**Wellbeing in Surrey**

**Surrey County Council’s Health Improvement Team would like to hear your views and experiences if either yourself, a loved one, or someone you care for has been feeling low, out of control or worried about wellbeing. This is so that anyone experiencing difficulties in coping with challenges in life, can get the best help in the easiest way. Thank you for taking the time to tell us about your experiences, your views are vital and valuable to us in helping to deliver the best services we can, to support the health of everyone.**

**The survey will take approximately 15 minutes to complete. All your answers will be confidential and kept anonymous, so will not be linked to you individually. The survey will be open for 4 weeks and will close on 10th September 2021.**

**If you would like us to send you a copy of the survey in a different language or alternative format, please call 03456 009 009, text 07860 053 465 or email us at** [**my.views@surreycc.gov.uk**](mailto:my.views@surreycc.gov.uk) **. The survey is available in the following languages: Bengali, Urdu, Polish and Nepalese.**

**As a thank you for completing the survey, you will also have the chance to enter a prize draw to win one of three £20 Love to Shop vouchers at the end of the survey. If you would like to enter, please give your name and contact details when prompted. This will be kept separate to your survey answers so your answers cannot be linked to your name.**

**If you have any further questions, please contact** [**my.views@surreycc.gov.uk**](mailto:my.views@surreycc.gov.uk)**.**

**Questions-**

**1 – Please tell us what activities you do to support your wellbeing?**

**1a - What other activities would you like to be available to you in order to support your wellbeing?**

**2 – What life pressures or changes have affected your wellbeing?**

**3 – If you had concerns about your wellbeing, how likely would you be to talk to family or friends?**

**Answer Very Unlikely, Unlikely, Unsure, Likely or Very Likely; please state answer**

**3a - If you answered Very Unlikely, Unlikely or Unsure please tell us your reasons?**

**3b - If you have spoken to your family or friends, what advice did they give you?**

**4 – Please tell us if you or a loved one currently access, or have recently accessed, support for wellbeing**

**from a support service?**

**Answer Yes or No; please state answer**

**4a - If Yes, please list any organisations who provide/provided support?**

**5 – If you had concerns about your own or a loved one’s wellbeing, how likely would you be to seek help from a support or information service?**

**Answer Very Unlikely, Unlikely, Unsure, Likely or Very Likely; please state answer**

**5a - If you answered Likely or Very Likely, please tell us who you would contact and how you would contact them?**

**5b - If you answered Very Unlikely, Unlikely or Unsure please tell us your reasons?**

**6 – If you were to access a wellbeing support or information service and it was not what you needed it to be, what would you do next?**

**7 – What would make you feel more comfortable or confident in finding help and support with your own, or a loved one’s wellbeing?**

**8 – Do you already know about any wellbeing support and information services?**

**Answer Yes or No; please state answer**

**8a - If Yes, please tell us what wellbeing support and information services you already know about?**

**8b - If No, please tell us how you would go about finding wellbeing and information support services?**

**9 – Have you previously used telephone helplines, online support, or text services, to access support or information for your own or a loved one’s wellbeing?**

**Answer Yes or No; please state answer**

**9a - If Yes, please state which ones?**

**9b - If No what stopped you?**

**If you have answered No, please go straight to question 11**

**10 – If you have previously used telephone helplines, online support, or text services, to access support or for information about wellbeing, please tell us how satisfied you were with the help and/ or information that you received?**

**Answer Very Satisfied, Satisfied, Neutral, Dissatisfied, Very Dissatisfied; please state answer**

**10a – Please give your reasons**

**10b - Would you recommend the services to your family, friends or others?**

**Answer Yes or No; please state answer**

**10c- Why is this?**

**10d- What suggestions do you have for improving the service/experience?**

**11– If you were to use telephone helplines, online support, or text services for wellbeing support, please tell us what you would expect the support to be like?**

**11a - How often would you like to talk to someone who provides you with support?**

**11b - How many sessions would you like the support to last?**

**11c - How long would you like each session to last?**

**11d - What would the ideal outcome be for you from these sessions?**

**A bit about you to help us understand what different people need**

**Please answer the following questions to help us learn a little bit more about your background. We are asking these to make sure that we are speaking to and representing the views of a mix of Surrey residents.**

**Please tell us how old you are?**

**How would you describe your gender?**

**Answer Male, Female, Non-binary, Transgender, Don’t wish to say, Other (please state); please state answer**

**What’s your sexual orientation?**

**Answer Heterosexual or Straight, Gay or Lesbian, Bisexual, Pansexual, Don’t wish to say, Other (please state); please state answer**

**How would you best describe your ethnicity?**

**Answer White English / Welsh / Scottish / Northern Irish / British, Irish, Gypsy Roma or Irish Traveller, Any other White background, Mixed / Multiple ethnic groups White and Black Caribbean, White and Black African, White and Asian, Any other Mixed / Multiple ethnic background, Asian / Asian, British Indian, Pakistani, Bangladeshi, Chinese, Any other Asian background, Black / African / Caribbean / Black British, African, Caribbean, Any other Black / African /Caribbean background, Other ethnic group Arab, Don’t wish to say; please state answer**

**Please tell us your first language?**

**What’s your employment status?**

**Answer Full time, Part time, Zero-hour contract, Unemployed, Volunteer; please state answer**

**Are you in education?**

**Answer Full time, Part time, No; please state answer**

**Are you a carer (looking after a family member or friend)?**

**Answer Yes, No; please state answer**

**Do you have a long-term condition or disability?**

**Answer Yes, No; please state answer**

**Please provide the first part of your postcode**

**Thank you very much for taking the time to complete our survey, your views are important to us. To enter a prize draw to win one of three £20 Love to Shop vouchers, please enter your name and contact details on the next page. This information will be kept separate to your answers.**

**If you need information on wellbeing services available in Surrey, please visit** [**https://www.healthysurrey.org.uk/**](https://www.healthysurrey.org.uk/)**.**

**There is also more information about the 5 ways to wellbeing from the NHS-** [**https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/**](https://www.nhs.uk/mental-health/self-help/guides-tools-and-activities/five-steps-to-mental-wellbeing/) **.**

**Please email your completed survey to**

[**my.views@surreycc.gov.uk**](mailto:my.views@surreycc.gov.uk)

**Wellbeing in Surrey Prize Draw Entry**

**Please provide your name**

**Please provide your phone number**

**Please provide your email address**

**This information will be kept separate to your survey answers, so your answers cannot be linked to your name.**

**These details will only be used for the prize draw and destroyed once winners are drawn and notified.**

**Please email your prize draw entry to:**

[**My.views@surreycc.gov.uk**](mailto:My.views@surreycc.gov.uk)