



SURREY
COUNTY COUNCIL

Mental health services in Surrey

What do you think?



**easy
read**

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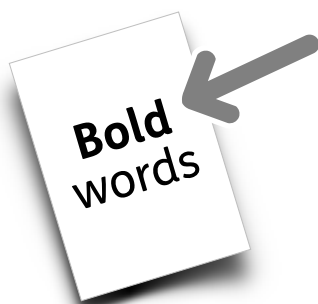
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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after they have been used.



Some words are blue and underlined. These are links which will go to another website which has more information.

Introduction



Surrey County Council is looking at the local **mental health** services we provide in Surrey.

Mental health is your emotions and how you are feeling in your mind.



We would like to know what you think about local mental health services.



Please answer these questions to let us know what you think.



If you would like to ask us any questions please email:
communityconnections.survey@surreycc.gov.uk



The closing date for this survey is
Monday 18 July 2022.

Questions about services

Question 1: Please tick the services that you have used.



Community Connections

i This is a service that offers mental health support in the local area.



Safe Havens

i This is a service that offers support for people and their carers who are having a mental health emergency.



In-Reach

i This is a service that supports people who are about to leave hospital.



Mental Health Citizens Advice Services



This is a specialist service that gives advice about money, housing and work to people who are getting mental health care.



Question 2: How happy were you with the services you have used the first time you used them?

Happy

Unhappy

Neither happy
or unhappy



Do you have any comments about how happy you were with these services?



Question 3: Please tell us all the things that you think were good about the service you used.

a. Community Connections

Empty response box for 'Community Connections'.

b. Safe Havens

Empty response box for 'Safe Havens'.

c. In-Reach

d. Mental Health Citizens Advice Services



Question 4: Please tick all the things that you think need to be better with the service you used. *Please tick as many answers as you like.*



a. Community Connections

More groups

More 1 to 1 support

More services for males

More services for females

More services for people who are not heterosexual / straight

More sessions in the evenings

More sessions in the day time

More sessions online

Other - please say:



b. Safe Havens

More services that are about stopping mental health issues from happening

More support from other people who are also having mental health issues

More Young Person Safe Havens

Better public transport

Workshops

Longer opening hours

Other - please say:



c. In-Reach

Involving carers more

Giving support for longer

Having good staff with a lot of knowledge

Having support at weekends and in the evenings

Other - please say:



d. Mental Health Citizens Advice Services

More advice about **debt**

Debt is money that you need to pay someone else. For example if you have borrowed money and need to pay it back.

More sessions in the evenings

More sessions the day time

More sessions online

More advice by phone

More advice in person

Other - please say:



Question 5: After COVID-19, services changed by offering their services online. Are there any other new ways that you'd like to see services change?

a. Community Connections

b. Safe Havens

c. In-Reach

d. Mental Health Citizens Advice Services



Question 6: Were you able to join in with the service in the way you wanted?

a. Community Connections

Yes

No



If no, what would have helped you to join in?

b. Safe Havens

Yes

No



If no, what would have helped you to join in?



c. In-Reach

Yes



No



If no, what would have helped you to join in?



d. Mental Health Citizens Advice Services

Yes



No



If no, what would have helped you to join in?



Question 7: If you have moved from 1 service to another, how did you find this?

Good



Bad



Neither good
or bad





Question 8: These are some things other people have said about services. Please tick the ones that are important to you.



a. Community Connections

- This service helped improve my mental health
- This service helped me get better after being ill
- Using this service was positive for me
- This service helped me to be independent

Is there anything else that is important to you? Please say:



b. Safe Havens

- This service helped improve my mental health
- This service helped me get better after being ill
- Using this service was positive for me
- This service helped me to be independent
- This service helped me feel less worried
- This service helps save people's lives
- This service gives me a safe place to go

Is there anything else that is important to you? Please say:



c. In-Reach

This service helped me to get out of hospital quicker

This service helped me to not need to go back into hospital

This service gave me more access to support

This service helped improve my mental health

Is there anything else that is important to you? Please say:



d. Mental Health Citizens Advice Services

- This service helped improve my mental health
- This service helped me get better after being ill
- This service helped me get rid of some of my debt
- This service helped me with a housing or work issue
- This service helped me to feel less worried about debt, benefits or problems at work
- This service helped me quickly
- This service helped me to not need to go back into hospital

Is there anything else that is important to you? Please say:



Question 9: If there is anything else you would like to tell us about these services, please say:

Questions about you



We would like to ask you some questions about yourself.



By answering these questions you are allowing us to collect and keep some of your information.



We will follow our **Data Protection Policy** when collecting and keeping your information.

A **Data Protection Policy** is a set of rules that explain how we use information and what we do to keep it safe.



If you would like to read our Data Protection Policy you can find it online: www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notice/adult-social-care



Question 10: Please tell us your age.

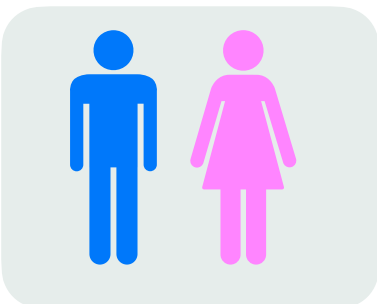


Question 11: Do you have a disability or any health issues?

Yes

No

I do not want to say

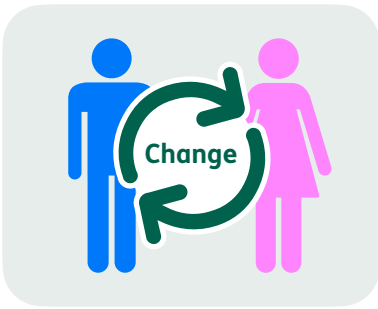


Question 12: What is your gender?

Male

Female

I do not want to say



Question 13: Is your gender now the same as the one you were given when you were born?

Yes

No

I do not want to say



Question 14: What is your ethnic background? This is your race or background, like White, Black or Asian. *You do not have to say if you do not want to.*



Question 15: What is your sexual orientation? This is who you are attracted to.

- Bisexual - I am attracted to both men and women
- Gay man - I am a man attracted to other men
- Gay woman / lesbian - I am a woman attracted to other women
- Heterosexual / straight - I am attracted to people of the opposite gender to me
- I do not want to say
- Other - please say:



Question 16: Do you look after someone who needs help because they are ill or have a disability?

Yes

No

Thank you



Thank you for answering these questions.



If you have answered these questions by hand, please post your answers to us in the envelope we have given you.



If you have filled this survey in on a computer, please email it to:

communityconnections.survey@surreycc.gov.uk