

30 years' smile stamped on local Post Offices

12 February 2024



Postmistress **Nidhi Prashar** has reached her 30 years' milestone of serving Post Office customers in Surrey. Three decades ago, Nidhi and her husband, Anil, bought Oxted Post Office and for most of that time Nidhi has served that community. Now Anil runs that branch since Nidhi became Postmistress for **Epsom** in July 2017.

Postmistress, Nidhi Prashar, said: "I loved serving the people of Oxted, but there was suddenly an opportunity to take on a bigger, busier, branch as well at Epsom, so Anil now runs Oxted branch. First Epsom was temporarily based at Epsom & Ewell Town Hall to restore service to the town, then I opened my permanent branch and card and gift shop in the High Street in February 2018.

"I get on really well with my customers in Epsom too. Thankfully I'd just got settled before Covid struck, but that was strange as many businesses in the high street were closed, so those customers were not around. However, other people who would normally have been commuting to elsewhere, were suddenly working from home and visiting my Post Office, so there were lots of different customers to get to know. People were grateful that Anil and I were able to keep both Oxted and Epsom branches open."

Last year Nidhi was filmed at Epsom branch as part of an episode of Stacey Solomon's Sort Your Life out programme. A local family had their home de-cluttered and they came across lots of different foreign currencies, which was then converted into useful sterling at her Post Office. Many of her customers immediately recognised her from the programme.

Nidhi, said: "I love being a postmistress. It's the people that you meet that make it so great. There aren't many jobs where you have this great interaction with people. People come in regularly and you build up a relationship. Customers become like extended family.

"In Oxted there are no banks left and we meet the banking needs of the community - so it's non-stop banking customers. In Epsom there are lots of banks and building societies, but we are open longer hours than all of them, so for some customers they find it more convenient to come here."

At Oxted and Epsom customers also have the choice of DPD and Evri services in addition to Royal Mail and Parcelforce mail services.

Post Office Area Manager, **Richard Wilder**, presented Nidhi with a 30 Years' Long Service Award. He said: "I want to thank Nidhi for being a first class Postmistress in Surrey for 30 years. Nidhi and Anil provide great customer service and they really care about the people that they serve in Oxted and Epsom. Both branches look great too with the retail alongside."

The Post Office.

Epsom MP cuts ribbon of new nursery

12 February 2024



Children at a new nursery welcomed MP **Chris Grayling** who cut the ribbon to officially open the new provision at an Epsom school.

The **Vale Primary School** now offers a curriculum for two to 11-year-olds and its nursery already has 23 children on the roll with more joining in the spring.

Mr Grayling, MP for Epsom and Ewell, joined **Julian Drinkall**, CEO at GLF Schools, in cutting the ribbon to officially open the nursery on Wednesday 7 February.

“I was delighted to be invited to attend the official opening,” said Mr Grayling. “The additional nursery places will support the government’s expansion of childcare support to working parents and offer the local community free, funded 15 and 30 hour early years places for two, three and four-year olds. It is clearly going to be a really happy nursery,” he added.

The school is a member of the GLF Schools Multi-Academy Trust which has a strategy to promote school readiness by ensuring as many as possible of its primary schools can cater for children aged from two to 11 with a school-run nursery on site.

Sarah Leyland and **Cathy Browne**, co-heads at The Vale, said they were both very proud of the hard work and community collaboration which has seen the creation of ‘such a positive environment for our young children.’

To add to the celebration aspect of the event, a specially made cake depicting the school logo and an array of cupcakes were made by a former parent of the school.

“I am delighted for our community and the parents and carers with us today that GLF can offer this new nursery provision. GLF’s nursery strategy emphasises the importance of ensuring our youngest children have access to high quality early education and being ready to start school,” said Mr Drinkall.

“It was clear today that our new nursery at The Vale Primary School is quickly becoming an integral part of the local community and provides local families with the opportunity to access a new and exciting two-11 curriculum.”

The nursery will be holding an open morning on Wednesday, March 6 and Friday, March 8 and visits can be booked at the school on 01372 273639 or via info@thevaleprimary.org

The Vale Primary School website also has details on how nursery funding is changing and how parents can apply for funded places for 15 hours childcare for two-year-olds. More details on www.thevaleprimary.org

Ada of Surrey inspires big AI project

12 February 2024



Drawing inspiration from **Ada Lovelace**, who resided in Surrey, a computing pioneer and translator who overcame societal barriers in the 19th century, the “ADA network” based at **Surrey University** aims to usher in a transformative era of AI research focused on digital inclusion.

Augusta Ada King, Countess of Lovelace (*née* **Byron**; 10 December 1815 - 27 November 1852) was an English mathematician and writer, chiefly known for her work on Charles Babbage’s proposed mechanical general-purpose computer, the Analytical Engine. She was the first to recognise that the machine had applications beyond pure calculation. In 1835, she married the first Earl of Lovelace, becoming Lady King. They had a home in Ockham Park, Surrey.

The **University of Surrey** has been granted a multi-million-pound award from the **Leverhulme Trust** to spearhead a groundbreaking initiative aimed at ensuring equitable access to artificial intelligence (AI)-powered digital media. This ambitious project, named the Leverhulme Doctoral Scholarships Network for AI-Enabled Digital Accessibility (**ADA**), will receive a grant of £2.15 million over eight years.

Professor **Sabine Braun**, ADA Director at the University of Surrey, emphasized the importance of digital media accessibility, stating that it is pivotal for engaging with various aspects of life, from public information to entertainment. The ADA project aims to leverage AI technology to make digital content accessible to individuals of all ages, languages, cognitive and sensory abilities, and physical mobility.

In today’s digital landscape, interacting with digital content involves complex sensory inputs. However, accessibility issues arise when individuals cannot access content in their preferred language or format. While traditional methods like text subtitles or simplified versions have been used to address these challenges, the sheer volume of digital content necessitates AI-driven solutions.

The ADA project seeks to advance AI-driven accessibility solutions by integrating insights from the humanities and social sciences to better understand user needs.

The Surrey Institute for People-Centred AI (PAI) will host the ADA project, aligning with its mission to advance AI from a human-centric perspective. The project will draw expertise from three renowned research centers at the University of Surrey: the Centre for Translation Studies (CTS), the Centre for Vision, Speech and Signal Processing (CVSSP), and the Nature Inspired Computer and Engineering Research Group (NICE).

CTS will contribute expertise in language and translation technology to improve media accessibility, while CVSSP will leverage its world-leading AI and computer vision capabilities. NICE will provide specific expertise in knowledge-driven AI and machine translation for under-resourced languages.

Professor **Adrian Hilton**, Director of PAI and CVSSP, highlighted ADA's vision to establish a hub for high-quality research training in AI-enabled digital accessibility. By collaborating with Surrey's Digital World Research Centre (DWRC), Digital Societies, and Brain and Behaviour research groups, the ADA project aims to drive meaningful advancements in AI accessibility, ensuring that media services are accessible and inclusive for all individuals and society.

Image: Daguerreotype by Antoine Claudet and Surrey University's newest lab that has 200 machines which are each equipped with a Nvidia Quadro P4000 Graphics Card: useful for intensive jobs that require multiple cores in areas such as data science, AI and deep learning.

Dementia nurses coming closer to Epsom

12 February 2024



Dementia UK, the specialist dementia nursing charity, in partnership with Leeds Building Society, is launching free face-to-face 'Closer to Home' clinics to provide life-changing support to families living with dementia in **Epsom**.

The clinics will be held in the **Epsom branch** of Leeds Building Society, bringing emotional and practical support closer to families with dementia through the charity's specialist dementia nurses, known as Admiral Nurses. Dementia UK's Closer to Home clinics will run on 28th and 29th of February and the 5th, 6th and 7th of March 2024.

The face-to-face clinic will offer a safe, comfortable, and private space for families to discuss any aspect of dementia and receive the specialist support of Admiral Nurses. Between June 2021 and December 2023, over 4,000 families have been helped through Dementia UK's 'Closer to Home' clinics, and the charity has partnered with Leeds Building Society to offer in-person support across the United Kingdom since 2022.

Nationwide research conducted by Dementia UK into the impact of dementia revealed that nearly half (47%) of people in the South East of England have been affected by dementia, and 51% of people in the region are worried about how a diagnosis would affect their relationships with family and friends. Only 16% of people in the South East have heard of Dementia UK's specialist Admiral Nurses.

In April 2020, Dementia UK and Leeds Building Society announced a four-year partnership to raise £700,000 to help over 2,500 families with dementia across the UK. As part of this partnership, the innovative 'Closer to Home' project was also launched in June 2021, to improve access to dementia care and support.

The partnership's initial target of £500,000 has now been exceeded. Thanks to this, Dementia UK has been able to develop and deliver virtual appointments with specialist dementia nurses for an even larger number of families and individuals.

Hannah Gardner, Admiral Nurse at Dementia UK, said:

"We're proud to bring our Closer to Home project to Epsom to offer specialist face-to-face clinics in the area. We know the difficulties that families in Epsom and the surrounding area often experience. We know that dementia doesn't just affect the person with the diagnosis: families, friends, and carers are also impacted."

"Dementia is a huge and growing health crisis - someone in the UK develops dementia every three minutes. This means it's more important than ever for us to reach families and offer one on one support from our dementia specialist Admiral Nurses. From worries about memory problems to understanding a dementia diagnosis and how the condition progresses, we will be providing practical and emotional advice on caring for someone who lives with this progressive condition, along with giving advice on financial and legal issues."

Richard Fearon, CEO of Leeds Building Society, said:

"Dementia UK was voted as our charity partner by our members and colleagues, and we are thrilled to have raised over £700,000 for them, exceeding the £500,000 fundraising target we set ourselves at the start of this partnership."

Dementia UK's Closer to Home clinics will take place in Epsom on the 28th and 29th of February and the 5th, 6th and 7th of March 2024.

To book a confidential and in-person appointment with an Admiral Nurse, visit dementiauk.org/closer-to-home
dementiauk.org

Surrey boost for mental health includes Epsom

12 February 2024



Surrey County Council has announced a significant investment of £3.6 million from the Mental Health Investment Fund (MHIF) into 13 innovative, community-focused projects. This allocation follows a previous grant of £530,000 in 2023 to 9 projects. The overarching goal of these initiatives is to bolster emotional well-being, with a dual focus on preventing poor mental health and providing support for those already grappling with mental health challenges.

The MHIF operates in collaboration with Surrey Heartlands Health and Care Partnership.

The 2019 Surrey Health and Wellbeing Strategy guides the allocation of MHIF funds, emphasizing the reduction of health inequalities and targeting specific groups and neighbourhoods. The MHIF focuses on prevention, dismantling barriers, and empowering individuals to proactively improve their emotional health and well-being.

Mark Nuti, Surrey County Council Cabinet Member for Health, expressed delight in the diverse allocation of the second round of funding. Spread across all 11 districts and boroughs of Surrey, the funds support a range of organizations employing innovative, community-focused approaches to address mental health challenges.

In the table summarizing mental health projects in Surrey, here are the projects targeting Epsom and Ewell and frequently the Court Ward area in Epsom in particular, among other areas in Surrey.

Emerge Advocacy

Supports people aged 10-25 who are in A&E because of self-harm, a suicide attempt or emotional crisis, 7pm - 11pm when many other services are closed, and hospital staff are very busy. The MHIF funding will allow EmERGE to expand their post hospital follow up support so that young people and their families do not have to endure long waits for support during their most vulnerable moments. EmERGE Advocacy runs EmERGE projects in the Royal Surrey, Epsom, Frimley and East Surrey hospitals.

Other projects involving Epsom and Ewell include:

Barnardo's Paediatric Parenting Service

- **Target District:** Court in Epsom
- **Description:** Barnardo's will provide support to parents/carers of children under 6 years old, diagnosed with autism and/or ADHD, in key neighbourhoods, including Court.
- **Funding:** £409,609
- **Duration:** 2.5 years

PAPYRUS: Prevention of Young Suicide

- **Target District:**
 - Year 1: Court in Epsom
- **Description:** PAPYRUS aims to expand its impact in Surrey schools through various initiatives, including direct intervention in specific neighbourhoods.
- **Funding:** £139,834
- **Duration:** 2 years

YMCA: Step Forward

- **Target District:**
 - Epsom and Ewell
 - Hooley, Merstham, Netherne, Tattenham Corner, Preston, Horley Central and South, Redhill West, Wray Common
- **Description:** Step Forward addresses the gap in service provision for young adults with poor mental health, including those in Epsom and Ewell and surrounding districts.

- **Duration:** Not specified in the provided information

These projects aim to provide various forms of support, from inclusive wellbeing coaching to parenting services, suicide prevention, and support for young adults, specifically in the mentioned districts of Epsom, Ewell, and Epsom Court.

Robot puts study at home pupil in the classroom

12 February 2024



One pupil at a Surrey primary school has been utilising virtual technology to help her keep-up with learning by sending a robot into class.

The robot is controlled by the pupil, and gives her the opportunity to be with her friends and classmates even though she cannot be in school physically.

Cuddington Croft Primary enlisted some cutting-edge technology when a Year 5 pupil was forced to take several months off school due to serious illness.

To enable Alexia to continue her studies remotely, the school arranged for an AV1 robot to attend lessons in her place, allowing the youngster to join her classmates virtually.

“The robot was on a table at school, and when Alexia was on, it would ‘come to life’, and its head could rotate to see the classroom,” said **Mike Skelton**, Head Teacher at Cuddington Croft, part of the GLF Schools Multi Academies Trust.

“The aim of the AV1 was to help the pupil to attend lessons while they were unable to be there in person,” explained Alexia’s teacher, April Riley. “It’s been brilliant at making that connection between the pupil and the class. It’s mainly for them to join in, listen to the lessons, and still feel part of the class.

“The first few times the pupil came online it was very exciting, and the other children were interested to see how it moved and when the eyes changed et cetera. However, it didn’t take much time before it started to feel normal.”

“What’s great is that they can log on and show off their learning and their work,” she continued. “That made them feel like they had done their part, and I think that sense of achievement was really important.

“We had a great example of this in our last English unit where everyone had to read a speech. The pupil came online and read their speech through the AV1, and everyone cheered afterwards.”

The portable robot was provided with the help of the **Surrey County Council** Access to Education Team.

“I really love my robot, as I can join in with the lessons in class with my friends and my teacher, and interact with them,” said Alexia, who is currently making a phased return to school. “It also makes me feel like I am in the classroom with everyone and lets me see everyone without being seen, as sometimes I don’t feel well.

“It allows me to answer questions and to change the colour if I don’t feel well but still want to listen into the lesson. Then my teacher knows I am there but might not ‘put up my hand’ to answer questions.

“I prefer to be in class, but sometimes that’s not possible because I am not well, but it still helps me to feel included in the class.”

“This technology allowed a child to feel included within her class during the toughest period of her and her family’s lives,” added Mr Skelton. “It added a sense of normality and togetherness that could not have been achieved through sending work home.”

Epsom youth show a taste for cooking

12 February 2024



On Saturday, 3rd February, three candidates from Epsom participated in the District Young Chef Competition held at Merton College for Rotary Young Chef, along with approximately 14 others from areas including Kingston, Redhill, and Morden.

While negative messages about the state of young people, crime, and issues are often heard, witnessing what took place gives us hope that there are many young, decent individuals who will grow up to become assets to our community. Let's sing their praises!

The participants in the competition had two hours to prepare a healthy two-course meal. The quality of the food by all the young people was amazing, ambitious, tasty, and demonstrated a passion for food.

The day was made even more special by Emma from Rosebery School, who also took part in the local competition recently and was awarded first place for her outstanding salmon dish.

Emma will now move on to the regional round in Hampshire to cook once more. We, of course, congratulate Emma on her outstanding achievement and wish her the best of luck in the next competition.

Thanks also go to Joe from Epsom Rotary, who organized the local competition and is supporting our candidate through to the next round.

Epsom Rotary.

Petition to reclaim Horton Cemetery from property speculator

12 February 2024



The trustees of the Epsom charity **The Friends of Horton Cemetery** have appealed to the public to sign an **online petition** on **change.org** that calls for Europe's largest asylum cemetery to be returned to the community. In a bizarre decision in 1983 the Epsom five acre resting place of 9000 patients was transferred by the NHS to a property speculator. Norman Fowler was the Conservative Secretary of State for Health at the time. The property speculator was a darling of the privatisation movement having been the first to obtain and "rejuvenate" Council tower-blocks. A former local Councillor serving Epsom and Ewell at the time recalls no efforts to transfer the Cemetery to the Council, despite it being in law the "burial authority".

It has been neglected ever since with no planning application ever being submitted by the owner. Why he holds on to it is a mystery to the trustees of the Charity. According to Lionel Blackman, the Charity's secretary and local solicitor: "Mr Heighes, who owns Marque Securities, has never replied to any of our correspondence seeking a dialogue about the future of the Cemetery. In my opinion only a special Act of Parliament could allow the Cemetery to be used for any purpose other than a Cemetery. Even using it as "amenity woodland" would be a breach of its recognised planning status."

The Charity's volunteers continue to research and publish on the **Charity's website** the lives of those buried in the Cemetery.

Image: Horton Cemetery in 1952. Well maintained like this until sold in 1983

Complementing this work are the initiatives of the Surrey History Centre (SHC):

Glass slides of patients at the Manor Hospital, Epsom

Did you know that SHC holds a sizeable collection of glass plate negatives, yet to be identified, of male and female patients at The Manor Hospital, Epsom.

A project is currently underway to digitise, identify and catalogue the loose negatives of male and female patients in 6317/3/- that date from the 1890s to the 1910s. They are a fascinating and moving portrait of the men and women who were admitted to the Manor Hospital, and a valuable resource for anyone researching individual patients or generally interested in the history of mental health treatment in the late 19th to early 20th century.



The first stage has now been completed, comprising 79 high resolution digital photographs of male patients, and thumbnail images have been added to the online catalogue (6317/3/-), see <http://tinyurl.com/55sasppx>.

As well as identifying the patient name and hospital number, importantly the catalogue entries include a cross-reference to the relevant case book in Surrey History Centre reference 6282/14/-. The case book entries, which provide a detailed account of the patient's illness and treatment, also include a photograph of the patient, and this has enabled us to match and identify the glass negatives.

For the next stage, there is one more box of slides of male patients to complete, and we'll then continue with the larger collection of female patient slides.

For more on the history of Manor Hospital, see the Exploring Surrey's Past website.

Was your ancestor in an asylum? This talk traces the history of the care of people living with mental illness or learning disability from the 18th century through to the 1990s. Using the records of Surrey's earliest private asylums, county institutions at Springfield, Brookwood and Netherne, charitable foundations like Royal Earlswood and Holloway Sanatorium and the 'Epsom Cluster' of Horton, Long Grove, The Manor, St Ebba's and West Park, it traces the history of mental health care in Surrey, and uses medical records to uncover the hidden stories of individual patients, including some from Hampshire. It draws on photographs and other records rescued when these vast hospitals finally closed to explore daily life in a psychiatric institution over the course of three centuries.

Tracing the History and Experiences of Our Asylum Ancestors, 1700-c1990

26 February 2024, 6pm to 7pm Online

A talk by Julian Pooley for Hampshire Archives & Local Studies

This talk will take place online, 6.00 to 7.00pm Tickets £6.00. For further information and to book visit: [Hampshire County Council \(hants.gov.uk\)](http://hants.gov.uk)

NESCOT Saturday academies for the young

12 February 2024



Got a young person passionate about animals, cookery, e-sports, film making or another hands-on potential career? Our next Saturday Academy starts 24 Feb 2024 - book now!

The next set of Saturday academies for young people starts soon and places are filling fast. The academies are a popular set of 4-week Saturday courses which offer: Practical, enjoyable, hands-on learning. A taste of a subject for possible a career or further study. A chance to develop a leisure interest. Places in all subjects cost £95 for four three-hour sessions **Click here to book**

Academy Subjects

We have Academies in Media Make-Up (SFX), Film-making, Music Production, Animation, Travel & Tourism, Animal Management, Cooking, Carpentry, Beauty and Babysitting & Childcare.

NEW for 2024:
- E-sports
- Anatomy for Sport

Academy Format and Pricing

We hold Saturday Academies for young people at Nescot in Ewell, near Epsom. The Academies are fun and instructive Saturday courses that last four weeks. They start at 10am and finish at 1pm on consecutive Saturdays. The Academies will all start on Saturday 24th Feb 2024. **The total cost for all four Saturdays in any Academy is £95. Click on the link below for full details.**

CLICK HERE FOR FULL DETAILS AND BOOKING

NESCOT, Reigate Road, Ewell, Epsom, KT17 3DS
www.nescot.ac.uk

Top stuff for Cuddington Croft

12 February 2024



Staff and students at Cuddington Croft Primary had reason to celebrate when the latest SAT results revealed that the school ranked within the Top 10 in the county.

The Department for Education Performance Table for Key Stage 2 2023 SAT results showed that the school - which is part of the GLF Schools Multi-Academies Trust - was among the 10 highest performers out of 476 Surrey schools, according to the combined percentage of children attaining the expected standard in Reading, Writing and Maths.

“This is a really impressive achievement, considering the size of county and number of schools in Surrey,” said Mike Skelton, who is Head Teacher at the school. “If there was a table for combined greater depth scores, Cuddington would have been in the top three.”

“Cuddington is proud to be a consistently high achieving school,” he continued. “Post-covid, this is the first results published, so we are proud they continue to be this high, despite the disrupted learning caused by the pandemic.

“It shows the hard work of the staff from Nursery to Year 6 to enable the children to be successful and achieve their

highest potential.”

Staff and parents alike at the school were delighted with the results.

“The staff were extremely proud of the hard work and dedication to support the children to achieve the results they did,” added Mr Skelton.

“A parent of a child in that cohort said: ‘It really is amazing. It makes us so proud of our child and the school. It has given our daughter the best possible start to secondary school.’

“Well done to all the children and all the staff for their hard work.”

Cuddington Croft PR.

A helping hand from the Council

12 February 2024



Epsom & Ewell Borough Council has launched a local campaign to tell residents about community support services that offer them, and their loved ones, a helping hand.

The council offers a range of valuable services for those who are elderly or vulnerable. They are run by staff who provide a personal and caring service, and council subsidies mean that costs are kept to a minimum. Services include:

- The Dementia Hub: respite care for people living with memory loss and dementia.
- Meals at Home: tasty, healthy meals delivered to homes in and around Epsom & Ewell, catering for any dietary requirement. The team can even drop off shopping, too.
- Transport from Home: DBS checked drivers help people in Epsom & Ewell, who are unable to use public transport, with door-to-door travel.
- Community Alarm: easy-to-use devices that raise an alarm in an emergency and can even help find a loved one who has become lost whilst away from home.
- The Community & Wellbeing Centre: support hub for the over 55s; a place to relax, make friends, join activities, and feel at home.

Residents will notice information about the services across the borough on council social media accounts including Facebook, Instagram and X, in the council email newsletter, and in local advertising.

Councillor Clive Woodbridge, Chair of the Community and Wellbeing Committee, said: “As we become older, or for people with additional needs, living independently can feel challenging. We also know that many of our residents are carers for loved ones who would really benefit from our services.

Our trained teams offer care and support for people who need it most, allowing them to stay independent for longer. We hope this campaign will reach residents who could use a helping hand and encourage them to talk to us to find out how we can help.”

If you or someone you know could use any of these services, please talk to Epsom & Ewell Borough Council today. Call 01372 732000 or visit the website: www.epsom-ewell.gov.uk/communitysupport

The Dementia Hub, meals at home and shopping service are also available for people who live outside of the borough of Epsom & Ewell.

Longmead gets a Godly clean-up

12 February 2024



On Sunday, January 21, joined by the Mayor of Epsom and Ewell, Councillor **Rob Geleit** (Labour Court Ward), 40 volunteers from ASEZ (Save the Earth from A to Z), the young adult volunteer group from the World Mission Society Church of God in Epsom, gathered to clean Longmead Road and adjacent streets in Epsom.

In a matter of 2 hours, the volunteers collected a total of 75 bags of litter; allowing the greenery to flourish and preventing plastics and litter from entering the waterways. The residents of Longmead Road were pleased and cheered the volunteers expressing their gratitude. As they walked along the areas of the clean-up and honked when they drove through, as a way to show their gratitude and the glory of God spread.

Out of 35 participants, more than half were young adults aged from 18 to 29. The clean-up event was a great opportunity not only for the environment but also for promoting positive activities and reducing antisocial behaviour among young adults. Ahn Sahng-hong

A passer-by, **Howard Gregory** from the Epsom and Ewell Tree Advisory Board and Elms Over Epsom explained “I saw this amazing crowd and amazing pile of rubbish, and this is fantastic.”

The World Mission Society Church of God is in East Street Epsom. The Church was founded in South Korea, inspired by the writings of Ahn Sahng-hong, considered by followers to embody the second coming of Christ.

Regardless of beliefs ASEZ did a great job.

Local A&Es stretched in the cold snap

12 February 2024



More than a thousand people visited one of St George’s, Epsom and St Helier’s emergency departments (EDs) on Monday, as demand for care soars.

It was the busiest day this winter, placing extreme pressure on services - which only continue to rise.

Demand typically rockets when temperatures plummet - often in the days following a cold snap - and this week has been no exception. More than 100 extra people visited one of the EDs compared to a normal Monday.

There has also been a spike in the number of very poorly people arriving at hospital in recent months, meaning a rise in those requiring specialist and complex care.

Dr Luci Etheridge, Chief Medical Officer for St George’s, said: “Our hospitals are stretched, and we are under extraordinary pressure.

“Our priority is to ensure our sickest and most seriously ill patients - of which there are many - receive the care they need. And while we are doing everything we can to provide that care against a backdrop of pressures, the public can also play a significant part in helping us by using NHS 111 online if they need urgent health advice.”

Dr Beccy Suckling, Chief Medical Officer for Epsom and St Helier, said: “It’s a common misconception that going to an emergency department when it’s not an emergency means you’ll be seen more quickly. You will, in fact, be waiting longer, and could even be redirected for care.

“When it’s not an emergency, NHS 111 online can signpost you to the best place for care. But prevention is just as important - and one of the best ways you can protect yourself and others is by getting vaccinated this winter. It’s not too late to get your flu and Covid jabs, and if your child hasn’t had their MMR vaccine to protect against measles then I’d strongly urge you to look at that, too.”

If you need urgent medical help, NHS 111 online should be the first port of call. This is a 24/7 service that can direct people where to go for care. Pharmacies, meanwhile, provide advice on minor illnesses such as colds, coughs, and

earache.

It's important that people continue to call 999 or go to an emergency department when it is life-threatening.

Vaccines help stop the spread of winter illnesses, as does washing hands regularly with soap and water.

Measles cases continue to rise across the country, and parents are being urged to book their children - including teenagers and young adults - in for their missed measles, mumps, and rubella (MMR) vaccine at a GP. Measles is a serious illness, with one in five children who get the disease admitted the hospital for treatment.

St Georges, St Helier and Epsom NHS Trust.

Image Wellcome Images CC licence Scene of the catastrophe, at the gate, Chelsea Hospital 1852

Different ways to tackle foul-deeds

12 February 2024



Epsom and Ewell Borough Council's approach to dog-fouling in its public parks may seem rather tame compared with the nearby Surrey Borough of Spelthorne.

Spelthorne has adopted powers in the Anti-Social Behaviour and Policing Act whereby its parks are made the subject of "Public Space Protection Orders" [PSPO]. Under these orders fixed penalty fines can be imposed on dog walkers who fail to clean up and indeed for walking unready with a "poo-bag".

The order, which makes it an offence to take dogs into certain marked areas with fines of up to £1,000 if it leaves its mess behind, has to be renewed every three years. On Wednesday, January 18 Spelthorne Borough Council's neighbourhood services and enforcement committee did just that.

Despite the notices, dog fouling continues to be an issue with the council receiving around 80 complaints a year. Leader of the council, Councillor Joanne Sexton also pushed for new signage to include scannable QR codes in the hope of making it quicker and easier to report offences - and therefore reduce the amount of dog poo lying on the ground.

Officers told the meeting that catching the antisocial behaviour in the act is extremely difficult given how brief the indiscretions are but said that by reporting it the council could find patterns of behaviour and look to target problem areas - turning up at 5am if that's what the data showed.

The zones cover the council's parks and open spaces with dogs excluded from fenced off areas such as tennis courts. Officers told the meeting: "We would like people to report to us. If we know that a dog goes to the park at 3pm on most days we can put in some patrols to give that person some advice - we won't go in heavy. Our aim is always not to give people fines but to make them compliant with rules and regulations. If people see dogs running around like crazy and frightening their dog they should report it."

Spelthorne Borough Council provides about 550 bins as well as dog waste disposal bags in 50 of its parks and open spaces.

Since Spelthorne imposed the order in 2012 it has issued a total of 11 warnings under the PSPO - 2 for dog fouling, 1 for means to collect (not having a bag), 1 dog in tennis courts, 1 professional dog walker with too many dogs, and 6 directions given to keep a badly behaved dog on a lead.

The authority also issued 3 Fixed Penalty Notices for dog fouling offences in the same time frame (all paid).

However, Spelthorne acknowledges that dog fouling (and other dog related issues) are notoriously difficult offences to actually enforce, as unless the dog owner is actually known to the person reporting, or officers happen to be in the right place at the right time, there is often very little to no evidence that allows investigation.

This reality may explain Epsom and Ewell Council's more realistic approach stated on its website:

"What can we all do about dog fouling? Report it and we'll remove it. If you notice dog fouling, let us know by filling in our online form 'Street Cleansing' at the top of this page or calling 01372 732000."

Nevertheless, without the authority of a PSPO it still may be an offence under the Anti Social Behaviour and Policing Act to allow a dog to persistently foul a public area, leading to the possibility of a prosecution and fine.

Epsom centre brings hope to youth who need support

12 February 2024



With one of three Surrey centres based in **Epsom** the multi-agency **Hope Service** gets a glowing **Ofsted report**. Published last month the report finds that the Hope Service, provided by Surrey County Council and Surrey and Borders Partnership NHS Trust, ‘continues to be an outstanding school’ following its previous ‘Outstanding’ inspection outcome in 2018.

The Hope Service, which is registered as a Pupil Referral Unit, offers a ‘Day Programme’ with a curriculum comprising education, therapies and activities. This is part of the broader multi-agency **Hope Service offer in Surrey** which supports young people age 11-18 who are experiencing complex mental health, emotional, social and behavioural challenges which cannot be met by one agency alone. The Hope Service works with the young person, their family and wider network to offer support to try and prevent placement breakdown or the need for a psychiatric hospital admission.

In a glowing report, Ofsted inspectors note that ‘pupils flourish at this inspirational school’ due to the ‘nurturing relationships they form with staff as soon as they join’. Inspectors also found that young people receive ‘highly specialist support, in every aspect of learning and development’ helping them to grow in confidence and in turn ‘realise their full potential and aspire to a bright future when they leave school’.

The report also highlights that ‘staff take careful steps to construct an ambitious curriculum for every pupil’, with pupil voice central to this and pupils’ views captured ‘at each stage when planning individual curriculum programmes’.

Inspectors found that the school has a ‘palpable air of serenity’, empowering individuals to have a ‘clear sense of self-identity and autonomy’ and readying them for adulthood. The school also offers a significant amount of expert advice and support to the wider community via their outreach work and parent and carer support and information sessions, with parents and carers crediting the school for ‘giving their child hope for a positive and healthy future’.

Clare Curran, Cabinet Member for Children, Families and Lifelong Learning, said;

“I’m thrilled to see that this incredible school continues to be recognised as Outstanding by Ofsted. One of the priorities in the Surrey Health and Wellbeing Strategy is to support children and young people with their mental health, including focusing on access to early, appropriate support to prevent further escalation of need, and supporting the emotional wellbeing of parents and care givers.

“The outcomes the Hope Service achieves for Surrey children are remarkable, with staff being able to provide the support young people need to meet their emotional and mental health needs, while at the same time providing a top quality education delivered with high levels of personalisation, kindness and belief in each young person.

“Young people and their families come into contact with this service at a challenging time in their lives, and its vital that we and partners are able to provide a high quality service upon which they can rely.”

The full inspection report can be found on the Ofsted website: **50234890 (ofsted.gov.uk)**.

You can read more about the Hope Service, including the school offer, assessment and out of hours ‘Extended Hope’ crisis service, and free fortnightly online parent and carer support sessions on a range of topics on the **Hope Service** website.

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Council’s contribution to our safety

12 February 2024



Epsom and Ewell's Crime and Disorder Committee met Wednesday 17th January to endorse an updated Community Safety Action Plan for 2024-25.

This followed a period of consultation in which **Chris Grayling** MP called for more attention to be paid to prevent local parks being used for drug dealing, one resident's request for slimy leaves being swept up being disregarded as not relevant to the Plan, the **Liberal Democrats** calling for more action on minor crime such as theft from cars and a citizen asking for the Stones Road tunnel under the railway line to be closed because of drug-dealing.

The plan was adopted unanimously and a summary follows:

In an effort to maintain its reputation as a safe haven amidst changing crime patterns, Epsom and Ewell Borough Council has rolled out a comprehensive Community Safety Action Plan for the upcoming year. The plan addresses emerging challenges, emphasizing the protection of vulnerable individuals and enhancing community engagement.

The borough aims to tackle crime at its roots by prioritizing the most vulnerable and those at risk. The implementation of Community Harm and Risk Reduction Meetings (CHaRMM) is a cornerstone of this strategy. These multi-agency gatherings plan interventions for both victims and perpetrators, with approximately 65 cases managed each year.

Key initiatives include attending monthly CHaRMM meetings, ensuring proper resourcing for Domestic Homicide Reviews, and conducting Antisocial Behaviour Case Reviews. These actions aim to provide a voice for victims, address hidden crimes, and enhance overall community safety.

Epsom and Ewell Borough Council are determined to be on the frontline against serious organized crime. Staff, including the Environmental Enforcement team and Environmental Health Team, will undergo awareness sessions. The council also plans to report intelligence via appropriate channels, using its unique position as landowners, event organizers, and chairing Safety Advisory Groups to contribute to counter-terrorism efforts.

The rollout of ACT Awareness (Action Counter Terrorism) training and the establishment of Serious Organized Crime Joint Action Groups demonstrate the borough's commitment to staying vigilant and proactive in the fight against criminal networks.

Beyond addressing vulnerable populations, the plan includes joint initiatives such as Joint Action Groups (JAGs), which focus on targeted interventions in specific geographical areas. The move towards a standing JAG arrangement ensures a continuous forum for partner agencies to collectively address area-based issues.

Additionally, a thorough review of town centre data will be conducted, utilizing available tools to identify trends and behaviours that require attention.

To foster a safer community, the borough will continue joint initiatives with other enforcement agencies, including "Meet the Beat" and "Violence Against Women And Girls" day of action. Social media will also play a pivotal role in keeping residents informed and engaged.

The Council pledges to amplify partner messages on social media, ensuring targeted and informative content that showcases the results of their community safety efforts.

The meeting lasted 2 minutes 37 seconds.

Council wants to prevent suicides

12 February 2024



Tuesday 16th January Epsom and Ewell Borough Council's Community and Well-Being Committee considered local

suicides.

In 2019, the Borough Council launched its Health & Wellbeing Strategy (HWBS), recognizing a concerning suicide rate of 10.4 per 100,000 residents from 2016-2018—higher than the Southeast’s 9.2. A total of 21 lives were tragically lost. To address this, mental and emotional wellbeing became a priority in the borough’s HWBS and subsequent action plan. However, the COVID-19 pandemic significantly impacted the plan’s execution.

Since the HWBS approval in late 2019, the borough has witnessed a spike in suicide rates, reaching 14 per 100,000 residents between 2018-2020—claiming 29 lives, with 19 being male. The Southeast’s rate during this period was 10.1 per 100,000. To counteract this alarming trend, the Council proposes an assertive response in the form of a revised Suicide Prevention Action Plan.

The increase in suicides is reminiscent of a previous increase observed from 2009 to 2013 during a period of significant financial hardship. Recent changes in the standard of proof used by coroners, shifting from ‘beyond reasonable doubt’ to ‘on the balance of probability,’ might impact the recorded number of suicides.

In March 2023, the Council’s Health Liaisons Panel supported the development of a Suicide Prevention Action Plan (SPAP). This plan aligns with Surrey County Council’s Suicide Prevention Strategy 2023-2026, emphasizing six priorities for suicide prevention.

The Council’s SPAP, rooted in Surrey’s broader strategy, aims to:

- Enhance the response to individuals in crisis with suicidal thoughts.
- Foster collaboration with Public Health Surrey County Council, statutory partners, and the community & voluntary sector.
- Collaborate with Public Health Surrey County Council to utilize real-time surveillance data for meaningful and effective SPAPs.

Specifically referencing the Alison Todd Protocol, an assessment tool identifying areas of practice and growth, the SPAP demonstrates the Council’s commitment to suicide prevention. The plan, to be led by the Council’s Community Development Team, spans from January 2024 to January 2025 before undergoing review.

Cllr Kate Chinn (Labour Court ward) was concerned about Council staff who might not assess the risk of suicide correctly and the effect on them if a resident subsequently died. She was assured that training would be given and support for staff provided in that situation.

The committee adopted the plan unanimously.

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Local Co-Vid volunteers rewarded with Council support

12 February 2024



Epsom and Ewell Borough Council’s financial support for five key local voluntary organisations came up for review 16th January at the meeting of the Environment and Well-Being Committee.

Age Concern Epsom & Ewell:

- Focus: Providing support and services for older people in the community.
- Activities: Offering a range of services such as social activities, information, and advice to enhance the well-being of older individuals.

Citizens Advice Bureau Epsom & Ewell:

- Focus: Providing free, confidential advice and support to the local community.
- Activities: Offering assistance on a wide range of issues, including legal, financial, and personal matters, to help individuals navigate challenges they may face.

Central Surrey Voluntary Action:

- Focus: Supporting and promoting voluntary and community work in the area.
- Activities: Facilitating connections between volunteers and local organizations, offering resources and training, and fostering collaboration within the voluntary sector.

RELATE Mid Surrey:

- Focus: Providing relationship support and counseling services.
- Activities: Offering counseling for individuals, couples, and families to improve and strengthen relationships. Addressing a variety of relationship issues through professional guidance.

The Sunnybank Trust:

- Focus: Supporting individuals with learning disabilities.
- Activities: Offering a range of services and activities to enhance the quality of life for people with learning disabilities. This may include social events, skill-building programs, and support for independent living.

Introducing a report to the Councillors the Community Development Officer said: "I have to say that during the COVID crisis, we would not have been able to cope unless we had the support of our voluntary organizations who stepped up and were absolutely amazing in getting volunteers to come forward and help the Council give the service and help the residents in what was a particularly difficult time. This report, I think, reflects the fact that we appreciate that support and that we wish to continue supporting those organizations in what they do on behalf of our residents."

The support, approved by the committee, is summarised in the table below.

	Current and Proposed Support for Voluntary Organisations 2024/25 £s											
	Age Concern Epsom		Citizens Advice Bureau Epsom &		Central Surrey Voluntary Action		RELATE Mid Surrey		The Sunnybank Trust		Total	
	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25	2023/24	2024/25
Direct Grant Funding	0	0	74115	74115	7989	7989	0	0	0	0	82104	82104
Licence / Rent - Notional Grant	14,616	14,615	28,686	28,686	7,344	7,344	14,910	14,910	0	0	65,556	65,555
Service Charge - Notional Grant	15,639	12,764	30,694	25,052	7,858	6,414	4,800	4,800	0	0	58,991	49,030
Rent paid to EEBC	-2,936	-2,936	0	0	0	0	-1,294	-1,294	-3,420	-3,470		
Grant for Volunteer Parking	100	100	1920	1920	0	0	0	0	0	0	2020	2020
Subsidy for Staff Parking Permits	1,920	2720	3,840	4080	0	0	0	0	453	680	6,213	7480
Subsidy for volunteer Parking	0	0	7600	8000	0	0	0	0	0	0	7600	8000
Totals do not include rent paid to EEBC	32275	30199	146855	141853	23191	21747	19710	19710	453	680	222484	214189

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