

**ADULTS AND HEALTH SELECT COMMITTEE
ACTIONS AND RECOMMENDATIONS TRACKER
MAY 2024**

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KEY			
	No Progress Reported	Recommendation/Action In Progress	Recommendation/Action Implemented

Recommendations

Meeting	Item	Recommendation	Responsible Officer/ Member	Deadline	Progress Check On	Update/Response
5 October 2022	Enabling You with Technology [Item 6]	AH 27/22: For the Head of Resources for Adult Social Care to pursue data capture in order to analyse the implications of a variety of conditions of service users and improve how provision is tailored to gain a more detailed understanding of these conditions and the associated impacts.	AWHP	18 November 2022	December 2022 15 January 2024 May 2024	Contacted Toni Carney (has now left SCC) Contacted for update. Informal Update on transformation programme.
5 October 2022	Mental Health Improvement Plan [Item 7]	AH 28/22: For the MHIP Digital and Data Workstream Lead to increase the awareness of the Kooth system and	Liz Williams & Kate Barker, Joint Strategic Commissioning Convenors	18 November 2022	December 2022	Interim Response: Since our meeting, we have received Kooth's proposal for contract renewal into 2023/24. As part of the contract renewal process, we will be working with

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		ensure that it continues to enable Children and Young People (CYP) access to appropriate online support for their mental health. To provide AHSC with a future written update on this.	Surrey and Borders Partnership (SaBP)			<p>Kooth to increase the awareness of online support available to children and young people in Surrey by maximising the usage of Kooth’s available capacity. This will include exploring how awareness of Kooth’s services can be raised through schools, GPs or other routes. As an example, we have videos for both GPs and for other partner agencies providing them information about the services offered. We will update the committee on progress following the conclusion of the contract renewal process, and after allowing for a short period of further activity to demonstrate the impact of actions undertaken.</p> <p>Updated Response: Mindworks Exec FCQP committee took a decision not review the Kooth contract. Commissioners confirmed the contract is funded within Mindworks and so SABP</p>
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					18/04/2024	have extended the contract as we have no issues with the provider.
5 October 2022	Mental Health Improvemen	AH 29/22: The Joint Executive Director for Adult Social Care and Integrated	Liz Bruce, Joint Executive Director for ASC &		15 January 2024	Liz Williams and Kate Barker were contacted for an update. It has been passed onto the Children's Mental

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	t Plan [Item 7]	Commissioning and SaBP, to develop a robust process to deal with complaints as well as Issues of concern regarding mental health services and provide a written update to the AHSC on progress toward this.	Integrated Commissioning Surrey and Borders Partnership (SaBP)		28 February 2024	Health Commission Lead for further update. Graham Wareham, Chief Executive SABP, contacted.
6 December 2022	ASC Complaints [Item 6]	AH 51/22: That frontline Adult Social Care Staff are receiving adequate mandatory and consistent training on improving staff conduct and attitude, and training and staff conduct, including that of partner organisations, are	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	19/04/2024	Kathryn Pyper preparing a response.

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		routinely monitored with consequences put in place for unacceptable failures to attend such mandatory training.				
6 December 2022	ASC Complaints [Item 6]	AH 52/22: Further progress is required towards increasing the timeliness of assessment processes.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	19/04/24	Kathryn Pyper preparing a response.
6 December 2022	ASC Complaints [Item 6]	AH 53/22: That Issues of Concern are more effectively recorded, including through exploring technological avenues to do so; and that these are also utilised to improve Adult Social Care Services.	Senior Programme Manager for Adult Social Care & Chief Operating Officer for Adult Social Care	27 January 2023	19/04/2024	Kathryn Pyper preparing a response.

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6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	AH 54/22: That Adult Social Care service users and Adult Social Care frontline staff, are continuing to receive adequate Adult Safeguarding reassurances and support, and to raise awareness of such support available.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	To contact COO
6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	AH 55/22: Formulate a concerted multi-agency plan to raise awareness of the various aspects of Safeguarding, and to help residents understand the distinction between Children's and Adult's Safeguarding.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2023	Interim Response: The SSCP have been approached to work with the SSAB on this to develop a joint plan.

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6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	AH 56/22: To collate data and insights from member agencies into Safeguarding training provision, and for this to be incorporated into a future report for a formal Adults and Health Select Committee meeting.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2022	Response: This recommendation will be considered as part of the QA framework for 23/24. For NHS health agencies this data is collected by Surrey Heartlands ICB, and current data has been collected. This will allow the SSAB to analyse that data and ask any further questions of health agencies.
6 December 2022	Surrey Safeguarding Adults Board Annual Report [Item 7]	AH 57/22: That the Board further raise awareness of safeguarding adults and support available.	Adult Social Care Leads & Surrey Safeguarding Adult's Board	27 January 2023	January 2022	Interim Response: The Communication subgroup has recently met and continues to develop the workplan. A communication strategy is in development and will be finalised by April 2023. The SAB team has also been strengthened the team with a new Partnership Post whose responsibility will be engagement and communication which will support taking this recommendation forward.

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7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 58/23: The responsible officers in AWHP (SCC) to manage processes in line with capacity versus demand needs and monitor improvements in how operations will be more efficient. Analysing the demand and capacity will enable improvements to be made that smooths the flow of service users through the system and helps to create a better patient and staff experience of the healthcare process.	Adults, Health and Wellbeing Partnerships (AWHP)		9 February 2024	Response request sent.
			Sarah Kershaw		9 April 2024	Update request sent.
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 59/23: Implement the necessary processes which are needed to cope with demand to	Adults, Health and Wellbeing Partnerships (AWHP)		9 February 2024	Response request sent.

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		reflect the transformation work and help to improve the service.	Sarah Kershaw Jon Lillistone Paul Richards		12 April 2024	Update request sent.
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 60/23: To review the Healthwatch reports and incorporate any learning into the Improvement Programme	Adults, Health and Wellbeing Partnerships (AWHP) Sarah Kershaw Jon Lillistone Paul Richards		9 February 2024 12 April 2024	Response request sent. Update request sent.
7 December 2023	Adult Safeguarding Update [Item 6]	AHSC 61/23: Make it clear that SCC supports the protections given in employment law for whistleblowers and provide a simple easy to	Adults, Health and Wellbeing Partnerships (AWHP) Sarah Kershaw		9 February 2024	Response request sent.

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		access reporting route for them.	Jon Lillistone Paul Richards		12 April 2024	Update request sent.
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 63/23: To ensure that consistent involvement is in place throughout the entirety of all planning stages.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive		9 February 2024 23 April 2024	Response Request Sent. Our new hospital is a once-in-a-lifetime opportunity, and so engaging with and listening to our communities will be a vital part in ensuring that it is suitable for future generations. That's why we are committed to working with our patients, staff, local communities, and other stakeholders throughout our work to deliver a new hospital, and to involve as many people as possible in all stages in its development.

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			<p>Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement</p>			<p>We have already held our first engagement period to discover what was most important to public and staff for a new hospital site and have applied these findings to the evaluation criteria we've used to evaluate sites.</p> <p>We have also taken the opportunity to learn from this engagement period, as in light of the feedback demographics and recognising the imperative to further enhance equity in engagement, the Trust and NHS Frimley have committed to creating more opportunities for underserved communities to participate. A set of guiding principles designed to guide the communication and engagement processes for equality, diversity and accessibility is currently in development.</p> <p>We'll continue to produce comprehensive communication and engagement plans, working in partnership to ensure that the public and</p>
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						our staff can get involved and keep informed of the latest developments. To support this, we have created a dedicated area of our website to find out about our plans, thinking, and opportunities to get involved: https://www.fhft.nhs.uk/NewFrimleyHospital
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 64/23: To ensure that the caring and compassionate approach remains at the forefront of the patient experience in relation to the increase of health-related technologies in home environments. To be mindful that change can induce fear in vulnerable groups and to ensure the appropriate knowledge is provided regarding the	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS Foundation Trust		9 February 2024 23 April 2024	Response request sent. We really appreciate and understand these concerns. We will be working with our systems partners, patients, carers and the voluntary sector to ensure any new technologies are introduced as part of the new hospital in a supportive and compassionate way. Our patients will

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		motivations that influence the use of health-related technologies.	Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement			always remain at the heart of everything we do.
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 65/23: To ensure that local leaders are kept informed as per setting up a consultative or an advisory group amongst local interested leaders, and that this select committee is kept updated on key discussions/developments.	Frimley Health NHS Foundation Trust Carol Deans, Director of Communications and Engagement Frimley Health NHS		9 February 2024 23 April 2024	response request sent. A Joint Health Overview and Scrutiny Committee for the new Frimley Park hospital has been agreed by the relevant local authorities with the first meeting to be held in May 2024, and will provide opportunity for regular updates and

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			Foundation Trust Kishamer Sidhu, Chief Finance Officer & Executive Lead for New Hospital Emma Boswell, Director of Partnerships and Engagement			thorough scrutiny, which Surrey's JHOSC representatives will be able to report back on to the AHSC. We will also be creating a stakeholder advisory group to provide a two-way forum by which external stakeholders can provide input into the planning and delivery of the programme, and to enable the programme team to keep stakeholders apprised of progress.
7 December 2023	A New Hospital for Frimley Park Hospital [Item 7]	AHSC 66/23: To ensure that the engagement is spread out widely and to engage with Primary Care Networks and local councillors for the area.	Frimley Health NHS Foundation Trust Frimley Park Hospital to attend the AHSC on 07 March 2024		23 February 2024 23 April 2024	response request sent. A comprehensive communications and engagement plan will be delivered to ensure key stakeholders, including primary care networks and local councillors are listened to and are

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			and provide an update on progress.			assured their feedback has been considered in our plans. The Trust and NHS Frimley ICS are dedicated to creating opportunities for wide engagement around the new hospital. This commitment underlines ongoing efforts to ensure that the voices of all stakeholders are listened to and considered as part of the development of the new Frimley Park Hospital.
7 March 2024	Healthwatch Surrey	AHSC 1/24: To ensure that language used for automatic responses reflects a friendlier approach.			13 May 2024	Distributed 15/03/24
7 March 2024	A New Hospital for Frimley Park	AHSC 2/24: To ensure that you continue to make your plans public, and consider how you			23 April 2024	Our new hospital is a once-in-a-lifetime opportunity, and listening to and engaging with our local communities is

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		are going to continue to engage the community				<p>vital to ensuring that it is suitable for future generations.</p> <p>That's why we are committed to working with our patients, staff, local communities, and other stakeholders throughout our work to deliver a new hospital, and to involve as many people as possible in all stages in its development.</p> <p>We have already held our first engagement period to discover what was most important to public and staff for a new hospital site and have applied these findings to the evaluation criteria we've used to find priority sites.</p> <p>We'll continue to produce comprehensive communication and engagement plans, working in partnership to ensure that the public and our staff can get involved and keep informed of the latest developments.</p>
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7 March 2024	A New Hospital for Frimley Park	AHSC 3/24: To ensure that you continue to refer to the consultation process which needs to be continuous throughout the development process		23 April 2024	<p>The Trust carried out a formal engagement exercise (not consultation) between November 2023 and January 2024.</p> <p>At each step of an engagement process, we will review what is most important to our public and staff and ensure the feedback is considered.</p> <p>We want our new hospital to be something our whole community and staff are proud of. This is only possible through continuously listening at every step of the journey.</p> <p>As the Joint Health and Overview Scrutiny Committee (JHOSC) for the new Frimley Park hospital has been agreed by the relevant local authorities with the first meeting to be held in May 2024, it will provide opportunity for regular updates and thorough scrutiny,</p>
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						<p>which Surrey's JHOSC representatives will be able to report back on to the Adult and Health Select Committee (AHSC).</p>
7 March 2024	A New Hospital for Frimley Park	AHSC 4/24: To review what has been done and monitor how you will follow up afterwards.			23 April 2024	<p>Between November to January 2024, we held a period of initial engagement to find out what was most important to our staff, patients, and communities about the new hospital.</p> <p>A local research agency was commissioned to produce an independent report on the findings of this engagement and to highlight key themes. This report was published on our website in March and considered by the new hospital programme team and its technical experts as the site evaluation criteria were finalised.</p> <p>We will shortly publish on our website a document summarising how the feedback was used to finalise our site evaluation criteria, and then applied to find potential sites.</p>

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						We will continue to update the newly established JHOSC, to ensure that we are doing everything possible to keep the public and our staff engaged and informed about the new hospital.
7 March 2024	A New Hospital for Frimley Park	AHSC 5/24: To make sure that your services are maintained throughout the whole project			23 April 2024	<p>While we develop and build our new Frimley Park Hospital, we will continue with our extensive Reinforced Autoclaved Aerated Concrete (RAAC) maintenance programme to keep our hospital, patients, and staff safe. This programme has been ongoing for over 10 years and the need to remove all RAAC from hospitals for 2030 is the driving force behind the new Frimley Park Hospital timeline.</p> <p>Over the next year we will continue to transform our health services in the area through introducing a new £49 million inpatient and diagnostic unit extension to the current Frimley Park Hospital. In</p>

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						partnership with other organisations in our Integrated Care System, we are committed to continuously improving our services to provide the highest quality healthcare to our local population.
7 March 2024	A New Hospital for Frimley Park	AHSC 6/24: To ensure that communication is out early and provides details concerning the choice of the site and of the issues that you foresee.			23 April 2024	A detailed technical due diligence process is under way to support site selection. We will share details when we can and will, in due course, provide analysis of the benefits and impact of the preferred site(s) for the public, staff, and stakeholders to review and comment on.
7 March 2024	A New Hospital for Frimley Park	AHSC 7/24: To ensure that there is effective Local Leadership and Programme Management as a key part of the Frimley Park Hospital Replacement Programme's			23 April 2024	We have a dedicated Project Management Office (PMO) to manage the new hospital programme and clear governance in place to oversee the work and make the necessary decisions. This includes a new hospital programme steering group, which feeds into the Frimley Health Trust Board.

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		Governance system providing a strong focus on Local Needs and Requirements in addition to those resources focussed on the National Approach to Hospital 2.0				In addition, we are working closely with the Frimley Integrated Care Board (ICB), NHS England and the national New Hospital Programme team. Whilst there will be significant elements of nationally mandated design in the new hospital (to ensure we are learning from and adopting the best national and international approaches to the design of hospital buildings), the overall capacity requirements of the new hospital are driven by our local understanding of the needs of the population and how healthcare provision will evolve over the next decade.
7 March 2024	A New Hospital for Frimley Park	AHSC 8/24: To continue with a greater development of public and staff consultation in future steps with particular attention to			23 April 2024	There will be several opportunities throughout our journey for both the public and our staff to have their say about their new hospital. A comprehensive communications and engagement plan will be delivered to ensure staff in all areas and at all bands

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		lower paid staff and low-income groups				<p>are listened to and are assured their feedback has been considered in our plans.</p> <p>The Trust and NHS Frimley Integrated Care Service (ICS) are dedicated to creating more opportunities for underserved communities to participate in the engagement around the new hospital. This includes fostering a deeper and more personal connection with community and faith leaders and working with well-established community groups and charities.</p> <p>This commitment underlines ongoing efforts to ensure that the voices of all members of our community are listened to and considered as part of the development of the new Frimley Park Hospital.</p>
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						In future, draft consultation plans will be shared with the JHOSC for its review and recommendations.
7 March 2024	A New Hospital for Frimley Park	<p>AHSC 9/24: To provide information on the development of the transportation related solutions for car parking, car access, and public transport systems, and update the committee on how they will resolve any potential issues in these areas</p>			23 April 2024	<p>One of the main areas of feedback from our first public engagement was around car parking and access to the new hospital. We are conducting a detailed analysis looking at site access and car parking will be included in future engagement activity.</p> <p>We will also be guided by the national New Hospital Programme’s ‘car park 2.0’ designs and guidance which will integrate innovation and best practice.</p> <p>Adequate space for car parking and accessibility (including public transport) were part of our evaluation criteria when identifying sites and will continue to be an important area of focus as we develop our detailed plans and work with</p>

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						the Local Planning Authorities to ensure there is appropriate provision in place for patients and staff.
7 March 2024	Discharge to Assess/Home First	AHSC 10/24: We think it would be beneficial for Adult Social Care to produce a simple information booklet and ensure it is properly distributed amongst residents.			15 March 2024	Distributed for response.
					13 May 2024	Expected response.
7 March 2024	Discharge to Assess/Home First	AHSC 11/24: To ensure that you are managing the demand of acute beds required and provide an update on what is being done to deal with the demand in acute capacity and the management of it.			15 March 2024	Distributed for response.
					13 May 2024	Expected response.

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7 March 2024	Discharge to Assess/Home First	AHSC 12/24: To provide information on the vetting of care organisations, including what training is being provided for carers.			15 March 2024	Distributed for response.
					13 May 2024	Expected response.
7 March 2024	Discharge to Assess/Home First	AHSC 13/24: To provide an update on what changes are being implemented to the transformation work in response to the report from Healthwatch Surrey on Discharge to Assess processes, and of how that is that being reflected within the transformation work			15 March 2024	Distributed for response.
					13 May 2024	Expected response.

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Actions

Date	Item	Action	Responsible Member/Officer	Deadline	Progress Check	Action response. Accepted/implemented
7 March 2024	Surrey Heartlands & SCC Discharge to Assess-Home First	The Executive Director - Adults, Wellbeing and Health Partnerships, to provide a written response on how the vetting of organisations who are responsible for providing carers, as well as the vetting of carers, is undertaken, in order to ensure they have the right skills in place to do their job correctly.			15 April 2024 22 April 2024	Distributed 15/03/24 The homecare companies that provide the NHS funded hospital discharge services have all passed the application process for the Care within the Home DPS (Dynamic Purchasing System), which is very detailed and includes questions on staff training and suitability. The providers that were given the opportunity to apply to deliver these services are those that were not suspended from receiving referrals on the DPS at the time the service was tendered. The vetting and selection of carers is the responsibility of the CQC registered agency that employ the staff delivering care on behalf of Surrey County Council and the NHS. Providers are required to ensure all staff have completed the Skills for Care accredited 'care certificate' and

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						ensure all staff are employed in line with the DPS T&Cs paragraph 50 Care within the Home DPS terms and conditions (surreycc.gov.uk) which the council monitors through our contracting and quality assurance processes.
7 March 2024	Surrey Heartlands & SCC Discharge to Assess-Home First	The ICS Development Director (Surrey Heartlands) to provide a further written response on the data that was referred to, concerning the NHS Anchor programme and other programmes, which aim			15 April 2024 22 April 2024	Distributed 15/03/24 The Surrey Heartlands Health and Social Care Academy is a co-designed and co-produced (with systems partners from SCC, SCA, VCSE and NHS) evolving portfolio of work to develop a digital 'one stop shop' and bring together education, learning and

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		to generate work opportunities in disadvantaged priority areas. As well as what actions are being taken to foster skills and recruitment in our priority areas to ensure the adequate sources of provision are in place.				<p>development for our current and future workforce. Lots of upskilling and workforce development projects in delivery. Some examples below bullets for ease:</p> <ul style="list-style-type: none"> • Digital space - Phase 1 rolled out www.surreyheartlands.org/academy – comms plan initiated. • Programme of education and learning in Care Homes and Home Care provider partners – 500 places in year one. • Expansion of Trainee Nursing Associates, in Social Care and Community settings – 41 by end of 2025. • Surrey Care Certificate Accreditation and Bootcamp – pilot of 4/5 cohorts of 15 participants – total 60-75. • Various careers and apprenticeships events in the pipeline – include a Workforce Summit in April in response to the NHS Long Term Workforce Plan
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						<ul style="list-style-type: none"> • OMMT roll out – ‘In Surrey, For Surrey, By Surrey’ – offering supported employment to our local people with LD&A, helping to address the health inequalities as well as upskilling our health and social care workforce. Oliver McGowan Training Care Talent Collective <p>The Careers and Apprenticeship Team have the following examples:</p> <p>Skills Development</p> <ul style="list-style-type: none"> • Supporting the roll out of the Level 2 Team Leaders Qualification across the System, fully funded via Nescot College. • Reached our ICB 25% Apprenticeship levy threshold for this financial year. • Apprenticeship/T Level data project has been started to see if we can gather intelligence to better support our System with increasing the amount of apprenticeship vacancies they are taking on.
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						<p>Recruitment</p> <ul style="list-style-type: none"> • Centralising career bookings to reduce team resource at any one event and increase the number of attended events. • Engagement with health & social care registered managers via skills for care to sign up to become a Career Ambassadors. This is to increase our Career Ambassadors and to give the health and social care providers the same opportunities that we give the Trusts. • Supporting the AHP School/ College career advisor event on 15 March 2024, over 130 schools and colleges have been invited to broaden their knowledge of AHP/NHS job roles. • Supporting T Level forum – improving relationships between ICS providers and Further Education Colleges with a view to offering T level placements
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						<ul style="list-style-type: none"> • Universal Family Care Leavers Covenant project – seeking to offer opportunities for Care Leavers to gain employment within providers, both paid and volunteer opportunities. • Supporting SCC to write a combined bid to NHSE to release the potential of volunteering across the Surrey Health and Care system. • Supporting SCC to write a combined bid to central government for the Work well programme – a new health and disability service aimed at addressing the economic inactivity resulting from long-term sickness or disability.
7 March 2024	Surrey Heartlands & SCC Discharge to Assess-	The Executive Director - Adults, Wellbeing and Health Partnerships, to provide a further written response concerning the availability of Internet and			15 April 2024 22 April 2024	Distributed 15/03/24 Through our current Enabling you with Technology programme we have found that

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Home First	Broadband technology – which is a requirement for many in supporting the use of health based self-management technologies to help people maintain independence at any age. With the cost-of-living crisis having a huge impact on residents and those living with more complex needs, we would like to know more about what work is being undertaken in supporting community digital needs within Place-based plans to do more for residents who are struggling? What is also being done in relation to patients who				<p>nearly 50% of those referred for motion sensors (and some other technology enabled care equipment) do not have broadband. We provide modems / routers for residents in most of these instances and will be doing more to progress this as we develop our <i>Technology Enabled Care and Homes</i> strategy in the coming months. We work with TECH Angels, a not-for-profit organisation who provide devices (smart phones and tablets) and digital literacy training to resident of Surrey. They support residents to understand most types of Technology and they also educate people on how to use Technology safely. Their target market are residents who are digitally excluded, socially isolated, financially marginalised and residents from minority groups.</p> <p>We also currently deliver a number of pilot programmes for residents through Transitions, Mental Health, and Learning</p>
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		are of an age where they don't use Internet / not technology minded. How are we supporting them with those changes?				<p>Disabilities, supporting greater independence, self-help, and independent travel as examples.</p> <p>A great deal of work is also undertaken by district and boroughs who have varying technology offers for residents.</p> <p>The Council's website has been updated so that it complies with digital accessibility regulations to make it is accessible for the widest amount of people including those who using assistive software.</p> <ul style="list-style-type: none"> • We have a dedicated Learning Disability and Autism section on the website which has been created using Photo symbols to make it more accessible to people with a learning disability. • We added information about support to get online to the information Surrey Fire and Rescue distributes to
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						<p>residents as part of Safe and Well visits.</p> <ul style="list-style-type: none"> • We know that no matter what support is available, some people do not want to be online or are simply unable to due to disability etc. We, therefore, are mindful of this with regards to our information provision: <ul style="list-style-type: none"> ○ Connect to Support Surrey has the ability for professionals to print out information for people who are not online. ○ We have recently created guidance to support AWHP staff providing information to people who are not online. ○ We promote a full range of accessible contact methods on our core ASC publications instead of just an email address, to enable people to get in touch with us and other
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						<p>services in a way that is best for them.</p> <p>Ofcom is also encouraging companies to offer social tariffs to help customers on low incomes. Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit, and some other benefits. Some providers call them 'essential' or 'basic' broadband. These are delivered in the same way as normal packages, just at a lower price.</p>
7 March 2024	A new hospital for Frimley Park	The Director of Partnerships and Engagement to provide a copy of the consultation questions that were asked as part of their engagement consultation process and considers that they were likely			15 April 2024	<p>Distributed 15/03/24</p> <p>Response shared with Committee</p>

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		already circulated to the committee in December.				
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