sets out the clear role that the economy plays in determining the health and wellbeing of residents, including employment opportunities, developing new skills, individual finances, availability and access to services, and connectiveness. This is explored through the two lenses of 'place' and 'people'. The chapter is published alongside an interactive Tableau dashboard that includes views of the available data at a Strategic Towns level.

A new JSNA chapter on [Community Safety](#) was published in February 2025. Community Safety is an area of work concerned with protecting people, individually and collectively, and their quality of life, from hazards or threats that result from the criminal or anti-social behaviour of others. The chapter highlights that the range of behaviours and interventions that can be defined as falling within community safety are hugely varied and are too complex for one single agency to tackle. A collaborative approach across Police, Fire and Rescue services and local authorities is required. The chapter makes several recommendations related to further work in this area and also commissioning of services.

The chapter is published alongside an [interactive Tableau dashboard](#) allowing further exploration of relevant datasets.

### **Other population groups**

A new JSNA chapter on the [Armed Forces Community](#) was published in December 2024. This focuses on the Armed Forces community based and living in Surrey and their specific needs and covers education, employment, healthcare and housing provision. This JSNA has been an important piece of work to understand the challenges faced by this community and opportunities to support these challenges and draws on a wide range of data available, as well as experience from agencies and charities across the system.

### **Chapters updated**

[The Surrey Context: People and Place](#) has now been updated and was published in January 2025. The chapter and associated dashboards have been updated to include the latest census data available.

## Chapters in progress:

Six JSNA chapters are currently in progress.

### Priority 1:

**Sexual Health** – this is being developed as two separate JSNA chapters focusing on Contraception and STIs respectively. Work on these chapters started in Autumn 2024.

### Priority 2:

Updated information will be reflected in chapters developed and updated in 2025.

### Priority 3:

**Air quality** – development of this chapter started in October 2024.

**Transport** – development work on this chapter commenced in Autumn 2024.

### Priority Populations:

**Unpaid carers** – development of this chapter started in Autumn 2024.

## HWB Board Communications Group update

### Priority Populations

#### Carers and young carers

It was reported last quarter that Luminus carried out a number of pieces of engagement including talking to over 40 unpaid carers who completed a survey and five carers provided in-depth case studies of their experiences of being the unpaid carer for someone who now lives in a care home. The report is now published, which helps us to understand how unpaid carers contribute to better outcomes for people they support and how care homes can work better with them: [Identifying, involving and supporting unpaid carers who have a relative or friend in a care home](#).

Surrey County Council is now developing a toolkit for good practice in care homes to support carers and their families.

#### People with drug and alcohol problems

Engagement - The Combating Drugs Partnership Public Involvement spoke to 108 people about the service and 52 individuals shared in-depth experiences with them. The common themes for this quarter were:

- Education: the importance of informal delivery of information and advice
- Neurodiversity: not being in mainstream school settings and generally not 'fitting in' at school

- Culture: normalisation of substances at home and at work.

Alcohol Awareness Campaign – the County Council ran a social media campaign supporting people to recognise and modify their alcohol intake. Over **1100 people completed the [Drinks Coach Quiz](#)** during the campaign compared to 51 the previous month.

### **People with long term health conditions, disabilities or sensory impairments**

Surrey Coalition of Disabled People has supported residents with communications around **Access to Food**. Throughout winter they focused on sharing cost of living support with their members using the Access to Food animation and through social media channels and newsletters.

Access to Food provides funding to people struggling with the cost of living who may also have difficulty, due to disability or a long-term health condition, getting to their local food bank. The scheme covers the cost of a taxi to a local food bank. The Access to Food web page has been popular on their website throughout the winter months.

### **Household Support Fund**

Continuing with focusing on cost-of-living support SCC have been promoting and distributing further funds from the government's Household Support Fund to help disabled people and those with long term health conditions in Surrey.

This has been promoted through social media, newsletter and web pages. The [Household Support Fund web page](#) and form saw a high number of visits through the winter months.

### **Priority 1**

**Winter Health** – This has focused on supporting residents to stay well through winter, including working with system partners across the NHS, promoting vaccinations, and using the right service, cold weather alerts and fuel poverty support.

**The Planning for your Future campaign** is supporting people to remain independent and make informed choices about their care and continues to:

- support self-funders to plan early for care and help avoid decision-making at crisis point;
- encourage residents to have discussions about care options and financial planning, how to connect to support locally and stay independent;
- improve residents' confidence to navigate the health and social care system;
- help ensure that professionals can support residents with accurate information, advice, and guidance; and
- reduce avoidable contacts through the County Council's 'front door'.

In Q3, 250 residents attended in-person or online information sessions with positive feedback that:

- 98% found the events helpful
- 72% were prompted to start making plans
- 57% plan to follow up with preventative services.

Research with the Surrey Heartlands Citizens Panel in December 2024 shows that 3% more people have made plans compared to April 2022 – up from 57% to 60%.

A campaign for **the Home Equipment Finder** over Christmas 2024 encouraged people to find products that could aid their independence at home. The County Council saw a 300% increase in visits to the curated online catalogue, with more than 2,300 visits during the month-long campaign, up from around 500 in a standard month.

The campaign involved a mix of social media and digital advertising, as well as the Surrey Matters e-newsletter and staff and partner communications. Taking lessons from the results, further limited social media advertising were run to encourage people to see what's available that can help them (or their loved ones) manage everyday tasks.

**It's Well Worth It** campaign drove 1,500 referrals to 'One You Surrey' quit smoking support, the **highest referral quarter for the year**. The campaign highlighted the financial and health benefits of quitting smoking.

## Priority 2

Surrey County Council and Surrey Heartlands ICB continue to **highlight the work supported by the Mental Health Investment Fund (MHIF)** through press releases and social media. A [new MHIF webpage](#) has been developed on Healthy Surrey, which now include media coverage of projects and also provides a list of all round 1 and round 2 funded projects. [Surrey Heartlands produce regular articles on MHIF here](#).

For example, [the Shooting Star Children's Hospices](#) has partnered with St Peter's Hospital Neonatal Intensive Care Unit (NICU) to embed a dedicated in-reach Family Support Worker into the NICU team. This support worker provides emotional and practical support for families facing unimaginable challenges.

The most recent media coverage was about MHIF support for Surrey Paediatric Parenting Support, which led to coverage in some media outlets, including the Woking News and Mail and the Farnham Herald. The service is designed to support parents and carers who may be wondering if their young child is neurodivergent, for example, showing traits of ADHD or autism. [Surrey families get new parenting support service](#)

The MHIF held a celebration event on 15 January 2025. The event was hosted by Councillor Mark Nuti, Cabinet Member for Health, Wellbeing, and Public Health at Surrey County Council, and Sue Murphy, CEO of Catalyst and the VCSE Alliance. The celebration brought together a diverse group of attendees including MHIF providers, County Councillors, senior staff from Surrey County Council and NHS Surrey Heartlands, and representatives from public health, commissioning leads, and district and borough councils. The event was a huge success, [showcasing the achievements of the fund to date](#) and promoting networks to develop across the sector.

[Time to Talk Day](#) took place on 6 February 2025. This was a day for friends, families, communities and workplaces to come together to talk, listen and encourage everyone to feel comfortable talking about mental health.

A [news article on Healthy Surrey gave information on peer-to-peer support groups](#) that offer safe spaces for men struggling in Surrey. Video clips covered 'why is it important for men to talk about men's mental health' and what do peer-to-peer support groups such as Men's Pit Stop and Andy's Man Club offer men who may be struggling. [Jay's Story](#), [Blair - Andy's Man Club](#)

**'5 Ways to Wellbeing'** aims to improve mental wellbeing by encouraging residents (and staff) to take new small actions. Social media campaign and printed materials highlighted the positive benefits of being active, keep learning, giving, taking notice and connecting. The campaign links with community activities, volunteering, countryside and adult learning.

### Priority 3

As well as supporting the request for people to have their say in the **government's 10 year health plan**, Luminus submitted their own response, collating Surrey residents' experiences from responses they received to their online survey request. Between October and December, 105 people contacted Healthwatch Surrey's Helpdesk, asking for information and advice about health and social care or sharing their experience of services. Healthwatch Surrey staff engaged with 510 people across Surrey at various events and engagements including speaking to people at 26 engagement events.

**Domestic Abuse – Tackling victim blaming.** SCC ran a digital media campaign to educate people about the harms of language around domestic abuse. This achieved over **600 engagements** with the campaign quiz, resulting in 60% of people agreeing they feel more confident in talking to people about domestic abuse after taking the quiz.

Health and Wellbeing Board Communications Group Forward Plan:

- Stop Smoking (phase 2)
- Workforce Wellbeing (mental health)
- Mental Wellbeing through volunteering (focus on 18-25 yrs)
- Summer Health

