

Surrey all age autism strategy consultation

Services for autistic people

What do you think?



To complete this online survey you need to download it to your computer and open it in Acrobat Reader.



You can get Acrobat Reader for free from:
get.adobe.com/uk/reader/

Introduction



This comes from Surrey County Council and health services in Surrey.



We are looking at how we can make Surrey better for people with autism.



We are looking at how to make our services better.

We are going to write a plan.



Before we start to write the plan we want to know what you think about all the different health, education and care services in Surrey.



Please answer the questions in this questionnaire and send it back by clicking on the 'Send' button at the end.



If there are any questions that don't apply to you, please leave them blank and move onto the next question.

About you

Question 1: How old are you?

☐

0 - 5

☐

6 - 11

☐

12 - 16

☐

17 - 24

☐

25 - 64

☐

65 and over

Question 2: Are you...

☐

Male?

☐

Female?

☐

Trans?

☐

Other, please say

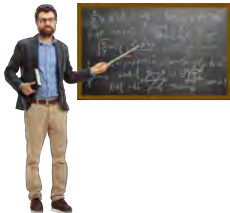
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I don't want to say



Trans means you are now a different gender to the one you were given at birth.

Your education



Question 3: Do schools and colleges understand autism and teach in a way to help autistic people do the best they can?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes,
a lot

☐

Don't
know

☐

Question 4: Do autistic people get the support they need at school or college?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes,
a lot

☐

Don't
know

☐



Question 5: Do schools and colleges listen to autistic people and take into account what they say?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes,
a lot

☐

Don't
know

☐

Question 6: What would make it better for autistic children and young people in school or college?

Statement or EHCP



If you haven't had a **statement** or an **Education, Health and Care Plan (EHCP)** please go to page 9.



Statement is short for Statement of Special Educational Needs.

It says what extra support you must get and which school or college you should go to.



A **Education, Health and Care Plan (EHCP)** is a plan of the extra health care and support you should get at school or college.



Question 7: Do you understand how the council decides what extra help and support you need at school or college?



No

☐

Not really

☐

Neither yes nor no

☐

Yes, a bit

☐

Yes, a lot

☐

Don't know

☐



Question 8: Were you and your family involved in writing your EHCP?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes,
a lot

☐

Don't
know

☐

Question 9: Does your plan properly explain all the extra help you need?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes,
it does

☐

Don't
know

☐



Question 10: What would make the way we have statements and EHCPs better?

Your transition



Transition is when you move up from services for children and young people to services for adults. It may also be when you change schools.



Question 11: Is the information you get about transition clear and accessible?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 12: Are you involved in planning your transition?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 13: Does your transition plan help you to be independent? Does it give you choice and control over your support?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 14: Are plans being made for your transition early enough?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 15: How could the planning for your transition be done better?

If you have left school or college



If you haven't left school or college, please jump to page 15.



Question 16: Did you get good information about getting a job and benefits when you left school or college?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 17: Did you get support to try out different jobs while you were at school or college?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 18: Have you found a job?



No

☐


Not really

☐


Neither yes nor no

☐


Yes, but it's not much good

☐


Yes

☐


Don't know

☐


Question 19: Has the Jobcentre Plus been helpful?



No

☐


Not really

☐


Neither yes nor no

☐


Yes, a bit

☐


Yes

☐


Don't know

☐


Jobcentre plus is a government service for people who need help to find a job and with their benefits.



Question 20: What would make it easier to find a job?

Housing



If you haven't had any advice about housing, please jump to page 17.



Question 21: Is there enough suitable housing for autistic people in Surrey?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 22: Are you getting clear information and advice about housing?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 23: Do housing services understand what you need? Are they accessible?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 24: What would make housing services better?

Your local doctor's surgery



Question 25: Do staff at your local doctor's surgery understand what you need to use their service?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 26: Does your doctor help you when your body is unwell?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 27: Does your doctor help you when you have a mental health problem?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 28: Can your doctor help you to get some **therapy** when you need it?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Therapy is a treatment like counselling, psychology, occupational therapy, speech and language therapy.



Question 29: What would make your local doctor's surgery better?

Hospitals and clinics



If you haven't been to a hospital or clinic, please jump to page 22.



Question 30: Do the staff at the hospital or clinic understand what you need to use their service?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 31: Is the hospital designed in a way that is helpful to autistic people?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 32: Did you get the help you needed at the hospital or clinic?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 33: What would make the hospital or clinic better?

Community mental health services



If you haven't used a community mental health service, please jump to page 24.



Question 34: Can you get support with your mental health when you need it?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 35: Do the mental health support staff understand autism?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

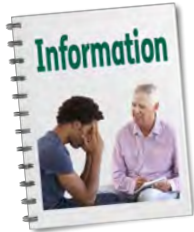
☐

Yes

☐

Don't
know

☐



Question 36: Do you get the information you need to manage your own mental health?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 37: Is there support available in a crisis?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 38: What would make community mental health services better?

Mental health services at hospital



If you haven't used mental health services in a hospital, please jump to page 26.



Question 39: Was the hospital designed in a way that is helpful to you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 40: Did the hospital mental health services understand you and help you to get better?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 41: When you were in hospital, did they give you the right help to move back home?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 42: What would make hospital mental health services better?

Social care assessment



If you have never tried to get a **social care assessment**, please jump to page 28.



Social care is the support you need to live independently.



A **social care assessment** is a meeting with a social worker where you work out what support you need together.



Question 43: Could you get a social care assessment when you wanted one?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 44: When you had an assessment, did they listen to you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 45: When you had an assessment, did they understand what you needed?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 46: What would make social care assessments better?

Social care support



If you have never had **social care support**, please jump to page 30.



Social care support is the support you need to live independently.



Often the council pays an organisation to support you.



Question 47: Did the organisation understand you and listen to you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 48: Was the support you got helpful?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 49: What would make social care support better?

Autism diagnosis



If you have never had **an autism diagnosis**, please jump to page 33.



An **autism diagnosis** is where a health professional meets with you, tests you and says that you have autism.



Question 50: Did you understand the different stages of the autism diagnosis?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 51: Did you get the support you needed while you were getting the autism diagnosis?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 52: Did you have to wait too long for the autism diagnosis?



Too long

☐

Long

☐

Neither a
long time
nor a short
time

☐

Not
really

☐

No

☐

Don't
know

☐

Question 53: Did you get the support you needed after you had the diagnosis?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 54: Did you get your diagnosis through the NHS or a private company?

☐

NHS

☐

Privately

☐

Don't know



Question 55: What would make the way you get an autism diagnosis better?

Finding support



Question 56: Do you know where to go to get information or advice about finding support?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 57: Do the people who give you advice and support listen to you and understand you?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 58: Do you know where to find support and groups about autism?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 59: Do the people who give you advice and support about autism help you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 60: What would make the way autistic people get advice and support better?

Working together



Question 61: Do all the different health and care organisations work together well?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Services that treat other illnesses

Autistic people often also have certain other illnesses. These are illnesses like:

- **ADHD** - this stands for Attention Deficit Hyperactivity Disorder. It is where people can't stay still and focus on something.
- **Epilepsy** - this is where people have seizures, also known as fits.
- **Anxiety** - this is where you are worried all the time.
- **Depression** - this is where you feel down or upset a lot of the time.



Question 62: Do the services for these other illnesses understand and support you?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 63: What would make organisations work together better?

Feeling part of your local community



Community means the people who live near you.

Question 64: Do you feel safe in your local community?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 65: Can you join in with activities that you enjoy locally?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 66: Can you access community spaces like gyms, leisure centres, libraries, cinemas and shops?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 67: Do you get the support you need to travel to school, work, appointments and leisure activities?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 68: Do you know where to go to meet other autistic people?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 69: What would help you to feel more part of your local community?

Dealing with the police and courts



If you have never had dealings with the police or courts, please jump to page 43.

Question 70: Did the police listen to you and understand you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 71: Did the staff at the courts listen to you and understand you?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 72: Did the police and staff at the courts take your autism into account and treat you fairly?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 73: Did the **Pegasus Card** help?

A **Pegasus Card** is a card which you can show to the police so they know you need extra help and support.



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 74: What could be better about your dealings with the police or the courts?

Other people in the community



Question 75: Do you think other people in the community understand what autism is?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 76: Do you think other people in the community understand all the different types of autism?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 77: Do you think other people in the community understand what autistic girls and women need?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 78: Do you think other people in the community understand what older autistic people need?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐



Question 79: Do you think other people in the community understand what autistic people from the black and minority ethnic communities need?



No

☐

Not really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Question 80: Do you think other people in the community understand what **gay** or **trans** autistic people need?



No

☐

Not
really

☐

Neither
yes nor
no

☐

Yes,
a bit

☐

Yes

☐

Don't
know

☐

Gay means you attracted to people of the same sex as you.

Trans means you are now a different gender to the one you were born with.

What is most important to you



What are the three most important things that we should include in our plans for autism services in Surrey?

1

2

3

Thank you



Thank you for answering all these questions.

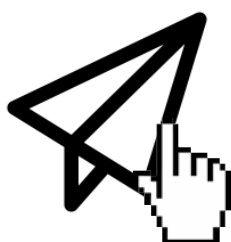
Your answers will help us to write our plans for autism services in Surrey.

Please now send your answers back by clicking on the 'Send' button.



Send

Clicking the button above will automatically create a new email with our address on it and your questionnaire attached.



You will then need to click 'send' to email your survey back to us.



Or you can attach the survey to an email yourself and send it to:

autismstrategy@surreycc.gov.uk

For more information

If you need more information please contact us by:



Email:

autismstrategy@surreycc.gov.uk



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