NEIGHBOURHOOD
Area Committee
North Tandridge

MAKE IT HAPPEN

North Tandridge Neighbourhood Area Committee (NAC)

23rd February 2026, 4:00 pm to 6:00 pm – Meeting Notes



North Tandridge Neighbourhood Area Committee (NAC) 2nd December Meeting Notes

Chair:

Samantha Aung-Thin – 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 Deborah Sherry	Tandridge District Council
Cllr Jeremy Pursehouse	Warlingham Parish Council
Cllr Robin Clements	Caterham Hill Parish Council
Lidia Fincham	Barnardos - 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
Dr. Matthew Swain	North Tandridge Primary Care Network, Clinical Lead
Station Commander Rachael Webber	Surrey Fire and Rescue Service
Sargent Wayne Stephens	Surrey Police

Apologies:

Name	Organisation
Cllr Tony Pearce	Surrey County Council
Stewart Strachan	Warlingham School
Sue McGeown	Caterham BID
Cllr KP	Tandridge District Council
Cllr Robin Spencer	Tandridge District Council
Sarah Henke-Monti	Citizens Advice Tandridge
Cllr Jan Moore	Chelsham & Farleigh Parish Council

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Introduction

The meeting opened with a warm welcome from the Chair, who thanked Tandridge Learning Trust for hosting and outlined the agenda. The session would cover brief aims, a progress update on the action plan, a short break, a focused discussion on building resident engagement, and finally the next steps and close.

1. NAC Pilot - Review and Evaluation:

The Chair reflected on progress to date, noting that the North Tandridge NAC has:

- Held one workshop and three meetings.
- Spoken with 43 residents across two events (as of November 2025).
- Received and explored local data insight packs.
- Agreed priority areas around Poverty & Economy and Health & Wellbeing and begin action planning.
- Launched a Commonplace site for North Tandridge NAC.
- Heard from expert partners on poverty, children and young people's mental health, and physical activity.

Drafted actions are now in place for the NAC to take forward.

An evaluation overview of the pilot period was shared across the four NAC pilot areas. The Chair highlighted strong stakeholder engagement (over 160 participants across sessions), inclusive resident input (more than 840 contributions via events and digital platforms), and consensus on evidence-based local priorities. The NACs have strengthened partnerships and strategic alignment with health, local councils, and voluntary sector partners, and the learning gained will inform future models of neighbourhood governance under forthcoming arrangements.

The Chair then set out key topics shaping the NACs ongoing development: Resourcing, membership and representation, legislation, decision-making, and funding. These themes will guide how the NACs continue to mature, ensuring balanced participation, clear roles, and practical support for delivery.

NAC members heard recommendations supported by Surrey County Council and North Tandridge District Council. In summary, the councils:

- Note the progress establishing four pilot NACs using a "test, learn and grow" approach.
- Endorse the NAC model to embed community engagement alongside key partners.
- Support delivery of emerging NAC action plans.
- Agree to:

1. continue the four pilots where partners are supportive up to the pre-election period in 2026.
2. actively share pilot learning across Surrey (including with Shadow Authorities from May 2026).
3. consider piloting NACs in one or two further areas from May 2026, developing mechanisms to broaden representation (non-political resident associations, civic and voluntary groups).

2. Local Government Reorganisation short update:

A short update on Local Government Reorganisation (LGR) and anticipated next steps was provided to give context and timelines. Milestones included: government decision on LGR (Oct 2025), Structural Changes Order to Parliament (Jan 2026), order coming into force (Mar 2026), elections for new councils (May 2026), and new councils going live (April 2027). Voluntary joint working and joint committees are meeting monthly, with publicly available papers.

3. Evaluation themes:

Re-affirming the NAC's learning approach "continuing to test, learn, grow", the Chair drew attention to six evaluation themes that will keep improving how the NAC works:

- process (frequency, membership, logistics)
- communication (clarity of purpose and process)
- model efficacy (is the format fit for purpose)
- participation and representation (quality/diversity of voices)
- influence (ability to shape services and priorities)
- partnership working (awareness, connectivity, ease of collaboration)

The proposal is to continue to capture feedback on these themes every six months, and to work with partners and residents to define what success looks like in relation to actions**,** measuring activity and change at local, individual, and wider levels.

The Chair closed the introduction by reiterating the session outcomes: to confirm progress on the action plan, share practical examples to build resident engagement, agree immediate next steps, and continue the NAC's collaborative, evidence-led approach as governance changes evolve.

NAC Subgroups Updates and Discussions:

To set up the action-planning conversations, the Chair invited the group to consider a few core questions about success:

- What activities will **the NAC** be doing or enabling?
- What numbers do the NAC want to change (participation, access, awareness)?
- How will residents describe the change for them individually (e.g.: "I feel that I belong in my community")?
- Which place/health/wellbeing/safety indicators might this activity influence?

Youth Wellbeing Subgroup

Cllr Deborah Sherry provided an update on the ongoing youth activities subgroup, which aims to increase participation in local clubs and positive activities by 20 **-** 50% over time. The group acknowledged the importance of beginning with a manageable, evidence-led approach**,** starting small, testing ideas, and learning from early results before expanding.

1. Mapping existing activities:

The project team is currently gathering detailed information on clubs and activities across North Tandridge. This includes who attends, participation numbers, costs and affordability, barriers such as transport or accessibility, geographic coverage, and gaps**.** A live mapping tool and spreadsheet have been developed to capture this information. Early findings suggest strong provision in some areas but noticeable gaps elsewhere. Members agreed this mapping must be as comprehensive as possible and offered to contribute missing information.

2. Identifying gaps and target activities

The next stage will involve identifying priority activities for targeted support**,** particularly those relevant to Year 6 and 7 pupils, who are at a key transition age.

3. Engagement with schools and young people

Schools were recognised as an essential but not exclusive communication channel. Members suggested:

- Running focus groups in local schools
- Speaking directly to young people to understand motivations
- Using existing school fairs and events to share information
- Ensuring outreach is age-appropriate

A meeting with a local secondary school is planned to explore these opportunities.

4. Affordability and Equity

Several districts elsewhere offer discount schemes or subsidised membership models to make activities more accessible. The group expressed interest in learning from these approaches, recognising that cost remains a major barrier for many families.

5. Data, Measurement, and Impact

The project will adopt a clear measurement framework, including:

- Target participation increases
- Regular feedback collection
- Tracking of demographic reach
- Early testing before scaling up

Members reiterated that robust data and realistic milestones are essential for demonstrating progress and securing future investment.

Poverty and Economy Subgroup

The meeting then turned to a detailed presentation, by Robin Gwynn, on local need relating to food insecurity and a proposal to explore a Food Pantry model in North Tandridge.

1. Understanding the Local Picture

Data from independent sources and local services indicates notable levels of financial hardship and food poverty in parts of North Tandridge, including Caterham, Whyteleafe, and neighbouring areas. Survey mapping demonstrates clusters of low-income households and demand for affordable food options.

2. Why a Food Pantry Model?

The group considered the potential value of a pantry as a complement**,** not a replacement to emergency food aid. Key points included:

- A pantry can act as the “next step” after crisis support
- Members pay a small fee for a subsidised food shop, supporting independence and dignity
- The model can reduce pressure on emergency food banks
- Pantries can become community hubs offering additional support (e.g.**:** cooking sessions, budgeting help, peer connection)

The proposed approach would involve three structured focus groups over three months to explore feasibility, guided by best practice from organisations experienced in running similar initiatives.

3. Purpose of the Focus Groups

The focus groups would:

- Engage residents with lived experience
- Test whether a pantry model fits local needs
- Identify suitable locations and operating models
- Establish potential membership criteria
- Explore links with existing food support providers
- Develop evidence for future funding bids

Members discussed how this activity could serve as a “Phase 1” feasibility stage, building towards a longer-term project if supported by community insight.

4. Involving Wider Providers

Some attendees highlighted the importance of involving other local food providers to ensure the work reflects the full landscape and avoids duplication. The group agreed to explore this respectfully and collaboratively.

Table Discussions

Table 1

Economy and Poverty Theme

<u>Exploring the Development of a Community Pantry Model:</u>

The group examined the proposal to explore a community pantry model, drawing on learning from the Good Company programme and experiences in other areas. It was emphasised that any approach must be developed collaboratively, with clear communication to avoid raising expectations prematurely.

Participants acknowledged that while a pantry could offer significant benefits, several challenges would need careful thought. Practical considerations included securing an appropriate venue (ideally a welcoming, high-footfall space with its own designated area rather than a temporary add-on). Transport was also recognised as a potential barrier, prompting discussion about how to ensure residents can reach the pantry easily.

Funding was identified as a crucial issue, with the expectation that a mix of partners would need to contribute. The group noted that insights from existing pantries show the value of combining food support with wider wrap-around provision such as financial advice and cooking classes. These models help promote dignity, build community connection, and often reduce dependency on emergency foodbanks. Evidence from elsewhere shows that people typically engage with pantries for six months to two years, and that membership often includes both working households and those not in employment.

The proposal attracted strong interest, and partners highlighted the importance of involving a broad range of stakeholders, including other local foodbanks, voluntary organisations, churches, the district council, and potentially supermarkets at a later stage. The meeting agreed that a multi-agency working group should be established to take this work forward and shape the next phase.

Youth Wellbeing Theme:

Increasing Participation in Community-Based Activities for Young People:

The discussion then moved to youth participation in local activities, recognising that improved engagement in sports, clubs and community spaces can have a positive impact on wellbeing.

The group agreed that success should be measured by tracking changes in activity uptake over the next six to twelve months. However, this ambition also raised practical questions about whether local clubs have the capacity to support increased demand. Members felt that if interest grows, provision is likely to evolve in response, but this will need monitoring.

Transport again emerged as a central challenge, particularly for young people who rely on parents, carers, or public transport to participate. Ensuring activities are accessible across different parts of North Tandridge will remain an important part of the work.

Participants stressed the value of offering a diverse range of activities and working with existing youth provision, including local youth clubs. A strong example was highlighted in the Friday Night Project at Tandridge Leisure Centre, which regularly attracts around 100 young people each week. The project was celebrated as a creative and well-received model that reflects what young people actually enjoy and are willing to attend.

A recurring theme was the need to design opportunities with young people rather than for them, ensuring that programmes are rooted in genuine interest and relevance. Funding considerations were also raised, with parish councils recognised as potential contributors to future youth initiatives.

Table 2

Youth Wellbeing Theme:

Increasing Participation in Activities:

- Key discussion points:

The group began by reflecting on the youth participation project and the emerging learning from activity mapping, engagement work, and earlier discussions. Members agreed on the importance of setting realistic and meaningful measures of success, noting that the original ambition of a 50% uplift in participation felt too high at this stage. A more achievable benchmark of 20% increase, based on the proportion of children attending particular activities was seen as a more appropriate starting point.

The discussion highlighted the significant role of peer influence on young people's attendance. Evidence shows that young people attend when their friends do, and disengage when those connections are not present. This reinforced the shared understanding that traditional communications or general publicity alone are unlikely to drive participation.

The group stressed the importance of:

- Understanding which activities young people genuinely want
- Assessing affordability barriers
- Engaging parents and organisers
- Testing ideas with a small selection of clubs first
- Avoiding over-expansion until clear evidence is available

Transport emerged as a recurring barrier. While some young people travel widely for certain clubs, this is not consistent across age groups, and younger children may be more restricted. The group noted the importance of exploring practical travel solutions and understanding local patterns of movement.

Commented [PA1]: As point below… I think much of this came from the table discussion. Could you look at moving to below? @Marta Ricardo Rocco

These behavioural patterns are further complicated by the geographical realities of North Tandridge, particularly the complexities created by wide catchment areas and younger children's reliance on adults for travel. Participants emphasised that increasing provision within the pilot boundaries will not automatically translate into increased participation unless transport factors and friendship networks are taken into account.

Affordability was also recognised as a major determinant of access, with discounts, subsidies, and eligibility criteria (for example, Free School Meals) repeatedly identified as barriers but also potential levers for inclusion.

- Gaps and risks identified:

The group discussed several gaps that could limit the effectiveness of the project:

- Incomplete data on total numbers of children in each area and how this compares with local activity capacity.
- Limited visibility of attendance figures from clubs and groups.
- Transport challenges that have been acknowledged but not yet translated into actionable solutions.
- Engagement risks, noting that earlier attempts in Caterham Valley had shown that simply advertising opportunities does not lead to take-up.
- Loss of youth social prescribing, creating gaps in referral pathways.

- Missing voices, particularly Year 6 and 7 pupils, parents/carers, and schools as active delivery partners.

- Milestones required:

To move forward confidently, the group agreed that several foundations must be in place:

- A clearly agreed geographic focus.
- A single, trusted dataset capturing activities, capacity, costs, and barriers.
- Completion of planned school visits and Year 6 engagement ahead of transition points.
- Validated metrics for measuring increases in participation.
- Clear signposting to Active Surrey schemes.
- Ability to compare learning from Warlingham with other areas, such as Caterham Valley.

- What is needed for feasibility and sustainability:

Participants discussed the need for:

- A live, accurate mapping tool covering all youth provision.
- Clear eligibility and referral criteria, linked to indicators such as FSM or health needs.
- Affordable access routes, with clubs supported to provide subsidised places.
- Stronger links between health, community partners, and youth engagement, including exploring whether community navigators and digital tools such as the JOY app (where appropriate for age groups) could support signposting and referral pathways.
- Schools actively involved as partners, and not just as venues for information sharing.
- Consideration of transport within the design of the project, not after delivery has begun.
- Succession planning to ensure work does not rely on single individuals or short-term roles.

- Partner contributions before the next NAC:

Members agreed to:

- Update the shared youth-provision dataset.
- Review and refine success measures.
- Share any insights gathered through engagement with parents, schools, or young people.
- Raise risks early, particularly around transport, affordability, inclusion, and capacity.

Economy and Poverty Theme

- Key discussion points:

The group explored the proposal to develop a staged support model informed by Good Company's existing work. This approach views poverty support as a continuum, moving people from crisis provision (such as foodbanks) through practical help and onward towards increased financial resilience and independence. Members agreed that this framing is essential to avoid reliance on emergency provision alone.

There was strong consensus that lived experience must underpin the design of any model. The group agreed that early ideas must be tested with those most affected, recognising that experiences of poverty vary significantly across different age groups.

- Gaps and risks identified:

The conversation highlighted several areas requiring clarity:
  - The link between emergency food support and progression pathways.
  - Uncertainty about whether focus groups are intended as consultations or active co-design.
  - The need to involve those currently using foodbanks, including from Whyteleafe and other services, to ensure proposals reflect the realities of people's lives.
  - The risk that parish councils may not support funding requests unless evidence clearly shows how many residents could benefit and what outcomes would be achieved.

- Milestones required

Key milestones identified included:
  - A clear articulation of the staged model and intended outcomes.
  - Completion of focus groups with people with lived experience.
  - Defined demographic groups, recognising that needs differ by age.
  - Data showing anticipated numbers of beneficiaries and how these are distributed across parishes.

- What is needed for feasibility and sustainability

Participants agreed that sustainability requires:
  - A clearly defined pathway from crisis support to longer-term independence.
  - Focus groups embedded in programme design, not added as an afterthought.
  - Funding requests linked to outcomes and numbers of beneficiaries.
  - Alignment with local grant-giving criteria.
  - Evidence that the approach helps residents move beyond emergency provision.
  - Continuous involvement of people with lived experience.

- Flexibility to adapt the model to different age groups and circumstances.

- Funding and Partnership Considerations

Parish councils may be willing to support the project, depending on how it aligns with their grants processes. Several representatives stressed the importance of:

- Demonstrating clear benefits to local residents, both short and longer term.
- Showing how many households might benefit
- Presenting the pantry as part of a strategic anti-poverty approach rather than a standalone exercise

There was agreement that any proposal should emphasise outcomes and community value, not simply the running of focus groups.

- Partner contributions before the next NAC
- Treat focus groups as an integral part of the development process.
- Involve trusted organisations (e.g.: foodbanks) to reach relevant residents.
- Use feedback to evolve the model, not simply confirm it.
- Share insight from community engagement and frontline work.

Commented [PA2]: @Marta Ricardo Rocco my recollection was that this was more part of the table discussion…. I think the presentation was that funding was needed and food bank had a small allocation but that it needed others to contribute. If correct could we add that in here and move the existing to the discussion box please.

Resident Engagement

Growing Health Together Presentation - Learning from Neighbourhood Wellbeing Networks

Dr. Mohsin Asharia offered an overview of the Neighbourhood Health and Wellbeing Meetings in North Tandridge, setting out their purpose, origins, and future direction. The speaker began by explaining that these meetings have been running since 2023 and are considered to be “ahead of the curve” in Surrey’s emerging neighbourhood approach. They take place quarterly and are open to both professionals and residents, usually attracting between 20 and 30 attendees. A core principle of the meetings is that residents’ voices are valued equally alongside population health data, ensuring local experience genuinely shapes priorities.

The presentation then introduced Growing Health Together, an initiative established in 2020 that has well established neighbourhood engagement. Its purpose is fourfold:

- to identify existing health and wellbeing opportunities in each locality and share them with NHS staff and residents.
- to listen to local insights about what supports or hinders health.
- to enable community members to lead their own health-creating activities.
- to foster collaboration between local people and organisations to improve health and influence NHS services.

A key concept highlighted was Health Creation, which is the idea that health outcomes are influenced far more by social, economic, and environmental factors than by medical care alone. Medical care accounts for an estimated 10-20% of modifiable contributors to health, while the remaining 80-90% come from behaviours, social conditions, relationships, and community environments. Health creation was described as the process through which people gain a sense of purpose, hope, mastery, and control over their own lives; when this happens, overall wellbeing improves.

These gatherings offer a space for local people and organisations to come together, share what is happening in the area, reflect on how relationships and services are evolving, and celebrate local strengths. They also provide an opportunity to discuss experiences of NHS services and develop a collective vision for improving health and wellbeing across the neighbourhood.

A slide listing attendees illustrated the breadth of participation, including representatives from health services, voluntary organisations, local government, leisure and physical activity providers, carers’ support services, community connectors, and local GPs. This diversity reflects the collaborative nature of neighbourhood work.

The presentation briefly summarised what a typical meeting agenda looks like. Sessions usually begin with informal networking, followed by introductions and a reminder of the meeting's purpose. Updates are provided on previous actions, NAC developments, national neighbourhood health initiatives, and partner contributions (such as leisure providers and neighbourhood navigation services). Meetings then move into themed breakout groups: Starting Well, Living Well, and Ageing Well, to explore priorities in more depth.

Looking ahead, the speaker shared several future aims. These included opening the meetings to a broader cross-section of the neighbourhood, encouraging greater participation from residents, and making better use of tools such as the Joy App, an online directory of local services. There was also a suggestion to explore closer links with the NAC, recognising the potential for shared priorities and complementary community engagement approaches.

Overall, the presentation highlighted a strong commitment to community-led health improvement, partnership working, and strengthening the visibility and inclusiveness of neighbourhood meetings as they continue to evolve.

Presentation's follow-up discussions

The meeting then moved to a wide-ranging discussion about community engagement going forwards and how NAC-related work is communicated.

1. **Improving Visibility**

Several participants noted that NAC work is not widely visible to the public. Suggestions included:

- Clearer online information
- Accessible summaries of projects and progress
- Consistent messaging across partners
- Making meeting notes easy to find

There was concern that lack of visibility may limit public understanding of NAC's role and value.

2. **Balancing Transparency with Effective Working**

While the group supported greater openness, there was a shared view that the NAC's workshop-style format is essential for collaboration and should be preserved. Members suggested:

- Providing regular public updates
- Creating simple routes for residents to share ideas
- Using existing resident groups and forums for wider engagement
- Considering future use of citizen assemblies or fair-style engagement events

The overarching theme was that transparency should enhance, not hinder, the practical and solution-focused nature of NAC meetings.

3. **Challenges and Opportunities Identified**

Across the discussions, members highlighted several consistent challenges:

- Cost and affordability of local activities
- Transport barriers
- Fragmented information about services
- Limited visibility of NAC activity
- Funding constraints across voluntary and statutory sectors
- Need to reach people whose needs are less visible

At the same time, opportunities were identified:

- Strong appetite for collaboration across partners
- Existing local assets such as clubs, libraries, and community hubs
- Rich resident insight through surveys and focus groups
- Growing momentum behind youth engagement work
- Potential for innovative approaches like discount schemes, transport support, and community pantries

Agreed Actions
Youth Activities Project
• Continue building the local activity map and circulate for additions. • Engage schools for focus groups and data on participation and transitions. • Analyse affordability barriers and explore local discount models. • Investigate transport options and patterns. • Begin outlining a targeted communications plan. • Establish a clear measurement framework.
Food Pantry Feasibility Work
• Form a steering group to oversee Phase 1. • Conduct three focus groups with residents experiencing food pressures. • Map existing food support providers and engage them constructively. • Develop a clear expression of expected outcomes to support future funding bids. • Prepare a summary proposal suitable for parish grant applications.
Communications and Engagement
• Improve access to NAC information online. • Share project updates publicly in plain language. • Explore opportunities for broader resident engagement, potentially linked to neighbourhood wellbeing networks. • Consider approaches such as mini-fairs, “marketplace” sessions, and citizen-style forums.