

Surrey County Council

YOUR ESSENTIAL SERVICES

surreycc.gov.uk



For the latest news and support available across the county, follow us on social media and sign up for the Surrey Matters newsletter.

 facebook.com/surreyccofficial

 x.com/surreynews

 instagram.com/surreycountycouncil

INTRODUCTION



Welcome to your Directory of Essential Services from Surrey County Council.

We work to make Surrey a better place, through the wide range of services we're responsible for.

This guide aims to give you the information you need about our services, how to report issues, travelling around the county, keeping safe and highlighting support available in times of need.

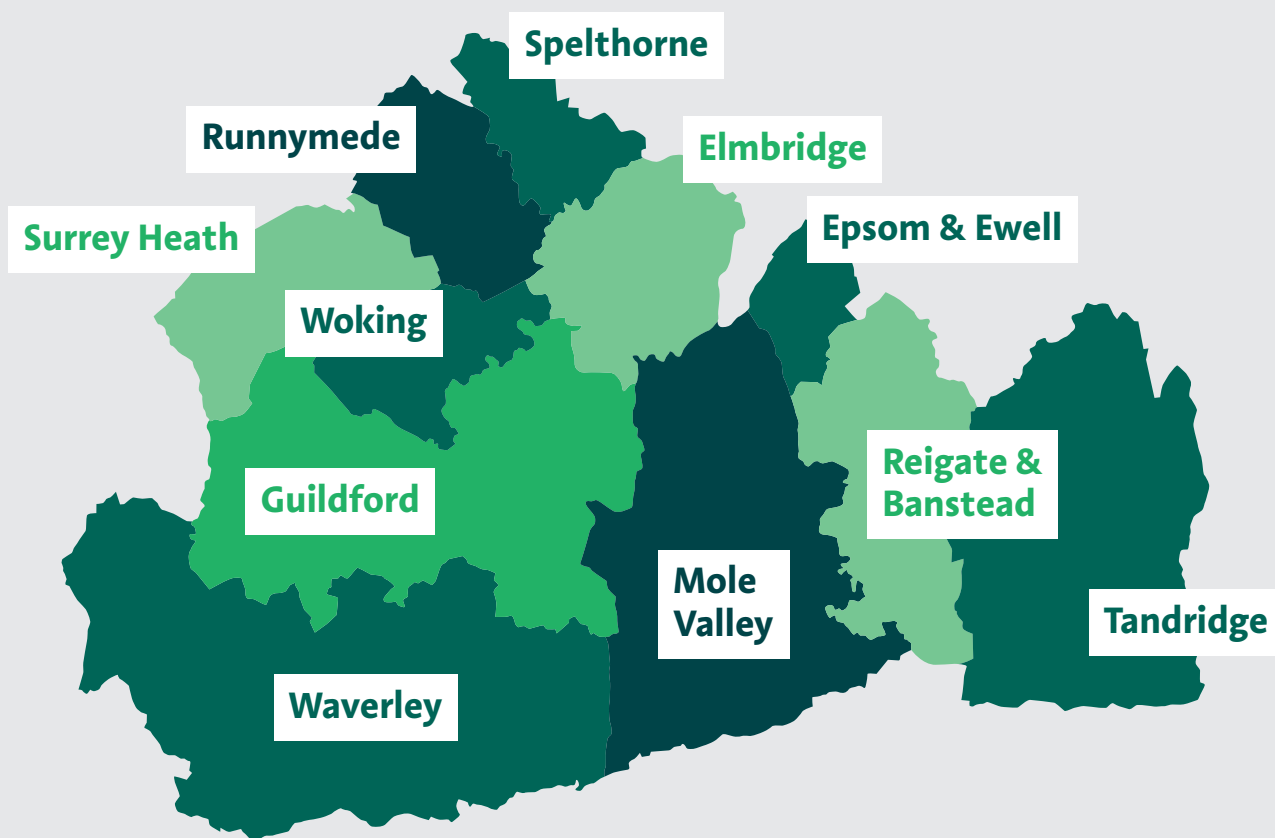
The majority of our budget is spent on looking after those people who need us most, through **Adult Social Care** and **Children's Services**.

But we know that our more visible services, like **road maintenance, schools, libraries, countryside management** and **community recycling centres**, are the ones experienced by most people.

Lots of what we do – particularly across **Surrey Fire & Rescue Service, Trading Standards**, and **environmental services** – is about keeping people safe and preventing or responding to serious incidents.

Information about all our services can be found on the Surrey County Council website **www.surreycc.gov.uk**

In Surrey there are 11 district and borough councils that deliver other local services such as housing, planning, parking, waste and recycling collections, parks and leisure centres and business rates.



Elmbridge Borough Council



elmbridge.gov.uk

Epsom and Ewell Borough Council



epsom-ewell.gov.uk

Guildford Borough Council



guildford.gov.uk

Mole Valley District Council



molevalley.gov.uk

Reigate & Banstead Borough Council



reigate-banstead.gov.uk

Runnymede Borough Council



runnymede.gov.uk

Spelthorne Borough Council



spelthorne.gov.uk

Surrey Heath Borough Council



surreyheath.gov.uk

Tandridge District Council



tandridge.gov.uk

Waverley Borough Council



waverley.gov.uk

Woking Borough Council



woking.gov.uk

TRAFFIC AND TRAVEL AROUND SURREY



FOR ALL YOUR TRAFFIC AND TRAVEL INFORMATION FOR SURREY

 surreycc.gov.uk/travel



**KEEP
UP-TO-DATE**

SIGN UP TO THESE NEWSLETTERS TO KEEP UP TO DATE.

Your Highways Update

 [surreycc.gov.uk/
yourhighwaysupdate](https://surreycc.gov.uk/yourhighwaysupdate)

Roadworks maps and alerts

 surreycc.gov.uk/roadworks



**KEEP
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BY BUS

For information on bus timetables and changes, school transport, bus operators and community transport options visit

 surreycc.gov.uk/buses

Are you eligible for free or discounted bus travel?

If you're aged 20 and under you can apply for a Surrey LINK card to get 50% off adult bus fares in Surrey. If you're 66 and older or have a disability, don't forget to apply for your free bus pass which lets you travel for free across the county.

 surreycc.gov.uk/freebuspass

On demand bus service

Surrey Connect is an on-demand bus service available across most of the county providing a bus service when you need it to connect you to your local community.

 surreycc.gov.uk/surreyconnect



REPORT IT

**TELL US ABOUT A HIGHWAY ISSUE,
WHETHER IT'S A POTHOLE, GRASS VERGE,
BROKEN TRAFFIC LIGHT OR MUCH MORE.**

 surreycc.gov.uk/reportahighwayproblem

ON THE ROADS

Re-thinking your car journey

Leaving the car at home and choosing to walk, cycle or wheel on shorter journeys can benefit your health and save money too. Get rewarded for travelling actively or by public transport when you sign up to the BetterPoints app.

 surreycc.gov.uk/activejourneys

Download the app
surrey.betterpoints.app

School Streets

School Streets prioritise pedestrians and cyclists on roads outside schools by temporarily restricting most motor traffic from entering the roads during pick-up and drop-off times. You can have your say on School Streets in your area and find out more

 surreycc.gov.uk/schoolstreets

Apply for a Blue Badge

Blue Badge parking is for people with disabilities you can apply online

 surreycc.gov.uk/bluebadges

CARE AND SUPPORT FOR ADULTS



CONNECT TO SUPPORT

Connecting you to local support

Connect to Support Surrey is our online directory of local care and support to help you, or your loved ones, stay independent. Search for the wealth of support available where you live, such as food deliveries to your home, transport options, help to stay active or feel less isolated, support for people looking after someone, home care and much more.


 connecttosupportsurrey.org.uk

Supporting you to live your best life

Adult Social Care aims to help people stay independent, safe and well so they can live the lives they want to. This includes people who are frail or have physical or learning disabilities, mental health needs or issues with substance misuse, and any carers who look after them. Our website has information about care and support options.

 surreycc.gov.uk/adultsocialcare

 **0300 200 1005**

 **Text 07527 182 861**
(for the deaf or hard of hearing)

We also want to hear from more local people about what would help them to live safe, healthy and fulfilling lives, to help improve support provided in our communities. Find out more at

 surreycc.gov.uk/yourvoicematters

Home Equipment Finder

If you struggle with daily tasks at home, search our online equipment catalogue for innovative ideas to help you stay well and independent in your own home.

 [surreycc.gov.uk/
homeequipmentfinder](https://surreycc.gov.uk/homeequipmentfinder)

KEEP UPDATED

 facebook.com/SupportSurrey

 x.com/SupportSurrey



**KEEP
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Better planning, better lives

It's never too early to start planning for your future or helping your loved ones to plan. We have partnered with Age UK Surrey to help you plan ahead and know what your care and support options are and what costs are involved. This can help you make better decisions that suit your situation and your preferences. Information talks are available locally and you can also call for advice.

 [ageuk.org.uk/surrey/
planningforyourfuture](https://ageuk.org.uk/surrey/planningforyourfuture)

 **01483 446627**

 **Text 07593 139 560**
(for the deaf or hard of hearing)

Looking after someone who needs help

If you look after someone who is ill, frail or disabled you're likely to be regarded as a carer. But what would happen if you suddenly weren't available? Apply for a free Surrey Carers Card, make a plan and find other help and advice, including advice about financial support you may be entitled to.

 surreycc.gov.uk/carers

Support for veterans

Lots of help and support is available to anyone who has served in the Armed Forces and anyone who previously undertook National Service. To find out more, download the Forces Connect app.

 surreycc.gov.uk/armedforces

REPORT IT

REPORT IT

Safeguarding adults


Some people have care and support needs which make it difficult for them to protect themselves from abuse and neglect. This could include people with disabilities, long-term conditions, mental health needs or those who are frail and need extra support to live independently.

If you are at risk of abuse or neglect, or you suspect someone else is, please report it now.

 surreycc.gov.uk/adultatrisk

 **0300 200 1005**


 **Textphone (via Text Relay):
18001 0300 200 1005**


 **Text: 07527 182 861**
(for the deaf or hard of hearing)

For emergency situations outside our standard hours.

 **01483 517 898**

 edt.ssd@surreycc.gov.uk

 **Textphone (via Relay UK):
18001 01483 517898**

 **Text: 07800 000 388**
(for the deaf or hard of hearing)

SUPPORT FOR FAMILIES



FAMILY INFORMATION SERVICE

Family Information Service

The Family Information Service provides free impartial advice, support and information for all families with children aged 0-25 on a range of subjects.

 surreycc.gov.uk/fis

 **0300 200 1004**
(Monday to Friday, 9am - 5pm)

Funded early education and childcare for your child

If you are a working parent or carer of a child aged 9 months or above, you could be eligible for up to 15 hours of funded early education and childcare over 38 weeks of the year.

Funded early education and childcare is expanding. By September 2025, most working families with children under the age of five will be entitled to 30 hours of childcare support.

The new entitlements do not replace Funded Early Education for Two-Year-Olds (FEET) funding for eligible two-year-olds, or Universal (15 hours) funding for all three and four-year-olds.

For more information about the different funding options available in Surrey and the expansion of funded early education:

 surreycc.gov.uk/fundedchildcare

Tax-free childcare

You could be eligible to receive up to £2,000 a year of tax-free childcare to help lower costs.

 gov.uk/get-tax-free-childcare

Primary School Admissions

You can find information and services relating to admissions to Surrey schools including applications, application deadlines, appeals and transport on our website.

 surreycc.gov.uk/admissions

Surrey's Local Offer

This has helpful information and lists national and local support services for children and young people aged 0-25 with additional needs and disabilities, and their families.

 surreylocaloffer.org.uk

Free school meals for primary and secondary pupils

Children in Year 3 and above can receive free school meals if their parents receive one or more qualifying benefits. If you think your child may be entitled to a free school meal, contact your school to apply or go online.

 surreycc.gov.uk/freeschoolmeals

Club4

If your child or children receive benefit-related free school meals, they can join free school holiday camps which offer healthy food and fun activities during the longer school holidays.

 activesurrey.com/community/club4

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Care leavers

For young people that are leaving or have left care, Surrey's Care Leavers Service offers a wide range of support on employment, wellbeing, accommodation, finances and life skills.

 surreycc.gov.uk/careleavers

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Childhood vaccinations and immunisation


Check your child's Red Book, or with your GP, to ensure they are fully protected from serious diseases including Measles, Mumps, Rubella (MMR), whooping cough and from age 12+ Human Papillomavirus (HPV), Tetanus, Diphtheria and Polio (Td/IPV), Meningococcal groups A, C, W and Y (MenACWY).

 healthysurrey.org.uk/immunisations

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Birth Registrations

If your baby is born in Surrey you will need to register the birth. You will need to book an appointment in advance to register a birth. Appointments can be booked online. If your child needs to be registered with a Statutory declaration or a Parental order, please do not book your appointment on line, please call

 **0300 200 1002** and ask for the Nominated officer to book your appointment.

 surreycc.gov.uk/birth




REPORT IT


REPORT IT

Concerned about a child's safety or wellbeing?


If you have a concern about a child or young person's safety and wellbeing, and they are not in immediate danger, you can contact the Children's Services 'Single Point of Access' (C-SPA) from 9am - 5pm on Monday to Friday.

 surreycc.gov.uk/cspa

 **0300 470 9100**

 cspa@surreycc.gov.uk

SIGN UP TO THE FAMILY MATTERS NEWSLETTER – HELPING FAMILIES FIND SUPPORT

 <https://pages.comms.surreycc.info/p/family-matters-subscribe>

If you are a parent or carer of a child with additional needs, visit the local offer website and sign up for the Additional Needs Newsletter

 surreylocaloffer.org.uk



**KEEP
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HELP IF YOU ARE STRUGGLING FINANCIALLY



**FOR FINANCIAL, WELFARE AND WELLBEING
SUPPORT, YOU CAN ACCESS INFORMATION
ON OUR ONLINE SUPPORT HUB.**

 surreycc.gov.uk/welfare

If you're not able to find what you need on our online support hub, you might want to contact our community helpline, where members of the team will be happy to talk through your needs and point you in the right direction.

 **0300 200 1008** (9am – 5pm, Monday to Friday, excluding bank holidays)

You can also head to your local library if you would prefer to speak to someone in person.

Or complete an online community helpline enquiry form at

 surreycc.gov.uk/welfarecontact

Help for your household

Get advice and support from the government on household costs, Universal Credit, energy bills, childcare, travel costs and more to help your household. You will also be signposted to other options of support if you need it.

 surreycc.gov.uk/welfare

Citizens Advice

Receive free advice and support on benefits, housing, debt and a range of other problems you may be having.

 citizensadvice.org.uk

 **0800 144 8848**

or if you can't hear or speak on the phone, textphone or smartphone app via

 **Relay UK 18001 0800 144 8884**

Pension Credit

People who claim Pension Credit may also be able to get help with heating costs, rent, council tax and more. Pension Credit tops up pension income and can help with day-to-day living costs. An award of Pension Credit, even a small award, can provide access to a range of other benefits such as help with housing costs, dental and optical treatment or heating bills.

 gov.uk/pension-credit

For assistance with applying for Pension Credit

Age UK Surrey

 **01483 503414**


 enquiries@ageuksurrey.org.uk

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Warm Welcomes

Keep warm this winter, don't be alone, there's a place here for you at Warm Welcome's across Surrey from 1 November 2024 until March 2025. Warm Welcome's are free spaces where you can enjoy a safe, warm and friendly environment to have a hot drink, meet people or receive information and advice. Warm Welcome's are particularly beneficial if you live in a hard to heat home, are isolated, or worried about your energy bills. Located in over 80 community spaces across the county including 42 of Surrey's libraries. You don't need a library card to visit the Warm Welcome spaces in libraries. Find your nearest location and check opening times

 surreycc.gov.uk/warmwelcome

 **0300 200 1008** to find your nearest location and check opening times

Breathing Space

Anyone with debt problems can get support, and space from creditors with Breathing Space. It provides temporary protection from most types of debt collection, and added protection if you are receiving mental health crisis treatment.

 surreycc.gov.uk/mentalhealthdebtsupport

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Food banks

There are a number of food banks and community fridges across Surrey that you can turn to if you are struggling to put food on the table.

 connecttosupportsurrey.org.uk and search "foodbanks"

 **0300 200 1008**

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Surrey Crisis Fund

Our Surrey Crisis Fund can provide you with financial help or assistance in an emergency or following a disaster, where no other funds or resources are available. Because the fund aims to help people for one occasion, you will also be signposted to long term support to prevent ongoing need. Other support may be available and will be considered when you apply.


 surreycc.gov.uk/surreycrisisfund

 **0300 200 1008**

Energy Advice Tool

Regardless of your current financial situation, anyone can use the free online Energy Advice Tool for information and advice on a range of topics including debt relief grants and fuel vouchers. The tool also provides information on schemes you might be eligible for to help you modify your house or make it more energy efficient. Answer a few questions to get tailored information

 surreyenergyadvice.org.uk

 **0300 200 1008** to speak to the Community Helpline where someone can go through the tool with you over the phone.

One-Stop Shop

Surrey County Council is working in partnership with FurbNow to launch a Home Energy Improvement 'One-Stop Shop' offering subsidised 'Home Energy Plans' and hassle-free energy saving measure installations.

 furbnow.com/surreycc


Period dignity

Free period products are available to all who need them, in partnership with the charity Binti International. You can find them in selected locations across Surrey, and you can donate in all Surrey's libraries.

 surreycc.gov.uk/perioddignity

FOLLOW US ON SOCIAL MEDIA FOR THE LATEST NEWS

 facebook.com/surreyccofficial

 [instagram.com/
surreycountycouncil](https://instagram.com/surreycountycouncil)

 x.com/surreynews



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SURREY LIBRARIES – WHERE IT HAPPENS



We invite everyone to explore the exciting changes that are taking place in their local libraries.

Each of Surrey's 52 libraries are being upgraded and improved as part of making the library spaces fit for the future.

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Activity and learning hubs

Our libraries are vibrant social spaces where you can join clubs, reading groups and enjoy events. Membership is free and the library doors are open to all who live, work, or study in Surrey. Whether you're researching family history with free access to Ancestry.com, browsing the shelves for an inspirational book, or preparing for a driving test with Theory Test Pro, there's something for everyone. Come and discover these welcoming and inclusive library spaces.

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Perfect for home workers

Looking for a cost-effective workspace? Surrey libraries offer free Wi-Fi, computer workstations, and printing services, making them ideal for home workers and students. Some libraries have bright, modern rooms available for hire too – perfect for regular team meetings or workshops.

Flexible access and volunteering

With 'Super Access' hours being introduced into some libraries across the county, if you are a library member and 16 years old or older, you can access libraries beyond regular staffed hours. Whether you want to borrow books, study, or use the computers, our libraries are now open when it suits you.

 surreycc.gov.uk/superaccess

Want to give back to your community? There are plenty of volunteering opportunities, from helping with Rhymetime sessions, becoming a digital buddy to supporting the Summer Reading Challenge.

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Support and guidance

Need help navigating Surrey County Council services? Friendly library staff are ready to assist and our in-house Digital Support volunteers will ensure everyone can boost their online capabilities.

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Promoting Health and Wellbeing

Libraries are also great for your health and wellbeing. From borrowing a health tracker smartwatch, to joining a reading group and making new friends, there are numerous resources to support your health. Our inclusive spaces ensure everyone feels welcome and connected. Visit your local Surrey library today and discover how much it can enrich your life and community today!

 surreycc.gov.uk/libraries

HEALTH AND MENTAL WELLBEING




INFORMATION AND ADVICE TO HELP YOU STAY WELL.

Find self-help tips and services for yourself, or a child, friend or relative. Includes advice on mental wellbeing, seasonal health, sexual health, stopping smoking, substance use, healthy hearts, healthy lifestyle and more.

 healthysurrey.org.uk

If you want to improve your mental wellbeing, are feeling anxious or depressed, or life is too difficult right now, there are a range of free and confidential services to support you.

 [healthysurrey.org.uk/
mentalwellbeing](https://healthysurrey.org.uk/mentalwellbeing)

First Steps Help and Advice

There is a First Steps guide available online offering a range of advice, information and self-help techniques which can help to support your emotional and mental wellbeing. Or you can call the phoneline, send a text or email with the life stresses you're facing right now.

 healthysurrey.org.uk/firststeps

 **0333 332 4753**

 **Text: 07860 026657**

 dohel.firststeps.surrey@nhs.net

NHS Talking Therapies

Free psychological therapies for a range of common mental health problems for anyone aged 17+

 healthysurrey.org.uk/mentalwellbeing

Mindworks Surrey

Mental health and wellbeing service for children and young people aged 5 – 18.

 mindworks-surrey.org

NHS mental health crisis support

If you've reached breaking point, call our local helpline. Both children and adults can access this support 24/7.

 **0800 915 4644**

 **Text Phone: 0771 798 9024**

Bereavement support

There is help for you no matter how long you've been grieving.

Cruse Bereavement

 **0808 808 1677**

 **healthysurrey.org.uk/bereavement**

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Pharmacies

It is often easier to get the help and advice you need on minor health concerns at your local pharmacy without having to go to your GP or A&E. Many pharmacies are open late and at weekends.

 **nhs.uk/service-search/pharmacy/find-a-pharmacy**

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NHS 111

If you need urgent health advice

 **111.nhs.uk**

 **111** (round-the-clock 24/7)

Download the NHS App for health advice, to order repeat prescriptions and more.

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Vaccination and immunisation

Getting your vaccinations is one of the most important things you can do to protect yourself from becoming seriously ill and to keep others safe this winter. Check to see if you're eligible for flu*, COVID-19 and Respiratory Syncytial Virus (RSV) vaccinations.

*Carers may be eligible for a free flu vaccination.

 **healthysurrey.org.uk/seasonal-advice/winter**

Childhood vaccinations and immunisation

Check your child's Red Book, or with your GP, to ensure they are fully protected from serious diseases including Measles, Mumps, Rubella (MMR), Tetanus Diphtheria Pertussis and Polio (dTaP/IPV), Men B and from age 12+ Human Papillomavirus (HPV) and Meningococcal groups A, C, W and Y (MenACWY).

 **healthysurrey.org.uk/immunisations**

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Keeping safe and well this winter

Cold weather can make some health problems worse and lead to serious complications, especially for those aged 65 or older, or with a long-term health condition. Find out how to stay well and healthy during the cold weather including keeping warm, well and preventing the spread of winter bugs. Have sufficient food and medicine in stock.

 **healthysurrey.org.uk/winter**

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Wellbeing events

There are many wellbeing support sessions available in Surrey, both online and in person. Join a coffee morning or mindfulness session, or a Zumba class from your living room.

 **healthysurrey.org.uk/wellbeingevents**

HEALTHY SURREY

 **facebook.com/scchealthysurrey**

 **x.com/HealthySurrey**



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KEEPING COMMUNITIES SAFE



SURREY FIRE & RESCUE

Practical tips on fire hazards what to do if a fire breaks out, road safety, outdoor safety including wildfire and water safety.

 surreycc.gov.uk/community/fire-and-rescue

Reduce fire risks in the home

Surrey Fire and Rescue Service's Safe and Well Visits provide personalised advice about fire safety in the home. They are free of charge for those who are eligible, available 24/7, and the team will even fit free smoke alarms during the visit if you need them. If you or a loved one would benefit from a Safe and Well Visit, please get in touch.

 surreycc.gov.uk/safeandwell

TYPES OF FLOODING AND WHO TO REPORT IT TO

In an emergency with risk to life:

Surrey Fire and Rescue Service

 **999**

Severe flooding and river flooding :

the Environment Agency

 **0345 988 1188**

Surface water flooding from roads or drains:

Surrey County Council

 **0300 200 1003**

Foul water flooding with sewage:

Thames Water

 **0800 316 9800**

Southern Water

 **0330 303 0368**

Priority Services Register

If you are of pensionable age, have a long-term medical condition or disability, or have children under the age of five, you can apply to join the Priority Services Register. You will then receive free support and bottled water in the event of a water shortage or supply issues.


 thepsr.co.uk

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Domestic abuse

Help and support for anyone experiencing domestic abuse in Surrey.

 surreyagainstda.info

 **01483 776822** (for the national helpline. Open 9am - 9pm, 7 days a week, and provided by the charity, Your Sanctuary)

 **999** (in an emergency)

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Be Scam Aware

Plagued by nuisance calls, texts, emails or knocks at your door pressuring you into making a quick decision? Stop! Take 5 and if in doubt, keep them out! We can offer free no cold calling stickers and call blockers, see our website for more information. You can also join our fight against fraudsters by coming to our free webinars and signing up to our e-newsletter.

 surreycc.gov.uk/tradingstandards

 **0808 223 1133**

Anti-Social Behaviour


Anti-Social Behaviour (ASB) covers a wide range of incidents and is dealt with by a number of different agencies. If ASB is not dealt with appropriately and in a timely manner it can have a devastating impact on the lives of individuals, families and communities. Find out what, where and how to report it.

 [healthysurrey.org.uk/
community-safety/asb](https://healthysurrey.org.uk/community-safety/asb)

TRADING STANDARDS

Sign up for the Trading Standards alerts newsletter

 [surreycc.gov.uk/business/
trading-standards](https://surreycc.gov.uk/business/trading-standards)

 facebook.com/BucksSurreyTS
 x.com/Bucks_SurreyTS

SURREY FIRE & RESCUE SERVICE

 facebook.com/SurreyFRS
 x.com/SurreyFRS



**KEEP
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WASTE AND RECYCLING



Visiting your local community recycling centre (CRC)

Any Surrey resident can visit our sites across the county to take a range of items which can be recycled or re-used where possible. Some sites have re-use shops which sell pre-owned items for the home and garden, reducing waste and supporting local charities.

 surreycc.gov.uk/recycling

Waste, recycling and rubbish

Your local district or borough council collect waste from your bins. Contact them for information on when your bins will be collected and for reporting a missed bin collection.

They can also help putting your bins out and requesting collection of bulky waste, electrical goods, garden waste, clinical or sharps waste.

WORK, SKILLS AND EDUCATION



Whether you want to learn a new skill, progress your career or take a course to help you and your household with the cost of living, there are lots of opportunities provided by the council to build on your skills.

SURREY ADULT LEARNING

Surrey Adult Learning provides hundreds of courses and workshops with something to suit everyone. Choose from daytime, evening and Saturday courses and workshops or join a class online.

You could pick up an art or craft class, learn a language, gain a new skill for work, gain confidence with computers, or enjoy some physical activity or cooking classes. Surrey Adult Learning will have the course for you.

We have courses and workshops available to help you get back into work, live healthier, boost your mental health, look after your family and more.

Courses and workshops run both online and at centres in North and West Surrey, here's some examples:

UPSKILLING

Digital skills for home

English for speakers of other languages **FREE**

Sewing for beginners

Career Advice, CV writing cover letters and interview techniques **FREE**

Digital Skills for work



COST OF LIVING

Family learning

courses to help families and carers have a better family life **FREE**

Healthy living –

Exercise, fitness and wellbeing classes

Cookery essential skills

Passport to wellbeing

courses to help people with mild to moderate mental health conditions **FREE**

Supported learning –

courses for adults with learning disabilities

NEW QUALIFICATION / NEW CAREER

GCSE English and Maths

Preparation for Functional Skills English and Maths **FREE**

Functional Skills English and Maths **FREE**

Small business courses

Over 250 arts, crafts and photography courses from embroidery to upholstery

Surrey Adult Learning

Do something for you with Surrey Adult Learning.

 surreycc.gov.uk/adultlearning

 0300 200 1044

Multiply – Free courses to boost your number confidence

Multiply offers free and flexible courses across Surrey, to improve your number confidence. So, whether you want help managing your household budgets, need maths to progress your career or simply want to help your children with homework there is a Multiply course for you.

 surrey.co.uk/multiply

Free career advice and training

There's lots of opportunities to get the skills you need through Surrey's libraries.

 surreycc.gov.uk/libraries

Skills Bootcamps

Skills Bootcamps are free, flexible courses of up to 16 weeks for Surrey residents aged 19+. You can sign up to gain new skills and fast-track your future.

 surreycc.gov.uk/skillsbootcamps

Jobs at Surrey County Council

Information about jobs and apprenticeships at Surrey County Council including working with adults, children and within Surrey Fire and Rescue.

 surreycc.gov.uk/jobs

ARE YOU A SURREY BUSINESS?




BUSINESS SURREY


A service providing free and accessible support for all businesses in Surrey. Helping businesses of all sizes and sectors to grow and succeed. Contact us today to discover how we can help you on your business journey.

 businesssurrey.co.uk

Looking for free expert support to grow your business?

 [businesssurrey.co.uk/
advice-and-support/
business-support-form](https://businesssurrey.co.uk/advice-and-support/business-support-form)

NEWSLETTER

 [businesssurrey.co.uk/
newsletter-sign-up](https://businesssurrey.co.uk/newsletter-sign-up)



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Surrey Careers Hub

Our Career Hubs work with education providers and employers to help young people take their next best step. Can you support Surrey's future workforce?

 careers.hub@surreycc.gov.uk

GENERAL INFORMATION



Surrey County Council

All our services with contact details can be found on our website.

To keep updated on the latest news and updates follow us on social media

 facebook.com/surreyccofficial
 instagram.com/surreycountycouncil
 x.com/SurreyNews


 Use the QR code to sign up



BIRTHS, DEATHS & CEREMONIES



If your baby is born in Surrey you will need to register the birth. You will need to book an appointment in advance to register a birth. Appointments can be booked online. If your child needs to be registered with a Statutory declaration or a Parental order, please do not book your appointment on line, please call

 **0300 200 1002** and ask for the Nominated officer to book your appointment.

 surreycc.gov.uk/birth

Once you have a death certificate you will need to register a death. You will need to attend a death registration appointment in person. Appointments can be booked online.

 surreycc.gov.uk/deathregistration

As well as handling birth and death registration in Surrey. We also carry out ceremonies such as marriages and civil partnerships.

 surreycc.gov.uk/ceremonies

Have your say

Have your say on local issues that matter to you and help shape decision-making in Surrey. Consultations, surveys and petitions.

 surreycc.gov.uk/haveyoursay

Tell us how we're doing

We want to hear about your experience of our services so that we can find out what we are doing well and where we need to improve. The quickest and easiest way to make a compliment, complaint or comment about the services we provide, is online.

 surreycc.gov.uk/yourfeedback

USEFUL TELEPHONE NUMBERS

Adult Learning

 **0300 200 1044**

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Adult Social Care

 **0300 200 1005**

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Age UK planning for your future

 **01483 446627**


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Children's safeguarding

 **0300 470 9100**

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Family Information Service

 **0300 200 1004** (Mon – Fri 9am – 5pm)

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Citizens Advice

advice and support on benefits, debt or other welfare problems

 **0800 144 8848**

 **Textphone 18001 0800 144 8884**

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Crisis Support adults and children

 **0800 915 4644**

 **Text 0771798 9024**

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Domestic Abuse

 **01483 776822** helpline
9am – 9pm 7 days

 **999** in an emergency

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Fire risk

 **999** in an emergency

Flooding risk

Environment Agency

 **0345 988 1188**

Surface water flooding from roads or drains:

Surrey County Council

 **0300 200 1003**

Foul water flooding with sewage:

Thames Water

 **0800 316 9800**

Southern Water

 **0330 303 0368**

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Health

Urgent health advice

 **NHS 111**

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Scams – Trading Standards

 **0808 223 1133**

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Surrey Crisis Fund

 **0300 200 1008**

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Warm Welcomes

 **0300 200 1008**

APPLY FOR A SERVICE

Apply for a Blue Badge, financial assessment, library card or even a job

You can do it all on our website.

 **surreycc.gov.uk/apply**

MAKING OUR INFORMATION ACCESSIBLE



Deaf or hard of hearing community

You can contact the helpline by textphone, smartphone app or text message about any of the services in this directory. You can also contact the helpline using British Sign Language:

 **Textphone or smartphone app (via Relay UK): 18001 0300 200 1008**


 **Text (SMS) 07860 053 465**

 **British Sign Language:**
www.surreycc.gov.uk/bsl

How to request information in another format or language

If you need this information in another format or language, please contact Surrey County Council as follows:

 **Textphone 0300 200 1008**

 **Textphone or smartphone app (via Relay UK):**
18001 0300 200 1008

 **Text (SMS) 07860 053 465**

 **British Sign Language:**
www.surreycc.gov.uk/bsl

 **contactcentre**
@surreycc.gov.uk

Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider. BT customers may be able to call 03 numbers for free.

HOW TO CONTACT US



TEAM AROUND THE COMMUNITY

Your County Councillor

Your Surrey County Councillor can help you access council services and even offer funding to support your local charity. Ask them about the Your Councillor Community Fund which can help fund projects in your local area.

To find your local Surrey County Councillor visit

 surreycc.gov.uk/councillors

Community Link Officers

There are 11 Community Link Officers across Surrey. Working in your local area with partner organisations and community groups to facilitate conversations and make connections to Make It Happen in towns and villages across Surrey.

To find your Community Link Officer

 surreycc.gov.uk/makeithappen

SURREY matters

Sign up to the **Surrey Matters newsletter** for the latest news and events from across the county.


 surreycc.gov.uk/surreymatters



DON'T FORGET TO FOLLOW SURREY COUNTY COUNCIL

on social media to keep up to date with what's happening in your county.

 facebook.com/surreyccofficial

 instagram.com/surreycountycouncil

 x.com/SurreyNews



**KEEP
UP-TO-DATE**