

To: Healthwatch Surrey Board

From: Kate Scribbins, CEO

Date: April 2020

CEO's report April 2020

Highlights of the last quarter (Q4: Jan-March 2020)

Overview

This has been a strange quarter which started calmly for us, with a stable staff team, many new initiatives bearing fruit, volunteer teams taking shape across the county, a new community engagement strategy and workplan developed for the year ahead and projects on track. However, our plans have been hugely impacted, like the rest of the country and the world, by the coronavirus. So, whilst we end 2019/20 in good shape, with almost all our targets for the year met, and about to embark on our new local Healthwatch contract with a clear vision for the years ahead, we also face uncertainty and challenge with all face to face engagement on hold.

Of particular note as this financial year ends are the number of hours our volunteers have contributed to our work, and the number of experiences of health and social care services we have collected from the public. Our communications activity is also bearing fruit with all indicators increasing. Before we all went into isolation, our volunteer teams were doing a fantastic job in raising awareness about Healthwatch, talking to people about their experiences and feeding this back to us. They were also helping us share the insight this brings with decision-makers across Surrey. This has been brought to a halt by recent events. However, we are still very much open for business and want to hear from people across Surrey, both in terms of their experiences of Covid-19-related issues, and just as importantly, other aspects of the NHS and social care. It is vital during these unprecedented times that the public voice continues to be heard, that patients and service users continue to be at the heart of decision-making, and that feedback is taken into account. We are working with our social care and NHS partners to ensure we work in as constructive way as possible, being very mindful of the pressures the system is under, whilst still delivering on our remit to ensure public voices are heard.

Engagement

We gathered 1,093 useable experiences¹ (UEXs) this quarter through our Helpdesk, Citizens Advice Champions, Independent Health Complaints Advocacy and our pro-active engagement events.

¹ An experience (topic/theme) associated with a named service provider

We held **Listening Events** across Surrey and have ensured we have made good progress against our goal of visiting deprived wards on an annual basis.

At the start of the year we conducted a review of the location of our Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. Marianne's Community Café (Run by SDPP), Performance Preparation Academy, Tadworth Leisure Centre and Samson Centre for MS.

These activities took us closer towards our goal of undertaking targeted engagement with a wide range of Surrey's communities during the lifetime of Healthwatch Surrey's current contract.

For more detailed information all aspects of our engagement and Evidence gathering strategy please see Appendix 2.

Sharing what we've heard

Through the work of our Escalations Panel, we escalated 6 individual issues this quarter, and shared 2 concerns with the Multi-Agency Safeguarding Hub via our Helpdesk.

We shared 282 experiences in total this quarter. Experiences have been shared with service providers, commissioners and the CQC as part of our regular 'What We've Heard' meeting series. We were asked to contribute to the CQC's inspection of Surrey and Borders partnership and were able to share 74 mental health experiences outside of our usual meeting series. We shared 20 experiences at the Surrey Heartlands Joint Intelligence Group and have shared Autism cases with Surrey Heartlands transformation team to help influence service change.

Commissioners and Providers	CQC	Local Healthwatch
157	112	13

Note: the increase in sharing this quarter is due to phasing of meetings, sharing experiences with commissioners in advance of meetings and the extra experiences we shared with the CQC for their inspection.

Championing patients' views

In addition to our regular meetings with system partners, we pulled together everything we'd heard from patients, families and carers over the last 6 months in relations to stroke services, in preparation for a meeting of the new Surrey Heartlands Joint Intelligence Committee. This led to a focus within the committee discussion on Occupational therapy, physio and ongoing care after discharge, which was an important theme in our insight.

Communications

Web Activity

Web activity has increased since last quarter and figures for Q4 this year are higher compared to Q3 and Q4 last year. The number of new visitors to our website has increased by 119% compared to Q3 and increased by 36% compared to Q4 last year.

	2018/19	2019/20			
Web Analytics	Q4	Q1	Q2	Q3	Q4
Page views	10,681	10,681	8,309	5,896	11,551
Visitors	4,515	4,515	3,416	2,571	5,244
Unique visitors	3,129	3,129	2,234	1,932	4,073
Page views p/visit	2.37	2.37	2.43	2.29	2.20
New Visitors	2,932	2,932	2,086	1,819	3,987

Social Media (Facebook, Twitter)

The total number of Twitter followers has increased by 1.8% this quarter and the number of impressions (the number of people who have seen one of our tweets) is 57,800, which is a decrease of 23% against Q3 but an increase of 26% compared to Q4 last year.

	2018/19	2019/20			
Twitter Characteristic	Q4	Q1	Q2	Q3	Q4
Followers	2,692	2,760	2,819	2,867	2,921
Following	1,427	1,609	1,670	1,716	1,771
Total Tweets	5,471	5,574	5,636	5,750	5,806
Impressions	45.8k	36.8k	38.9k	75.3k	57.8k

On Facebook we have 658 likes (an increase of 3.7% vs. last quarter).

Awareness Initiatives

In Q4 we conducted presentations on Healthwatch Surrey's engagement work at Oxshott WI; Staines, Ewell and Shepperton Rotary Clubs; and UCA Epsom and Farnham student fairs. We also presented our Care at Home report at the Voluntary Action South West Surrey Older People's Network and Surrey Mental Health Forum. And our Safeguarding report was presented to Surrey Safeguarding Advisors and CSH Surrey.

As well as these initiatives, we also produced literature packs for distribution to prisons in Surrey and wrote to newly appointed and re-elected MPs across Surrey, including literature on our services.

In February we took part in a BBC Surrey Radio interview to discuss Healthwatch Surrey's view on reported hospital bed shortages over the winter period (Dec/Jan 2019). We were also featured in the March edition of VantagePoint magazine, a free local magazine distributed to homes across Surrey. In February we ran a targeted ad messenger campaign using a mobile advertising platform and throughout Q4, Healthwatch Surrey web banners were advertised on Eagle Radio's website and mobile platforms.

E-Bulletins

During Q4, monthly e-bulletins were distributed to stakeholders and members of the public. The current number of subscribers is 815. Over the quarter, on average 37.2% of subscribers opened the e-bulletin each month. The e-bulletins focus on news from

Healthwatch, local and national health and social care issues, consultations and other opportunities for people to get involved in health and social care in Surrey.

Campaign Highlights

This quarter we published the following reports:

- LGBTQ+ Insight Report
- Dentistry Report
- Safeguarding Adults Report
- Advance Care Planning Report
- Hospital Discharge Report - Spring 2020
- Maternity Voices Project Report

Our campaigns were focused around these reports as well as our *Remote GP consultations and digital prescribing* survey and *Have your say on Epsom & St Helier proposals* survey. In addition, our other campaigns were focused around Healthwatch England's Speak Up campaign, Cervical Cancer Prevention Week, Young Carers Awareness Day, Neurodiversity Celebration Week, Children's Mental Health Week and Student Volunteering Week. We have also been promoting our partners' consultations to encourage the public to have their say on how services in Surrey are planned and run, along with making local people aware of services available in health and social care. These included:

- Surrey County Council's Big Survey 2020
- Possible changes to walk-in services in North West Surrey
- Improving Healthcare Together - Programme update and public consultation
- Surrey County Council's Our Voice Matters survey
- Community Equipment Service questionnaire

We also published news of Children and Family Health's Developmental Paediatric Service for East Surrey moving from East Surrey Hospital to Gatton Place in Redhill, North West Surrey Clinical Commissioning Group's Big Picture Programme, Healthy Surrey's updated website, Family Voice Surrey's coffee mornings, a new satellite Community Hub opening in Spelthorne, a Nuffield Trust report on prisoners' use of hospital care and what matters to people using A&E.

Coronavirus:

Much of our communications work in Q4, particularly during March, has been focused on assisting partners with their campaigns during the COVID-19 pandemic including:

- NHS England 'Protect Yourself and Others' campaign
- Public Health England information on coronavirus symptoms
- Surrey Police 'Make Yourself Heard' campaign
- Surrey County Council's Community Helpline
- South East Coast Ambulance 'Stay Home, Save Lives' campaign
- Information on collecting a prescription for someone from community pharmacies in Surrey
- Hospital and GP updates
- Surrey and Borders Partnership, Catalyst and Mind mental health awareness campaigns during lockdown
- Support from community and voluntary groups in Surrey
- Department of Health and Social Care's coronavirus scam awareness campaign

Information and Advice

Q4 saw 132 people contact our Helpdesk for information and advice, the second highest quarter performance this year.

Independent Health Complaints Advocacy

Advocates supported 134 clients this quarter of which 21 were new referrals, this represents a decrease vs the 30 new referrals last quarter, with more existing cases being supported than previous quarters.

Building our use of volunteers

Our volunteers gave 705 hours of their time this quarter. They took the lead when visiting 7 VCFS groups to listen to the views of Surrey residents and recorded 104 unique experiences about Surrey health and social care providers. Our Community Influencers attended 13 stakeholder meetings to champion the patient voice and share our insights to influence how services are run and developed. 4 new volunteers joined us this quarter: a biomedical sciences graduate, a PhD student, a retired NHS Systems Administrator, and a retired Nursing Home Finance Director. An additional 2 expressions of interest from volunteers in the North West Surrey area on hold at the volunteers' requests, due to the coronavirus pandemic.

Due to the Covid-19 pandemic, our Volunteer celebration event, due to be held on 23rd March 2020 has been postponed until the Autumn.

Surrey Heath

Our Surrey Heath volunteers visited Portesbury School to speak to parents of children and young people with severe learning disabilities, some of whom also have sensory impairments and physical disabilities. They also visited Windle Valley Carers Group, Upper Gordon Road Surgery Coffee Morning and Lightwater Live to raise awareness of our Healthwatch Surrey and to hear people's experiences.

A number of additional visits to healthcare providers and the VCFS due to take place in March were postponed due to Covid-19, including visits to Farnham Podiatry Clinic, the Oasis at St Pauls Church Camberley, and a visit to the Community Lunch at High Cross Church in Camberley. These visits will be rescheduled once it is safe to resume face to face engagement.

The Chair of the Surrey Heath group, Maria Millwood, and Community Influencer volunteer Liz Sawyer visited the Guildford and Waverley volunteer group in February to talk about their volunteer led engagement work; specifically with mother and toddler groups, and to discuss how the two groups could work together in the Farnham area. Liz also spoke about her watching brief on sexual health services and the work she has done to bring about improvements to those services for Surrey residents.

Meetings attended by our Surrey Heath Community Influencers this quarter include our regular feedback meeting with Surrey Heath CCG, the LeDeR Steering Group, the Surrey Heath CCG Primary Care Commissioning Committee, Surrey Safeguarding Children's Partnership Engagement and Communications Group and the CNWL Contract Review meeting for Sexual Health services.

Guildford and Waverley

Volunteers from our Guildford and Waverley group visited the brain injury charity Headway to talk to stroke patients about their care pathways in January. They also visited the University of the Creative Arts in Farnham to hear the experiences of students in the Trans Society as part of our LGBTQ+ project. New Community Influencer volunteer Alice Walker-Earwicker, a biomedical sciences graduate referred to us by Voluntary Action South West Surrey, joined the group.

The Community Influencers within the group supported us with desk research and preparation for the Joint Intelligence Group meeting. They represented Healthwatch Surrey at the Better Care Stakeholder Reference Group for Urgent Care and Big Picture Stakeholder Reference Group for Primary Care in Guildford and Waverley and the Surrey Heartlands Partnership Forum. The influencers in this group have also been keeping a watching brief on stroke services and SECamb.

Our Volunteer Officer and Admin Support Officer attended UCA Farnham Fresh Start Fair in January, to promote our volunteering opportunities to students and have placed our Young Healthwatch Volunteer role profile on the University of Surrey student volunteer portal.

We continue to cultivate a strong relationship with the CVS in Guildford and Waverley, Voluntary Action South West Surrey (VASWS), and our volunteers attended the VASWS Mental Health Forum, and Older People's Network this quarter. Towards the end of Q4, we also extended an offer help to VASWS, and our staff team have been supporting them by referring people who need help with their food shopping and prescriptions to legitimate and vetted community groups in their area as part of the Covid-19 community effort.

Building good relationships with Royal Surrey NHS Foundation Trust

Volunteers from our Guildford and Waverley and Surrey Heath groups have been assisting Royal Surrey NHS Foundation Trust in reviewing and improving their serious incident reports this quarter, as part of an ongoing piece of work.

Three of our volunteers have been meeting once a week at Royal Surrey County Hospital to read and review confidential serious incident reports and provide feedback before they were sent out to the patient and their family. They consider the clarity, tone and sensitivity of the reports, and whether any of the information contained could be misleading or distressing to patients and their families.

Some significant improvements have been made to the reports as a result of Healthwatch Surrey volunteer involvement. The report template has been completely reworked to make it reader friendly, and the risk matrix which showed the likelihood of the event happening again has been removed. The risk matrix was upsetting to the families of patients who had died as a result of the serious incident, especially if the risk of the event happening again was low, as it may have seemed to some that the death of their loved one was an insignificant matter. Royal Surrey NHS Foundation Trust's Head of Patient Safety and Quality described the work done by our volunteers as extremely valuable. We are now exploring whether our volunteers might undertake a similar exercise at other acute hospitals in Surrey.

North West Surrey

Volunteers from our North West Surrey volunteer group visited the Lighthouse in Woking twice this quarter to hear peoples' experiences of health and social care. The Lighthouse is a vibrant community hub that runs a range of projects to support vulnerable local people including a foodbank, buggy repair and support for people returning to the workplace.

Two new volunteers joined our North West Surrey Group: Shirley Cumming joins us as a Community Influencer volunteer. She retired from the NHS in July 2019, having worked as the Coordinator and Systems Administrator for Blanche Harriot Unit for Sexual Health and Woking Community Hospital. Errol Miller will be supporting us with all three of our volunteer roles. Before retiring, he worked as a Finance Director of a nursing home group. He is keen to support our awareness raising work by delivering presentations. Two pending expressions of interest from volunteers in the North West Surrey area are currently on hold due to the Covid-19 outbreak.

Our Volunteer Officer visited Staines Rotary Club to speak to members about our volunteering opportunities in January. Plans have also been made to visit the North West Surrey NHS retirement fellowship, Woking Soroptimists to talk to their members about volunteering in Q1 of 2020, government restrictions permitting.

Surrey Downs

The Community Influencers in our Surrey Downs group supported us by attending the Learning Disabilities Partnership Board and the Surrey Learning Disabilities and Autism Program Board (formally the Transforming Care Partnership). Members of the group have also been attending public meetings for the Improving Healthcare Together Consultation for the Epsom and St Helier reconfiguration.

The Community Listeners and Promoters in the group have been identifying VCFS groups in their local area, who they will visit for future volunteer led awareness and engagement events after the current government restrictions have been lifted. They have also been supporting us in raising awareness of Healthwatch Surrey with Surrey Downs residents on social media, using trackable links so that we can monitor the success of their posts.

Our Volunteer Officer visited Ewell and Chertsey Rotary Clubs to speak to members about our volunteering opportunities in January. Plans have also been made to visit Leatherhead, Bookham and Horsley Rotary Clubs, Civil Service Retirement Fellowship Leatherhead and the Probus Club of Ripley to talk to their members about volunteering in Q1 of 2020, government restrictions permitting.

East Surrey

Our Volunteer Officer has made a concerted effort to build on our relationship with the CVS in East Surrey, Voluntary Action Reigate and Banstead (VARB). This is already resulting in an increase in volunteer applications from the Reigate area. New volunteer Funmilola Olaitan joined us as a Community Listener in East Surrey in Q4. She is a distance learning PhD student, studying Agriculture, Food and Rural Development at the University of Newcastle, and is experienced in qualitative research and community engagement. Before moving to the UK, she trained farming families in agricultural practices and lectured at the Federal College of Education in Nigeria.

Our Admin Support Officer has been liaising with Rotary Clubs and the NHS Retirement Fellowship in the East Surrey area to arrange for our Volunteer Officer to speak about our volunteering opportunities remotely via zoom video call in Q1 2020.

Updating the volunteer pages of our website

We have updated and refreshed the ‘Volunteer with us’ page of our website. The new look volunteer page features our three volunteer role profiles, which have been re-designed to make them more visually engaging, and information about how our volunteering opportunities make a real difference to local services in Surrey. It also features a volunteer journey map to manage the expectations of new volunteers and makes more of a feature of our volunteer blogs and video.

As a social enterprise we have secured a growing and sustainable future

We have continued to work with Surrey Heartlands on our project to support Citizen Ambassadors for the workstreams of the ICS, securing an extension to the contract so that this vital work in bringing the patient and service user voice to Heartlands workstreams can continue.

We have delivered our project commissioned by Surrey Safeguarding Adults Board to amplify the voice of those who have been subject to a safeguarding enquiry to ensure that the Board is able to understand what person-centred feels like to people.

We were selected by Healthwatch England to carry out some work for the Kings Fund looking at the impact of NHS admin on patients and families.

Finances

Healthwatch Surrey CIC – Budget and Expenditure Q4 as of 31st March 2020

	Mid Year	Budget to	Actual to	Variance to
<u>Healthwatch Contract</u>	Reforecast	Mar-20	Mar-20	Mar-20
<i>Staffing Costs</i>	£336,803	£336,803	£344,597	£7,794
<i>Direct Delivery Costs</i>	£96,824	£96,824	£90,517	£6,307
<i>CIC Costs</i>	£9,750	£9,750	£5,938	£3,812
<i>Signposting</i>	£46,470	£46,470	£46,470	£0
<i>Health Complaints Advocacy</i>	£97,160	£97,160	£97,160	£0
<i>Finance, HR, Office & Governance Support</i>	£32,720	£32,720	£32,719	£1
<i>Helpdesk</i>	£14,600	£14,600	£14,600	£0
	£634,326	£634,326	£632,001	£2,325

KPIs

KPIs from 2019/20 work plan

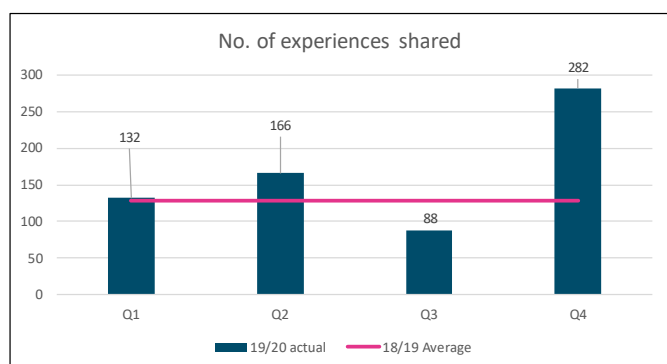
Link to mission/vision	Lead	18/19 figure	Q1	Q2	Q3	Q4	Cumulative total	
Healthwatch Surrey is the respected, trusted and credible champion of the consumer for health and social care in Surrey	The number of experiences we have shared versus 2018/19	KE	513	132	166	88	282	668
	The number of experiences we have escalated versus 2018/19*	KE	45	8	9	8	6	31
Healthwatch Surrey's role, function and services are known, understood and valued by consumers and therefore they readily contact us	Number of experiences proactively shared with us via website/post ¹	SB	317	98	63	84	105	350
	Number of experiences proactively shared with us via the Helpdesk	SB	1188	352	187**	235	253	539
	Number of people contacting the Helpdesk for information and advice	LS	426	144	123	104	132	503
	Number of people accessing the Independent Health Complaints Advocacy service (Note: 2018/19 88 people were supported by an Advocate to make a complaint)	LS	263	61	75	59	47	242
Our influencing is based on sound evidence, knowledge and insight	The number of Useable Experiences we gather to a minimum target of 3,000 per annum	SB	5497	1618	1267	1814	1093	5792
	Capture at least one Useable Experience from every service type annually	SBr	These to be monitored via Evidence Gathering Strategy on a quarterly basis					
	Undertake targeted awareness-raising or engagement with specific groups as outlined in Evidence Gathering Strategy	SBr						
	Gather Useable Experiences annually from one ward within each CCG area identified as amongst most deprived and/or having lowest life expectancy	SBr						
	Publish 4 reports/outputs per annum on thematic priorities	KS	4	1	0	0	2	3
	Publish 4 reports/outputs per annum based on outreach work	KS	1	0	2	0	1	3
	Publish one report/output per annum on an emerging issue	KS	1	1	1	0	3	5
Building our use of volunteers	The number of volunteer hours	LS	2336	594	563	574	705	2436
As a social enterprise we have secured a growing and sustainable future	Progress against target to bring in £60,000 per annum in new business turnover	KS	70,133	28,646	14,251	18,674	8,171	69,742

¹Website / post only - does not include all interactions with the Helpdesk

*Figure based on refined definition used in quarterly report i.e. "X specific concerns were escalated..."

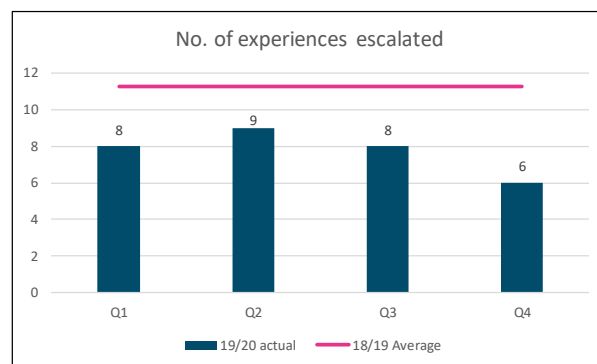
** Figure may be under reporting due to coding issues on informatics

Appendix one: KPI graphs



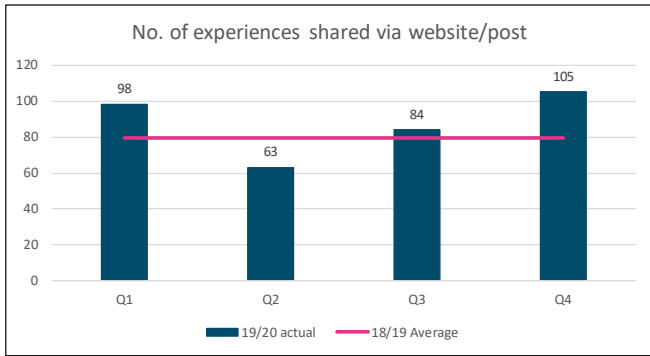
exp.shared	Q1	Q2	Q3	Q4	Total
18/19 Average	128.25	128.25	128.25	128.25	513
19/20 actual	132	166	88	282	668

130%



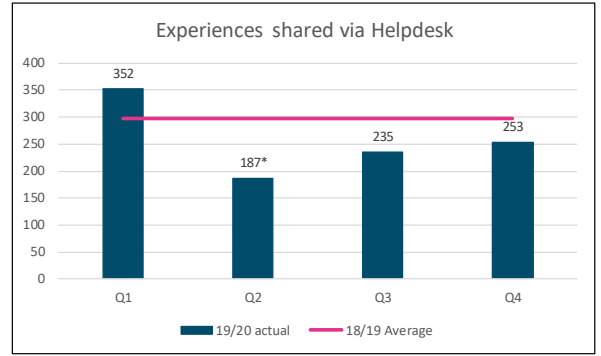
exp. escalated	Q1	Q2	Q3	Q4	Total
18/19 Average	11.25	11.25	11.25	11.25	45
19/20 actual	8	9	8	6	31

69%



exp.website/post	Q1	Q2	Q3	Q4	Total
18/19 Average	79.25	79.25	79.25	79.25	317
19/20 actual	98	63	84	105	350

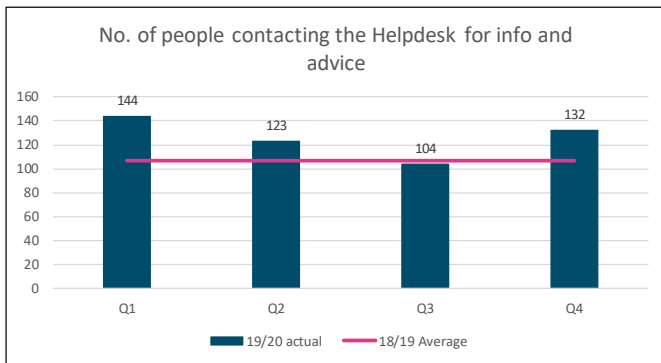
110%



exp. Helpdesk	Q1	Q2	Q3	Q4	Total
18/19 Average	297	297	297	297	1188
19/20 actual	352	187	235	253	1027

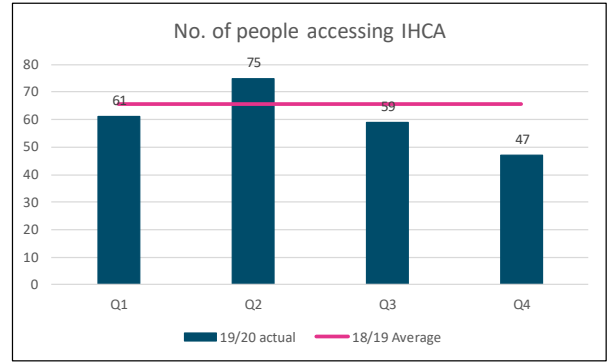
86%

* Figure may be under reporting due to coding issues on informatics



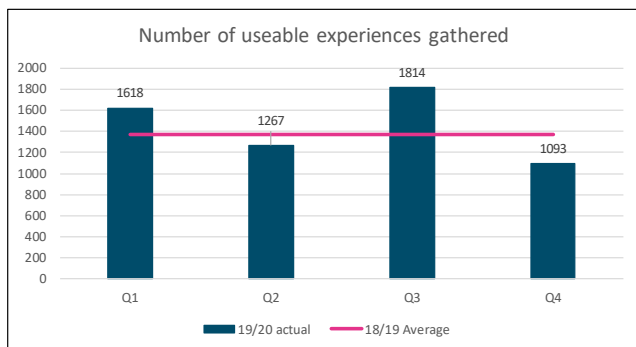
Helpdesk contacts	Q1	Q2	Q3	Q4	Total
18/19 Average	106.5	106.5	106.5	106.5	426
19/20 actual	144	123	104	132	503

118%



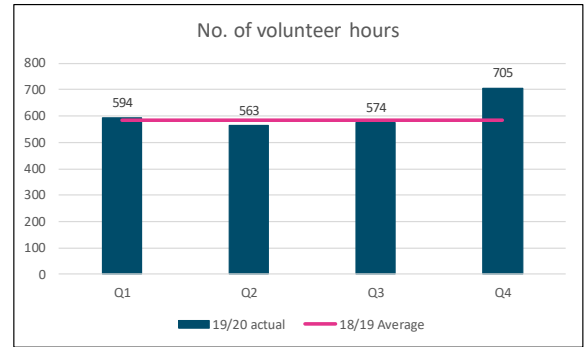
IHCA access	Q1	Q2	Q3	Q4	Total
18/19 Average	65.75	65.75	65.75	65.75	263
19/20 actual	61	75	59	47	242

92%



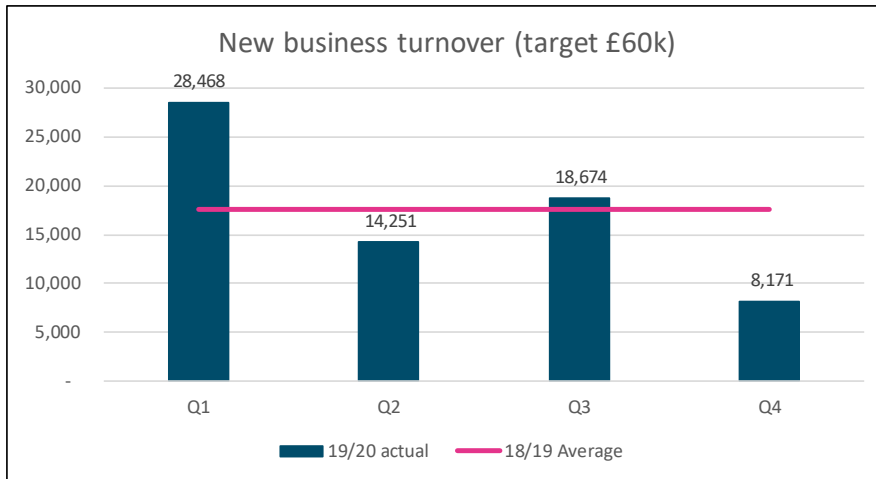
No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	1374.25	1374.25	1374.25	1374.25	5497
19/20 actual	1618	1267	1814	1093	5792

105%



No. volunteer hrs	Q1	Q2	Q3	Q4	Total
18/19 Average	584	584	584	584	2336
19/20 actual	594	563	574	705	2436

104%



No. of useable exp	Q1	Q2	Q3	Q4	Total
18/19 Average	17,533	17,533	17,533	17,533	70,133
19/20 actual	28,468	14,251	18,674	8,171	69,564

99%

Appendix two: Evidence gathering strategy progress report

Engagement

We have held **Listening Events** across each quarter in some of the wards with the highest levels of deprivation in the county: such as Merstham and Westborough. We have also made plans for the remainder of the year which will complete our goal of visiting the following deprived wards on an annual basis:

- Court (Surrey Downs)
- Hindhead (Guildford & Waverley)
- Leatherhead North (Surrey Downs)
- Maybury and Sheerwater (North West Surrey)
- Merstham (East Surrey)
- Old Dean (Surrey Heath)
- Stoke (Guildford & Waverley)
- St Pauls (Surrey Heath)
- Westborough (Guildford & Waverley)
- Westway (East Surrey)
- Weybridge North (North West Surrey)

At the start of the year we conducted a review of the location of these Listening Events, to ensure we collected a higher proportion of experiences about non-GP and non-Hospital services. This has meant that we are visiting a wider variety of locations e.g. further education colleges, mental health clinics, family centres and leisure centres etc.

Service Type	#UEXs YTD	% YTD
GP & Hospitals	4241	73%
Other *	1539	27%

Plans for next year are currently on hold due to Covid-19, however we have decided to implement a more in-depth approach, focusing on a geographical area, one month at a time. Each ICP will be visited twice a year for 2 months and the largest ICP's (G&W and NWS) will be visited 3 times over 3 month periods. Each month we will work closely with each of our volunteer groups to deliver our engagement strategy.

Examples of what types of places we will be going include;

- 1 x GP
- 1 x Acute Hospital
- 1 x Community Provider e.g Sexual health clinic
- 1 x Social Care
- 1 x Public
- 1 x Focused / Targeted

This new programme of events has also enabled us to develop our reach into all of the different service types² that we want to hear from annually:

- Adoption support agencies
- Ambulances
- Blood and transplant service
- Dentist
- Diagnosis/screening
- Doctors/GPs
- Education disability services
- Children's homes, including secure children's homes
- Community health service
- Community Services – Healthcare
- Community Services - Learning Disabilities
- Community Services - Mental Health
- Community Services – Nursing
- Community Services - Substance abuse
- Clinics
- Home hospice care
- Homecare agencies
- Hospice
- Hospital
- Hospitals - Mental health/capacity
- Hyperbaric chamber services
- Independent fostering agencies
- Long-term conditions
- Mobile doctors

² As defined through registration with CQC

- Nursing homes
- Phone/online advice
- Prison healthcare
- Rehabilitation (illness/injury)
- Rehabilitation (substance abuse)
- Residential family centres
- Residential holiday schemes for disabled children
- Residential homes
- Shared lives
- Supported housing
- Supported living
- Urgent care centres
- Voluntary adoption agencies

These activities took us a step closer towards our goal of undertaking targeted engagement with the following communities during the lifetime of Healthwatch Surrey's current contract:

- Adults with Autism
- Adult Carers
- Adults with learning disabilities
- Black & Minority Ethnic community
- Black & Minority Ethnic community in Maybury, Sheerwater, Goldsworth East wards
- Children born to teenage mothers in North West Surrey
- Children in need in Spelthorne & Elmbridge
- Children with special educational needs and disabilities
- Deaf and hard of hearing people
- Deprived people
- Gypsy Roma & Traveller communities
- Gypsy Roma & Traveller community in Guildford & Waverley and North West Surrey
- LGBT+
- Older men
- Older people
- People being supported to die well
- People being supported to live independently
- People being supported to live with illness
- People who are homeless
- People with mental health conditions in East Surrey
- People with learning disabilities in East Surrey
- People with communication impairments
- People with dementia
- Refugees and Asylum seekers
- Vulnerable people
- Young Carers
- Young people
- Young adults in Guildford & Waverley