

Survey - Community Connections, Safe Havens, In-Reach and CAB - Staff Survey

Overview

We are in the process of reviewing and refining a few of our services, taking into consideration challenges posed by Covid-19, increasing health inequalities and digital exclusion. We want any changes or improvements that we make to be informed and guided by the lived experience of those who have used our services.

Please complete the survey if you have used any of the following services in the past 2 years:

Community Connections

Safe Havens

In-Reach

Mental Health Citizen Advice Services

This survey is being conducted in partnership between Surrey County Council, NHS Surrey Heartlands CCG and NHS Frimley CCG.

Your individual feedback will not be shared. By completing this survey, you are consenting to the collection and storage of your data in line with our Data Protection Policy.

[\(<https://www.surreycc.gov.uk/council-and->](https://www.surreycc.gov.uk/council-and-)

[democracy/your-privacy/our-privacy-notice/adult-social-care](#))

This survey closes on Monday 18th July 2022. In order to return your survey, please either email your completed survey to

communityconnections.survey@surreycc.gov.uk or you can request a pre-paid envelope to mail it to us from

communityconnections.survey@surreycc.gov.uk or by contacting 07772901950.

Thank you for your time.

Question 1. Which service would you like to feedback about? (please select one)

FOR INFORMATION:

Community Connections: Services in the local community offering emotional and wellbeing support. Provided by three lead providers: Catalyst, Mary Frances Trust and Richmond Fellowship (plus their partners; Canterbury Care, East Surrey Domestic Abuse Service (ESDAS), Guildford Action, The Hope Hub, Oakleaf, Reigate Stepping Stones, Reigate YMCA and Voluntary Action South West Surrey).

Safe Havens: Out of hours support for people and their carers experiencing a mental health crisis or emotional distress. Provided by Andover Mind, Catalyst, Mary Frances Trust and Richmond Fellowship in partnership with SABP.

In-Reach: Support for individuals at the point of discharge from inpatient services. Provided by Catalyst, Mary Frances Trust and Richmond Fellowship.

Mental Health Citizen Advice Services: A specialist advice service for individuals receiving secondary mental health care. Provided by Citizens Advice Guildford and Ash, Citizens Advice Epsom & Ewell and Citizens Advice Runnymede and Spelthorne.

Option 1. Community Connections

Option 2. Safe Havens

Option 3. In-Reach

Option 4. Mental Health Citizen Advice Services

Answer one of the above four options; please state answer

If you answered Option 1. Community Connections, please continue to Question 2

If you answered Option 2. Safe Havens, please skip to Question 10

If you answered Option 3. In-Reach, please skip to Question 18

If you answered Option 4. Mental Health Citizen Advice Services please skip to Question 26

If you have experience with multiple of the above surveys, please fill all relevant sections out e.g. if you have experience with both Safe Havens and In-Reach, please fill out both of these sections. Your feedback is much appreciated.

Community Connections

Question 2. What do you think about the way people are referred into or initially access this service?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 3. What is the strength of this service in your opinion?

Option 1. The groups

Option 2. The 1:1 support

Option 3. The courses

Option 4. The social side

Option 5. The staff

Option 6. Other

Answer as many of the above six options as apply; please state answer

If you answered Option 6. Other to the above question, please specify your answer below:

Question 4. We're reviewing all of these services. Are there specific areas that you think we should focus on to improve them for the future?

Option 1. More groups

Option 2. More 1:1

Option 3. More male specific

Option 4. More female specific

Option 5. More LGBTQ+ specific

Option 6. More evening sessions

Option 7. More daytime sessions

Option 8. More virtual sessions

Option 9. Other

Answer as many of the above nine options as apply; please state answer

If you answered Option 9. Other to the above question, please specify your answer below:

Question 5. We've all had to adapt to a 'new normal'. In response, several services now provide a 'virtual offer'. Are there other new ways that you'd like to see the service develop in the next few years? Please write your answer below:

Question 6. Do you think these services are sufficiently accessible?

Answer Yes or No; please state answer

If you answered No to the above question, please state what would need to be in place:

Question 7. If you know someone that moved from one service to another, for example, from GPIMHS to Community Connections or In-Reach to IAPT, what did you think of that process?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 8. These are the outcomes that people have previously told us are important to them: Which do you think are most important? Please feel free to write additional outcomes at the bottom.

Option 1. This service helped improve my mental wellbeing.

Option 2. This service helped me recover from an episode of ill-health.

Option 3. I had a positive experience using this service.

Option 4. This service helped me to feel more independent.

Answer as many of the above four options as apply; please state answer

If anything else is important to you regarding this service, please state below

Question 9. Is there anything else you'd like to tell us about these services? Please write your answer below:

Safe Havens

Question 10. What do you think about the way people are referred into or initially access this service?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 11. What is the strength of this service in your opinion?

Option 1. The staff

Option 2. Availability of the CPN

Option 3. The environment

Option 4. The 1:1 support

Option 5. The virtual option

Option 6. Crisis planning

Option 7. Having staff with lived experience

Option 8. Other

Answer as many of the above eight options as apply; please state answer

If you answered Option 8. Other to the above question, please specify your answer below:

Question 12. We're reviewing all of these services. Are there specific areas that you think we should focus on to improve them for the future?

Option 1. More preventative

Option 2. More peer support

Option 3. Additional Young Person Safe Havens

Option 4. Better location for transport links

Option 5. Workshops

Option 6. Extended opening hours

Option 7. Other

Answer as many of the above seven options as apply; please state answer

If you answered Option 7. Other to the above question, please specify your answer below:

Question 13. We've all had to adapt to a 'new normal'. In response, several services now provide a 'virtual offer'. Are there other new ways that you'd like to see the service develop in the next few years? Please write your answer below:

Question 14. Do you think these services are sufficiently accessible?

Answer Yes or No; please state answer

If you answered No to the above question, please state what would need to be in place:

Question 15. If you know someone that moved from one service to another, for example, from GPIMHS to Community Connections or In-Reach to IAPT, what did you think of that process?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 16. These are the outcomes that people have previously told us are important to them: Which do you think are most important? Please feel free to write additional outcomes at the bottom.

Option 1. This service helped improve my mental wellbeing.

Option 2. This service helped me recover from an episode of ill-health.

Option 3. I was happy with the support I received.

Option 4. This service helped me to feel more independent.

Option 5. This service helped reduce my anxiety and/or distress.

Option 6. This service helps save lives.

Option 7. This service gave me a safe place to go.

Answer as many of the above seven options as apply; please state answer

If anything else is important to you regarding this service, please state below

Question 17. Is there anything else you'd like to tell us about these services? Please write your answer below:

In-Reach

Question 18. What do you think about the way people are referred into or initially access this service?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 19. What is the strength of this service in your opinion?

Option 1. The staff

Option 2. The 1:1 support

Option 3. Supporting to attend appointments

Option 4. Being supported to discharge

Option 5. Involvement of family and carers

Option 6. Other

Answer as many of the above six options as apply; please state answer

If you answered Option 6. Other to the above question, please specify your answer below:

Question 20. We're reviewing all of these services. Are there specific areas that you think we should focus on to improve them for the future?

Option 1. More Carer Involvement

Option 2. Longer intervention

Option 3. Having staff with lived experience

Option 4. Weekend / Evening

Option 5. Other

Answer as many of the above five options as apply; please state answer

If you answered Option 5. Other to the above question, please specify your answer below:

Question 21. We've all had to adapt to a 'new normal'. In response, several services now provide a 'virtual offer'. Are there other new ways that you'd like to see the service develop in the next few years? Please write your answer below:

Question 22. Do you think these services are sufficiently accessible?

Answer Yes or No; please state answer

If you answered No to the above question, please state what would need to be in place:

Question 23. If you know someone that moved from one service to another, for example, from GPIMHS to Community Connections or In-Reach to IAPT, what did you think of that process?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 24. These are the outcomes that people have previously told us are important to them: Which do you think are most important? Please feel free to write additional outcomes at the bottom.

Option 1. This service helped me get out of hospital sooner.

Option 2. This service helped me to not need to go back into hospital.

Option 3. This service gave me a better network of support.

Option 4. This service helped improve my mental wellbeing.

Answer as many of the above four options as apply; please state answer

If anything else is important to you regarding this service, please state below

Question 25. Is there anything else you'd like to tell us about these services? Please write your answer below:

Mental Health Citizen Advice Services

Question 26. What do you think about the way people are referred into or initially access this service?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 27. What is the strength of this service in your opinion?

Option 1. The staff

Option 2. Specialist benefits and debt expertise

Option 3. The 1:1 support

Option 4. Having a named person providing support

Option 5. Easier access to services

Option 6. Location

Option 7. Other

Answer as many of the above seven options as apply; please state answer

If you answered Option 7. Other to the above question, please specify your answer below:

Question 28. We're reviewing all of these services. Are there specific areas that you think we should focus on to improve them for the future?

Option 1. More debt advice

Option 2. More evening sessions

Option 3. More daytime sessions

Option 4. More virtual sessions

Option 5. More advice by phone

Option 6. More advice in person

Option 7. Other

Answer as many of the above seven options as apply; please state answer

If you answered Option 7. Other to the above question, please specify your answer below:

Question 29. We've all had to adapt to a 'new normal'. In response, several services now provide a 'virtual offer'. Are there other new ways that you'd like to see the service develop in the next few years? Please write your answer below:

Question 30. Do you think these services are sufficiently accessible?

Answer Yes or No; please state answer

If you answered No to the above question, please state what would need to be in place:

Question 31. If you know someone that moved from one service to another, for example, from GPIMHS to Community Connections or In-Reach to IAPT, what did you think of that process?

Option 1. Very good

Option 2. Good

Option 3. Okay

Option 4. Not very good

Answer one of the above four options; please state answer

If you have any other comments related to this question, please state below

Question 32. These are the outcomes that people have previously told us are important to them: Which do you think are most important? Please feel free to write additional outcomes at the bottom.

Option 1. This service helped improve my mental wellbeing.

Option 2. This service helped me recover from an episode of ill-health.

Option 3. This service helped reduce my debt.

Option 4. This service helped me with a housing or employment issue.

Option 5. This service helped reduce the distress caused by my debit, benefits and/or employment issues.

Option 6. This service helped me in a timely manner.

Option 7. This service helped me avoid / go back to hospital.

Answer as many of the above seven options as apply; please state answer

If anything else is important to you regarding this service, please state below

Question 33. Is there anything else you'd like to tell us about these services? Please write your answer below:

Thank you for completing this survey, your feedback is greatly appreciated.