NEIGHBOURHOOD
Area Committee
North Tandridge

MAKE IT HAPPEN

North Tandridge Neighbourhood Area Committee (NAC)

9th June 2026, 10:00 am to 12:00 pm – Meeting Notes



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Chair:
Samantha AungThin – Voluntary Action Surrey East

Vice Chair:
Jeremy Webster – Surrey County Council (SCC)

Attendees:

Name	Organisation
Samantha Aung-Thin (Chair)	Voluntary Action Surrey East (VASE)
Cllr Jeremy Webster (Vice-Chair)	Surrey County Council
Cllr Tony Pearce	Surrey County Council
Cllr Jacquie Thomson	Surrey County Council
Cllr Jeremy Pursehouse	Warlingham Parish Council
Cllr Robin Clements	Caterham Hill Parish Council
Sarah Henke-Monti	Citizens Advice Tandridge
Lidia Fincham	Barnados - Tandridge Family Centre
Robin Gwynn	Caterham & District Foodbank
Andy Buchan	Tandridge Access Group
Mary Marsden	The Westway Centre
Dr. Mohsin Asharia	North Tandridge Primary Care Network & Growing Health Together
Stewart Strachan	Warlingham School
Station Commander Rachael Webber	Surrey Fire and Rescue Service
Sargent Wayne Stephens	Surrey Police
Rachel Noel	Caterham BID

Apologies:

Name	Organisation
Cllr Deborah Sherry	Tandridge District Council
Cllr KP	Tandridge District Council
Cllr Robin Spencer	Tandridge District Council
Cllr Jan Moore	Chelsham & Farleigh Parish Council
Dr. Matthew Swain	North Tandridge Primary Care Network, Clinical Lead

Introduction

The meeting opened with a warm welcome from the Chair, who thanked those present, and Warlingham Village Hall for hosting our meeting.
The purpose of Meeting 5 was to build on the momentum of the working groups, move from planning into delivery, and strengthen the way in which residents' voices reach the committee. The North Tandridge Neighbourhood Area Committee (NAC) brought together councillors, parish representatives, partner organisations and community stakeholders to discuss local priorities, strengthen partnership working and explore opportunities for greater collaboration across the area. The Chair briefly recapped the previous session, reminding the group of the recommendations that had emerged and framing the two priorities that continue to anchor the NAC's work: Poverty & Economy, and Health & Wellbeing.

The meeting focused on a range of topics affecting local communities, including youth engagement, food insecurity, health and wellbeing, family support, and the effectiveness of existing communication networks. The Food Insecurity report that had been produced as a result of collaboration within the NAC was shared as a step towards understanding the issues and needs with regards to a potential development of a food pantry in the area. Members shared examples of successful local initiatives, identified challenges facing residents, and considered how information, resources and funding opportunities could be more effectively coordinated. Discussions also explored how the NAC can continue to play a key role in connecting local partners, amplifying community voices and ensure that local priorities help inform future service delivery and the emerging priorities of the new unitary councils. A strong theme throughout the meeting was the importance of collaboration across membership, the consistent cascading of communication and information; building on existing networks to support residents and improve outcomes across North Tandridge.

Action plan: what the NAC asked for, and how we are delivering

This part of the meeting focused on the progress made by the two working groups since the last session, and on checking that the action plans still reflect what residents told the NAC matters most.

Evaluation update
A short update was shared on how the NAC's work is being evaluated, and how that learning supports the action plan.

Youth Wellbeing Subgroup

Councillor Jeremy Webster provided an update on the Youth Engagement Project and a first look at the Youth Opportunities in North Tandridge booklet.
The presentation highlighted the strong and effective partnership work taking place between Surrey County Council, local partners and Warlingham School to better understand and respond to the needs of young people across North Tandridge. The partnership has opened up a wonderful opportunity for members to promote the youth provision booklet at a transition assembly for new Year 7 pupils starting high school in

September. As part of the roll out of the booklet members also hope to identify gaps in awareness and participation.
In summary, members recognised the value of working closely with schools as trusted community partners and noted the positive impact this approach will have in ensuring that the voices of young people are informing future priorities and service development.
The discussion reinforced the importance of engaging young people through existing networks, such as schools, parish councils and community organisations, and ensuring that their voices help shape local priorities. Members welcomed the project and recognised its potential to strengthen communication with young people, improve understanding of emerging issues, and support the development of targeted opportunities and services for young residents all across North Tandridge.

Poverty and Economy Subgroup

Representatives from the Good Company presented a report which included findings from their work on the Experiences of Food Insecurity in North Tandridge and community food provision. It highlighted the interconnected nature of the work with, for example, chronic health problems often featuring as a contributing factor to peoples experience of struggling financially. It also served to highlight the difference between traditional foodbanks, which provide crisis support, and community pantries, which offer a more sustainable and preventative approach for residents experiencing financial hardship. The discussion explored potential locations for a future pantry, with Caterham and Hurst Green identified as areas of interest due to local demand, while emphasising that provision should remain accessible across North Tandridge. Members heard that the success of any future pantry would depend on securing suitable premises, resources and strong community partnerships.
The presentation also highlighted the importance of viewing food support as part of a wider pathway to stability, helping families avoid reaching crisis point. Attendees were encouraged to engage with the developing steering group, and opportunities were shared to learn from existing pantry models across Surrey to understand what best practice could look like locally.

Table Discussions: Membership insight and feedback loop

This session invited members to look closely at the NAC's own networks: who we are connected to, how information travels, and how insight gathered in the community finds its way back to the committee so it can shape priorities. Working in table groups, members mapped their networks on flipchart paper and discussed the tools they use and what works best.

What follows is a summary of what the groups produced, offered here openly as part of the NAC's commitment to transparency.

Table 1
The networks we hold: Between them, members described a wide reach across North Tandridge. Organisations represented or connected to the NAC include parish councils (Warlingham, Caterham Hill and others), Voluntary Action Surrey East, the Tandridge Family Centre, the Westway Centre, the Tandridge Access Group, Citizens Advice, the Caterham & District Foodbank, Surrey Police, Surrey Fire & Rescue, Caterham BID, local GPs and the Primary Care Network, schools, and the neighbourhood health and wellbeing network. Members also identified wider links to residents' associations, faith communities, U3A, Lions, and community events such as fairs and open days. Taken together, this shows a good connection to the local community asset base. The groups noted, however, that these connections are currently held as separate lists rather than as a shared, joined-up map, and that most named partners cluster around Caterham and Warlingham, leaving some parts of North Tandridge less well represented. **How we currently share information** Members identified a rich set of channels for reaching residents. These included newsletters, parish magazines such as CR3, social media (notably Facebook groups), leaflets and posters in shops, community and neighbourhood meetings, safe-and-well visits, the police 'Meet the Beat' sessions, fire station open days, GP signposting through the Joy App, and articles shared through partner boards and networks. There was a clear and welcome awareness that digital channels alone risk excluding some residents, and that a balance with face-to-face and printed communication is needed so that no one is left out. **What members felt works best** On the question of which methods are most effective, the discussion was more tentative. Members shared a strong instinct that trusted, personal and face-to-face routes (e.g.: community meetings, events, and word of mouth through existing groups) tend to engage people more meaningfully than broadcast messaging. The value of a standardised, unified set of messages that partners can adapt and share was also raised, along with the idea of a shared comms toolkit. This is an area the NAC would like to explore more fully. The session confirmed which channels the NAC uses, but members felt there is more to learn about which of those channels genuinely generate two-way engagement rather than simply reaching a wide audience. **Feeding insight back into the NAC** The most important question: “how resident insight travels back into the committee so it can influence decisions”, is the one member were keenest to strengthen. Much of the NAC's current activity is about sharing information outward, to residents. The groups recognised that the routes for bringing community insight back in are less developed. A promising idea already raised in earlier sessions was revisited: building a short, regular 'partner check-in' into the NAC agenda, so that partners who work directly with residents, such as the foodbank, Citizens Advice, the Family Centre and schools, have a dedicated moment each quarter to feedback what they are seeing. Members felt this kind of

structured, two-way route, with clear ownership, would help ensure residents' voices shape the NAC's priorities.

Table 2

The networks we hold

The discussion highlighted a wide range of existing networks that support communication and community engagement across North Tandridge. These include community hubs such as the Westway Centre, local Parish Councils, Citizens Advice, Caterham & District Foodbank, the Police, Fire Service, Caterham BID, and local GP practices. These networks are used to share information, engage residents, promote local initiatives, and signpost support services. Members noted opportunities to strengthen engagement with parish councillors, build relationships with new councillors, and increase collaboration across organisations. Existing channels, including community meetings, neighbourhood health forums, school engagement, business networks, volunteer groups, and tools such as the Joy App (a community wellbeing platform which is used by Tandridge District Council and Surrey and Sussex Healthcare NHS Trust to connect residents with social activities, health services and other local information and support), provide a strong foundation for the NAC to improve communication, share local intelligence, and coordinate action around shared priorities.

How we currently share information

As part of the table discussions, members identified a range of established channels that support communication between organisations, residents and community networks. The feeling is that the information is currently shared via community meetings, parish councils, health and wellbeing forums, and partnership networks, as well as through voluntary and community sector organisations such as within The Westway, Citizens Advice, Caterham & District Foodbank and Tandridge Access Group. Community safety partners also play a key role, with Surrey Police engaging residents through initiatives such as Meet the Beat and school partnerships, while Surrey Fire and Rescue Service connect with residents through Safe & Well visits and community events. The discussion also led to local businesses, GP practices, support organisations and community groups, networks that can reach a wide and broad cross-section of the community to ensure that information is cascading through all means possible.

What members felt works best

Members within the group agreed that effective communication relies on trusted local relationships, clear messaging and a mix of engagement methods. Face-to-face conversations at community meetings, events and forums were seen as particularly valuable, while parish councils, voluntary organisations, schools, businesses and faith groups provide trusted routes to residents. Members also highlighted the importance of combining digital and traditional channels, including social media, local newspapers, posters and leaflets, to reach a broad audience and support those who are digitally excluded. There was strong support for a more coordinated communications approach to provide clear updates and raise awareness of NAC activity and local projects.

Feeding insight back into the NAC

The aim of the table conversation was to ensure that insight is being fed back into the NACs and members within the group emphasised the importance of strengthening links with local networks to ensure a wider range of community voices are represented. The group identified opportunities to improve how local intelligence is gathered, shared and acted upon through a coordinated communications approach, including consistent messaging, clear resident updates and stronger promotion of Commonplace and local projects. A mix of digital and non-digital channels was recommended, including local publications, Parish Councils, social media and community-based communications. Community meetings, forums and engagement events were recognised as valuable two-way channels for sharing information and understanding local needs. Members highlighted opportunities to build on existing engagement activity, including fire station open days, Meet the Beat sessions, VASE network events, Health and Wellbeing Boards, CHARM meetings, faith groups and other community forums.

Members also stressed the importance of maintaining a strong understanding of local assets, services and support networks to better identify community priorities. Looking ahead, they felt NACs should play a key role in ensuring local insight informs the development of East Surrey Unitary arrangements. Strong communication about the value and impact of NACs, alongside clear feedback loops demonstrating how resident views influence decision-making, was seen as essential to building trust and engagement.

Next steps and session close

The Chair summarised the key takeaways from the session and set out the next steps for the committee.

What we heard

Throughout the meeting, members heard about a wide range of work taking place across North Tandridge which highlighted the importance of strengthening collaboration, communication and community connections to better support residents.
Updates were received on the Youth Engagement Project and the development of community food provision through a potential pantry model, while members also reflected on longer-term priorities such as children and young people's mental health, support for families experiencing financial hardship, parenting support and tackling social isolation.
Discussions focused on the value of existing networks, including parish councils, schools, family support services, voluntary organisations and health partners, and the need for a more coordinated approach to sharing information and identifying local needs. Throughout the meeting there was strong support for developing clearer communication channels, sharing success stories, creating opportunities for two-way information exchange, and working collectively to identify funding and resources that can help deliver positive outcomes for local communities

Looking Ahead

As local government reorganisation progresses, the NAC has an opportunity to become a stronger voice for North Tandridge by bringing together local intelligence, identifying emerging needs, and ensuring that community priorities influence the future direction of the new unitary councils. By focusing on collaboration, communication and shared action, the NAC can continue to grow as a trusted and effective partnership for residents of North Tandridge.

Commitments before the next meeting

Before the next meeting, partners will work together to strengthen the impact and reach of the NAC's priorities by gathering attendance and engagement data from organisations featured in the Youth Opportunities Booklet, alongside collecting feedback and success stories to demonstrate local impact. Members will explore ways to develop a clearer, shared message across the network, improve online visibility, and create more opportunities for two-way communication between partners and communities. In addition, work will be undertaken to identify and share funding opportunities, map areas of need and potential collaboration, and better coordinate resources across the network. These actions will help ensure the NAC continues to build stronger partnerships, evidence its impact, and deliver coordinated support for local residents.

Agreed Actions
Youth Activities Project
Progress was reported on the rollout of the Youth Opportunities Booklet, with plans in place to present the resource to current Year 6 pupils at Warlingham School ahead of their transition to Year 7 in September. The successful partnership with the school continues to develop, with further opportunities being explored to promote the booklet more widely at the school's Freshers' Fair later in the year. Alongside this, members are working collaboratively to build on the existing project by gathering additional local insight, identifying gaps in provision, and using feedback and local research to ensure the booklet remains relevant, comprehensive and responsive to the needs of young people across North Tandridge.
Food Pantry Feasibility Work
Members welcomed the presentation from Good Company and recognised the potential of a community pantry model to provide preventative support and help residents avoid reaching crisis point. To progress this work, the group agreed to explore suitable premises for a future pantry location, while considering accessibility and transport links to ensure provision is available to those most in need across North Tandridge. Further work will be undertaken to better understand demand across different communities, including areas along the A25 corridor and Hurst Green, whilst remaining mindful of opportunities in other locations where appropriate premises and resources become available. Members were encouraged to join the online steering group to support the development of the project, and visits to established pantry schemes across Surrey will be arranged to identify best practice and inform future delivery. The findings from the Food Insecurity Booklet will also continue to be used to raise awareness of local need and support discussions around sustainable food provision in the area.
Membership Insight & Communications
Members discussed ways to strengthen communication and engagement across the NAC network, agreeing that the development of standard content for newsletters and websites would help ensure consistent messaging while allowing partners to tailor information for their own audiences. There was support for members bringing forward agenda items to help shape the NAC's forward plan and ensure discussions remain focused on local priorities. The NAC was also recognised as an important forum for supporting alignment between parish councils and the emerging unitary authorities, creating opportunities for more effective two-way communication between parish councils, elected members and council officers. Members highlighted the value of the NAC in identifying and coordinating funding opportunities around shared priorities and suggested introducing a regular "partner check-in" agenda item to provide space for organisations to share emerging issues, insights and challenges between meetings.