



Adult Social Care Information and Engagement Team

Briefing for user/carer groups and health networks

April 2019

Disabled Bus Pass Changes

From 1 April residents with a disabled person's bus pass or a disabled companion pass will no longer be able to travel for free before 9.30am or after 11pm on weekdays. However, bus travel will still be free for those pass holders between 9.30am and 11pm on weekdays and any time at the weekend and on public holidays. Some local bus operators might offer travel at a reduced fare for disabled and disabled companion pass holders.

You can find out more on the [Surrey County Council website](#).

New Stop Smoking service launches

Following an open tender procurement process Thrive Tribe were awarded the Stop Smoking Service Contract across Surrey. As of 1 April 2019, Thrive Tribe will be running the contract that was recently delivered by Bionical (Quit 51) and all the staff from Quit 51 will transfer to Thrive Tribe.

The service will shortly be re-branded and known as ***One You Surrey - helping YOU to go Smokefree.***

The service will be delivered through:

- Direct clinic delivery by a team of trained advisers across a range of community locations
- Supporting stop smoking advisers in GP Practices and pharmacies
- Convenient telephone and digital support for clients who can't make or don't need face to face appointments.

Contact details

Tel: 01737 652168

Text: 07494 681070

Email (secure): s.smoking@nhs.net

Referral forms and online referrals on a new website are currently being developed.

Pharmacy opening times over Easter and GP out of hours contact

Details of local community pharmacy opening times in Surrey are found [here](#), for your convenience. For GP access out of hours call the NHS 111 telephone service.

Staying steady - Free course for local people at risk of falling

A free session is taking place on Wednesday 10 April 2019, 10:00 - 13:00 at the YMCA Sovereign Centre, Reigate, RH2 8HA.

If you are registered with an east Surrey GP you can book a space by contacting the Falls Prevention Service on 01737 775474 or fchc.falls-service@nhs.net

Members community allocation funding available

Surrey County Council's [members' community allocation](#) gives voluntary organisations and other good causes the chance to apply for up to £5,000 of funding from their county councillor.

The funding can be used for one-off activities that cost just a few pounds, alternatively it can contribute to projects that cost much more. The funding is flexibly designed to help with costs that can range from purchasing sports equipment for local clubs, to the creation of websites to reach more residents. Applications are welcomed from 1 April 2019.

Planning for Carers Week: 10-16 June

This year a number of local organisations are working together to help '*get carers connected in Surrey*'. Surrey County Council, Action for Carers Surrey, clinical commissioning groups, Surrey and Borders Partnership NHS Foundation Trust and the Diocese of Guildford are the key partners using joint resources and channels to maximise and amplify communications to unidentified, and existing, carers to help them access information and support.

However, support for this campaign is open to all local organisations who are encouraged to get involved. If you need any more information, would like to run your own event or need promotional material, please contact: elise.edmonds@surreycc.gov.uk. More details will follow in the next monthly briefing.

Citizens Advice delivering Universal Support from 1 April

The Department for Work and Pensions (DWP) is funding Citizens Advice to provide Universal Support from 1 April 2019. Local Citizens Advice will take on the responsibility, previously provided by local councils, for delivering a strengthened Universal Support service which will help claimants through every step of making a

[Universal Credit](#) claim. It will offer people the comprehensive and practical support they need to get their first payment on time and be ready to manage it when it arrives. For more information visit your local branch or see the [website](#).

Saying No to Rogue Traders

Residents are being encouraged to avoid paying someone cash on the doorstep to do some gardening, take rubbish away, or undertake roof, driveway or other building works, as they could be dealing with a rogue trader.

Rogue traders are generally traders who cold call and then exploit residents by convincing them to pay for shoddy or incomplete repair work, charging extortionate fees for their services, and threatening residents who do not comply.

Buckinghamshire and Surrey Trading Standards advises to always say no to doorstep callers, no matter how good the deal sounds. Please encourage residents to read the advice on the trading standards [website](#).

Community Point – your door to the local community

Community Point is a new service for the Guildford and Waverley area which aims to help prevent loneliness and/or social isolation by making it easier for people to link in with existing activities and services in their local area.

It is funded by the National Lottery for two years and will be maintained by a team of volunteers after this time. It works alongside Guildford and Waverley Social Prescription Service.

People can drop in, email, telephone or access the service through a website (coming soon). Volunteer Community Connectors will speak to people to ascertain what they are interested in. They research each enquiry and offer as many options as possible. They offer support such as contacting organisations to make appointments for people or to find out more on their behalf if needed. If requested, the community connectors will accompany people to a new group or service on a short term basis to help overcome the barriers to participation. They plan to hold outreach sessions at community centres across the boroughs in the future.

Please help by raising awareness of this new service.

Contact details:

Currently based at South West Surrey Volunteer Centre, 39 Castle Street Guildford, GU1 3UQ.

Tel: 01483 565456

No SMS text number available

Opening times: Mon - Thurs, 10am - 3pm

Email: l.mussell@vasws.org.uk

Healthwatch seeks your views on the NHS Long Term Plan

Healthwatch organisations nationally are asking residents 'what would you do?' to improve local NHS services following the publication of the NHS Long Term Plan.

Residents are encouraged to share their views through these [surveys](#). Alternative formats are available.

Surrey Fire and Rescue Service consultation

Surrey Fire and Rescue Service's (SFRS) 'Making Surrey Safer' plan is a document that the Fire Authority (Surrey County Council) is required to produce to show what the authority does, why it does it, and what their plans are for the future.

The closing date for responses to the [survey](#) is 26 May 2019.

Friends, Relationships and Community – new section on Local Offer website

The transition from being a child to a young adult who has left school or college should be an exciting time. But it can be difficult to leave behind the usual routines, friendships and activities that attending school and college brings. A new page on the [Local Offer](#) aims to help young people and their families find out what's on offer in their local community.

Review of National Autism Strategy – call for evidence

In April 2014 the government published '[Think Autism](#)', a strategy for meeting the needs of autistic adults in England. The strategy supports the [Autism Act 2009](#).

This year the Department of Health and Social Care, working with the Department for Education, will review the strategy and extend it to cover children as well as adults.

The government wants to hear from autistic people, their families and their carers about their experiences of care and support.

This [consultation](#) closes on 16 May 2019.

Current open Surrey County Council consultations

Please click [here](#) for more information.