

CYP Haven Review – Survey for parents and carers

Surrey County Council (SCC) are carrying out an evaluation of CYP Havens and would like to hear from parents/carers to understand how the service can best suit the emotional wellbeing and mental health needs of children and young people in Surrey.

CYP Havens are a safe space for children and young people aged 10-18 where you can talk about worries and mental health in a confidential, friendly, and supportive environment. Staff can help young people through talking about what the issue is and find ways to ensure they get the right information and access the right service. To find out more about CYP Havens and our drop-in centres in Surrey, please visit <
<https://www.cyphaven.net/>>

What is this survey about?

SCC have noticed that low numbers of young people attend CYP Haven drop-in centres and would like to understand any reasons for this. These could include lack of information about the service, poor perception of the service by young people, accessibility issues contribute to low usage, and much more.

This survey is open to all parents/carers of children and young people between the ages of 10-18 who are living in Surrey.

This short survey should only take less than 10 minutes to complete.

Accessibility

This survey is compatible with speech recognition software and screen readers. Alternative versions of this survey (Screen Reader Accessible and Large Print) can be found at the bottom of this page under 'related documents'. If you have any queries about the survey and/or require this survey in hard copy or a different alternative format, please contact us and we will do our best to assist you:

Email: Freya.Keating@surreycc.gov.uk

Telephone number: + 447976710445

This survey complies with GDPR. If you require any further information about how we store and use the data you provide, please see our privacy policy <
<https://www.surreycc.gov.uk/council-and-democracy/your-privacy/our-privacy-notices/business-intelligence-and-analysis-research-service>>

Introduction

1. How old are your children? (Please select all age brackets that apply)
 - 10-14 years old
 - 15-16 years old
 - 17-18 years old

2. Which borough do you live in?
 - Elmbridge
 - Epsom & Ewell

- Guildford
- Mole Valley
- Reigate & Banstead
- Runnymede
- Spelthorne
- Surrey Heath
- Tandridge
- Waverley
- Woking
- Prefer not to say

Young people's mental health and wellbeing:

3. How would rate the overall support and service provision for children and young people's emotional wellbeing and mental health in Surrey?

- Very good
- Good
- Okay
- Poor
- Very poor

4. How often have you felt worried or concerned about your child's emotional wellbeing or mental health over the last 12 months?

- Always
- Often
- Sometimes

- Rarely
- Never

5. To the best of your knowledge, has your child needed emotional wellbeing or mental health support in the last 12 months? This could be any support service in Surrey or outside of Surrey, in person or virtual e.g., support through Mindworks, counselling, text services or helplines, speaking with family/friends/teachers and so on.

- Yes
- No
- I don't know
- Prefer not to say

6. If you are concerned about your child's emotional wellbeing or mental health, where do you typically go for support?

- School and/or SENCO
- GP
- Mindworks (formally CAMHS)
- A drop-in centre or helpline
- Online information and advice (please specify)
- Family/friends
- Other

If other, please give more information:

CYP Havens:

The CYP Havens are now open in Epsom and Guildford. These provide a regular confidential, friendly, and supportive space to talk about your worries and mental health.

Epsom is open Tuesday from 3:30pm – 7.00pm and Thursday from 3:30pm – 7.00pm and Guildford is open Monday from 3:30pm – 7:00pm and Wednesday from 3.30pm – 7:00pm.

To find out more about CYP Havens, including our support line and drop-in centre locations and opening times, please visit < <https://www.cyphaven.net/> >

7. Have you heard of CYP Havens and the mental health support they provide to young people in Surrey before now?

- Yes
- No
- Not sure

8. If yes, do you know what support, services and/or resources CYP Havens offer?

9. Do any of the following factors prevent your child from accessing a CYP Haven? (Please select all that apply)

- I do not feel this service would be suitable for my child
- CYP Havens are located too far away from us
- The opening hours do not suit us
- There are better services available
- None of the above
- Other

If other, please give more information:

Please explain your answer:

10. Is there anything else you'd like to share about CYP Havens or young people's mental health and wellbeing support in Surrey?



Thank you so much for completing this survey. Your opinion really matters!