



Emerging Data, Insights and Challenges

According to Women’s Aid: The **Domestic Abuse** Report 2021, 36.6% of domestic abuse service users in England have support needs around mental health; for service users in community-based services this was 35.3% and for those in refuge services this was higher at 48.9%.

In March 2021, 188 Adult Safeguarding concerns were received where **Domestic Abuse** was identified as a factor, this is a 28% increase when compared to March 2020 when 147 Adult Safeguarding concerns were received where DA had been identified. There has been an increasing trend in the number of DA related Adult Safeguarding concerns between January 2019 and March 2021.

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

- The development of the **Palliative and End of Life Care Strategy** was endorsed by the Health and Wellbeing Board. The strategy is testament to the joint commitment to the Health and Wellbeing Strategy, in particular Priority 1, Focus Area 7 which is around enabling residents to live independently and to die well.
- Raising the need for a system-wide approach to **Cardiovascular Disease (CVD) prevention** at the Prevention and Wider Determinants Board enabled several further discussions and introduced the issue to a wider audience. There has since been a greater focus on CVD prevention, which will hopefully enable us to agree some system priorities and a workplan.
- Organisations worked together to develop the **Physical Activity Strategy**. The final stages of co-production are underway and the strategy will be presented to the Prevention and Wider Determinants Board in July. The Health and Wellbeing Strategy and work of the Health and Wellbeing Board should enable a whole system approach to obesity. Surrey County Council colleagues presented to the Senior Leisure Officers Group in March aiming to get buy in from all 11 Boroughs and Districts to align their strategies with this strategy.

What will be different for people in Surrey?


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

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

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

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

IMPACT SUMMARY

 Improved physical health and wellbeing

OUTCOMES

By 2030:

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

WHO IS LEADING THIS?

Priority sponsor:

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

Programme Manager:

Helen Tindall, Policy and Programme Manager, Surrey County Council

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

### Excess weight and physical inactivity

- Final stages of co-production of new Physical Activity Strategy are underway. The strategy will be presented to PWDHB in July 2021.
- The Delivery of the Family Healthy Weight Service is now taking place countywide.
- Ongoing programme of physical activity awareness training underway for Clinical Champions, Social Prescribers etc.
- Funding for Phase 2 Eat Well Start Well in EY settings secured from obesity budget.
- Physical Active Learning in Surrey Schools campaign rebranded as Active Schools Movement and launched in March.
- Surrey Heartlands is leading on development of the maternal obesity business case.
- Continuing to work with Public Health on a whole-system approach to obesity. We are also continuing to influence others outside of the traditional physical activity workforce, including highways, planning and third sector organisations.

### Substance and alcohol misuse

- January quit campaign was successful and referrals into the smoking cessation service remain high.
- SE Tobacco Control network E-cigarette position has now been circulated to the TC alliance and will be included in the updated strategy.
- Meeting held in March for the Tobacco Control Strategy. A survey has been sent to members to help with its development.

### Housing and health

- Bidding strategies developed system-wide for those experiencing multiple disadvantages. This includes a successful system-wide expression of interest submitted to the MHCLG Changing Futures Fund
- Contract award for the One Extra Care Housing scheme has been published on the SCC website in April 2021.
- Multi-agency approach regarding hoarding established in early 2021 and the Hoarding Policy is being updated.

### Domestic abuse

- Mobilising IDVA project and aiming for 'soft launch' in April and full launch in May. This will give IDVAs a month to embed themselves
- IRIS Business case to be presented at Primary Care Transformation Board in May.
- A new approach to perpetrator intervention to be developed and agreed after working with SafeLives.
- 2 ID Workers in C-SPA have been recruited and it looks likely that the workers will be in post around June time.

### Preventing serious conditions and diseases

- Possibility of CVD Prevention Board within outpatients' transformation programme.
- Thrive Tribe are now delivering health checks in priority locations.
- BP+ Evaluation is currently being completed by Kingston University. We are creating a plan for NHS Health Checks.
- Uptake of LD health checks has increased.

### Healthy environment

- The Surrey Air Alliance successfully bid for a DEFRA grant to investigate barriers and promote Electric Vehicle (EV) uptake amongst the Taxi and Private Hire Vehicle drivers and operators within Surrey.
- A Local Cycle and Walking Improvement Plan (LCWIP) was completed for Woking.
- Surrey Heartlands Health and Care Partnership have been successful in becoming one of 7 national Green Social Prescribing 'Test and Learn' sites in England.
- The Health and Wellbeing Communications and Engagement Subgroup took forward the winter campaign for 2020/21, promoting the national Public Health England 'Help Us Help You' brand which comprises a range of campaigns, such as messages about flu, staying well in winter and how to access healthcare appropriately.

### Living independently and dying well

- Seven-day working in Reablement Service transitioned into BAU.
- Re-organisation of reablement leadership complete. Therapy Lead recruited & remaining leadership roles undergoing consultation.
- SOP agreed with current providers for Collaborative Reablement. The financial mechanism will be a flexible block contract subject to regular review and right sizing in the face of system pressures.
- Reablement Service has seen introduction of Occupational Therapists. Staff have been trained in strengths-based practice offer.
- Reablement Service has converted four posts into Learning Disability and Autism reablement workers.
- We are currently in the process of developing an Older Persons Strategy and we are aiming for September Cabinet for approval.
- The draft Surrey Carers Strategy has been approved by the ICS executive. A comms plan is being developed to formally launch the strategy and an easy read and citizen friendly version are currently in production.
- Social prescribing now part of strategic plan for carers' support and incorporated into the new Carers' Strategy.
- £18k secured from NHSE&I for Personalised Care Institute-accredited training (36 social prescribing link workers in this round).

### IN THE SPOTLIGHT- Reablement Transformation

The above focuses on restoring independent functioning rather than resolving health care issues. Reablement helps people to do things for themselves rather than the traditional home care approach of doing things for people.

Our therapy-led, strengths-based approach has begun to improve client outcomes. The aim is to reduce the need for ongoing services, create an improved quality of life for clients and greater independence. Successful reablement enables people to stay independent for as long as possible.

We are working on expanding our specialist knowledge and creating additional capacity. This will help us to introduce an 'access for all' model for clients with mental health conditions, learning disabilities and autism. Clients are able to receive a personal skills-gain programme within their own home for a maximum of six weeks. This helps to prevent hospital admissions and supports hospital discharge. We work with local domiciliary care providers in a model which flexibly extends the reablement offer when in-house Reablement Service capacity is reached.

#### Learnings:

- Needed flexibility and resource to be able to accept new and often complex cases into teams over the weekend. In response to this, the Reablement Service formalised a seven-day working pattern in November 2020.
- Importance of considering an individual's capabilities through a strengths-based approach to reablement. Our support takes account of an individual's independence and their resilience.
- Necessity of providing an equal offer of access to reablement for those based in the community and in hospital settings.
- Digital transformation will be a key enabler for effective reablement services. We are currently seeking to procure a system that would provide a clear way of identifying "live" capacity in the service.

For more information please contact x at

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

## IMPACT SUMMARY



Improved mental health and wellbeing

## OUTCOMES

### By 2030:

People with depression and anxiety are identified early and supported

Mental health surrounding pregnancy is supported

No-one in Surrey feels isolated

## WHO IS LEADING THIS?

### Priority sponsor:

Helen Rostill, Chief Innovation Officer and Director of Therapies, Surrey and Borders Partnership

### Programme Manager:

Kirsty Slack, Policy and Programme Manager, Surrey County Council

Rebecca Isherwood-Smith, Surrey Heartlands ICS Interim Mental Health Programme Lead

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](mailto:healthandwellbeing@surreycc.gov.uk)

## What will be different for people in Surrey?

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

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

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

Priority two aims to impact upon the three following outcomes:

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

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

Collaborative scoping of links into the evolving **Primary Care E-Hub model** to provide a more integrated, easier access offer to mental health services.

Partners have been fully engaged in the Surrey **Changing Futures** bid submission to ensure psychological support is incorporated for those experiencing multiple disadvantage.

A new multi-agency group has formed including ASC, CCG, SABP, Public Health and the District and Borough Councils. This group has been brought together to address issues which pertain to **accommodation, supporting the flow priority**, and has 3 focused areas of work: preventing hospital admission; facilitating discharges and ensuring people are not discharged as homeless.

There is now a refined process with partners to review **flow through discharge to assess beds** (funded through time-limited Winter Discharge Funding) with weekly meeting now in place between the provider, SCC (service commissioners & adult social care hospital discharge team rep) & SABP.

A system-wide review of **s136 detentions** for younger people is underway. These detentions are not the experience we want for young people and families in Surrey but we recognise that sometimes it is our only option to keep people safe.

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## Emerging Data, Insights and Challenges

Surrey Minority Ethnic Forum (SMEF) and Independent Mental Health Network (IMHN) have conducted research with **BAME communities on the impact of COVID-19**. Recommendations arising from this are being used to create an action plan.

**24/7 Safe Haven pilot** has now concluded, and an evaluation of findings is being compiled. Of note there was an increase in attendance during the pilot with a significant shift in more people using Attend Anywhere than attending in person.

Surrey Heartlands new MH Delivery Board starts each meeting with a personal story from someone who has accessed mental health services or cares for someone that does, with reflection on **the impact of these personal experiences on the**



## WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER PRIORITY 2

**Significant collaborative work is underway to manage sustained pressures in the mental health system at this current time. This includes:**

- Develop a system-wide communication that highlights the support available with an emphasis on early intervention including IAPT, support to schools and primary care to reduce demand on crisis service.
- Develop a more assertive support offer for schools to provide children with extra support to avoid referrals to Children's Single Point of Access (SPA).
- Develop an enhanced accommodation offer for those who are homeless or at risk of becoming homeless with a mental health condition.
- Re-focus IAPT services to provide more support for people with more complex MH needs who may not need psychological therapies at the level traditionally provided by IAPT.
- Review support for non-GPIMHS PCNs to see if elements of GPIMHS can be accelerated to help primary care to support more complex people, including the launch of the Alternative Roles Reimbursement Scheme for mental health.
- Surrey Workforce Wellbeing Hub is now receiving approximately 1400 unique visitors per month and providing fast track access to self-care resources, IAPT and bespoke training/support for individuals and teams.
- Launch of the 24/7 crisis line for children and families.
- Review flow management across the system which has achieved some short-term gains including:
  - An improvement in bed availability
  - A 50% reduction in people waiting for admission –
  - A 32% increase in discharges per day with a focus on the step-down beds and other possible move-on plans.
- Launch of the new pathway for people with complex and challenging emotions and their families, including the Service User Network, the Managing Emotions interventions and courses, and the Psychologically Informed Training & Consultation
- Focus on training in Trauma Informed Care to Surrey Police.

**The MH delivery board as part of the new governance structure has met for the first time at the end of April.** This is being aligned with the priorities and longer term programmes of the Health and Wellbeing Strategy and will provide required oversight and assurance. This will also provide the mechanism to take forward and incorporate the recommendations of the Mental Health Partnership review that are being presented to the June Health and Wellbeing board.

## IN THE SPOTLIGHT - Suicide Prevention

Recent collaborative working has involved the development of a system wide Suicide Prevention Plan with partners for NHSE Wave 4 Suicide Prevention Funding with the following key areas of focus:

- Understanding suicide (data and intelligence)
- Improve emotional wellbeing of high-risk groups
- Reduce access by promoting safer communities
- Reduce suicide attempt in CYP (including self-harm)
- Suicide bereavement support
- Suicide prevention in high risk groups (especially men)

## Learnings

- A Suicide Audit, lead by Public Health, has been completed along with commissioning Surrey Police to lead on the development of Real-Time Surveillance (RTS) database to ensure prompt actions can be taken by the responsible agencies. A report will be available early summer 2021.
- Over the last 12 months approximately 1000 frontline staff across Surrey have had Mental Health First Aid training, with additional cohorts now being trained locally to deliver the training.
- Enhanced communication with schools to raise awareness about self-harm and information about how to seek help and advice has been required.
- A need was identified to develop an expansion of services across Surrey hospitals to offer support to people who present in A&E with self-harm.
- Network Rail have completed a review of a local high risk station.

For more information please contact Lucy Gates at [lucy.gate@surreycc.gov.uk](mailto:lucy.gate@surreycc.gov.uk) in SCC Public Health

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

## IMPACT SUMMARY



Children, young people and adults reach their potential

## OUTCOMES

### By 2030:

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

## WHO IS LEADING THIS?

### Priority sponsor:

Rob Moran, Chief Executive, Elmbridge Council

### Programme Manager:

Helen Johnson, 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](mailto:healthandwellbeing@surreycc.gov.uk)

## What will be different for people in Surrey?

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

Priority 3 currently cuts across three focus areas including:

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

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

As a result of partnerships across the Board, there has been some discussions cross the System in the last quarter that have helped shape a new proposed focus for Health and Well-being Strategy, especially Priority 3, on health inequalities and the wider determinants of health, including Community Safety, in consultation with:

Priority 1, 2 and 3 Sponsors

ICS Lead and Interim AO, Surrey Heartlands CCG

Clinical Lead, Surrey Heartlands CCG

Commissioning Lead for Community Safety, OPCC

Leads on Health Inequalities, Community Development, Economic Development, Prevention, Health Improvement, Health Protection.

The Health and Well-being Board continues to **develop stronger links with Safeguarding**, with both Surrey Safeguarding Children's Partnership and Surrey Adults Safeguarding Board. Initial discussions have taken place on a county wide oversight of adult statutory reviews and both the SSCP and SASB will play a key role in the review and refresh of the Health and Well-being Strategy going forward.

See agenda items for the June Health and Wellbeing Board on the **Community Safety Agreement, Poverty and a Renewe Vision for Data incl. The review of the JSNA and the [Surrey Index](#).**

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## Emerging Data, Insights and Challenges

Inequalities in life expectancy have increased since 2010, especially for women. (Life expectancy from birth has broadly plateaued between 2010 and 2017 in Surrey compared to previous decades, **with inequality in life expectancy increasing in two Districts & Boroughs** for men and six Districts & Boroughs for women -[Life expectancy – Surrey-i](#)). Those towards the bottom of the socioeconomic gradient have suffered particularly require proportionately more investment and support over the next decade even just to bring them back to where they were in 2010.

Despite reductions in budgets and deteriorating outcomes in many social determinants, some local authorities and communities have established effective approaches to tackling health inequalities. **The practical evidence about how to reduce inequalities has built significantly since 2010.**

[Health Equity in England The 10 Years On full report.pdf](#) [review](#)

## WHAT HAS BEEN ACHIEVED THIS QUARTER UNDER PRIORITY 3?

### Adults succeed professionally and/or through volunteering

#### Economy and Growth

The EG team at SCC is undertaking a holistic skills system review. This work is centred on the importance of establishing current and future employer workforce demand and then considering how the skills system is positioned to respond to this demand. The review is considering the workforce supply / demand issue against three cohorts of residents: the higher skilled workforce, those with intermediate level skills who are likely to have been displaced in significant numbers by the impacts of the pandemic and then those who face specific barriers to employment. This review is closely linked to proposals being prepared within the Government's recently announced 'Skills Accelerator Trailblazers'. Partners representing employers and colleges are preparing a submission for Surrey to be a Skills Accelerator Trailblazer and to develop a Local Skills Improvement Plan for the county area.

#### Careers for Carers:

Aims to recognise the work of young adult carers (18-25) by supporting them to complete programmes and national recognised qualifications (e.g. [CoPE](#)) which can be attained through their roles as carers. SCC are initially exploring using the awarder who offers programmes and qualifications that provide the flexibility for learners to complete them based on their areas of experience, interest, or aspirations, how carers could complete a simplified version of the Care Certificate, and options for progression pathways, including into care sector roles. The next steps are to engage with young carers in co-design, map out the referral process and explore options for supporting the learners (including commissioning).

#### • Hidden Talent Programme

The project targets those 18+ (to include older adults of working age) who are furthest from the workplace who have additional support needs but are not currently receiving existing support: those with sensory and physical disabilities; Young Carers; those with Autism; those with complex health problems; Working age adults who are long-term unemployed. Phase 1/Workstream 1 will engage with businesses and work with them to understand their workforce planning, talent pipelines and barriers/difficulties in employing underrepresented groups, as well as gathering best practice case studies. The goal of engagement with businesses is to understand what employers need to feel more comfortable with in employing these groups. Workstream 2 will focus on user engagement with the target groups to understand what they need to feel more able to do to access employment opportunities.

As a result of engagement with businesses and users, we will co-design guidance and tools which support Surrey organisations.

### Children develop skills for life

1<sup>st</sup> 1,000 days -Partnership underway with the national charity Best Beginnings to improve information provision and support to families via the Baby Buddy app. This includes dedicated research conducted by UCL to develop an evidence-based intervention to support families with health eating and exercise (key part of the prevention agenda).

### Supporting communities to be and feel safe

Adult Safeguarding .The Surrey Safeguarding Adults Board has finalised their Annual Plan based on the three year Strategic Plan. To ensure that the annual plan can be delivered there has been the establishment of new key sub-groups. Each sub-group will be responsible for developing an action plan to ensure that the annual plan can be delivered. The annual plan will be reviewed by the Adult Safeguarding Executive so that any risks are highlighted and the full annual plan will be reviewed in the SSAB Annual Report 21/22. There continues to be an increase in safeguarding concerns being raised to Surrey County Council Adult Social Care. The SSAB requires commitment for partners to ensure that the plan is taken forward. Other agencies, especially the private and voluntary sector in Surrey, have a real desire and commitment to be involved with the work of the SSAB Children's safeguarding.

## IN THE SPOTLIGHT – CHILDREN'S SAFEGUARDING :

### Surrey Safeguarding Children Partnership (SSCP) Review of Adolescent Suicides and Child and Adolescent Mental Health 2014-2020

The Thematic Review was published in September 2020. The review landed very heavily across Surrey and was very impactful in highlighting the issue of child and adolescent mental health and emotional well-being. As a result of this work there is a sea-change in our collective understanding of and response to adolescent suicide prevention.

The Thematic Review has been shared across all key agencies and strategic groups in Surrey including the Health and Well-Being Board, Safeguarding Adults Board, the CCG, Surrey Police. In addition, the Case Review Panel has delivered workshops to cascade learning from the suicide thematic review and a SSCP Suicide Prevention Toolbox has now been published on the SSCP website, which contains multi-agency resources to help prevent suicide and support partners/carers, children/young people and practitioners dealing with critical situations. The evaluation forms will give an indication of how learning will be put into practice. A Self-Harm Protocol is being developed and is due to signed off in June 2021.

The Thematic Review is supported by an action plan which seeks to ensure that the recommendations of the review are implemented across Surrey. The Thematic Review Action Plan is closely monitored by the Case Review Panel Sub-Group.

The SSCP has provided a range of Webinars in November 2020 and briefings including a 7-minute briefing on the key learning from the review. The review has been instrumental in informing the new CAMH Service Contract. A Mental Health Oversight Board has been established and an Alliance Reference Group to the effectiveness of the contract.

## Learnings

- Child and adolescent mental health and well-being is a significant issue locally and nationally
- Preventing suicide is an urgent multi-agency task in which we all have a responsibility
- The evidence is that the Thematic Reviews has highlighted the issue of adolescent mental health and vulnerability. There is more work to be done to ensure that this is making the desired impact on preventing adolescent suicides. Sadly, adolescents are still experiencing such distress that suicide remains a concern.

For more information, please contact Paul Bailey at [paul.bailey@surreycc.gov.uk](mailto:paul.bailey@surreycc.gov.uk) of the Surrey Safeguarding Children Partnership.