

CYP Haven Review – Survey for young people

CYP Haven is 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 you by talking about what the issue is and find ways to get you the right information and access to the right service. The staff are there to listen and to try to find ways to make your situation better. To find out more about CYP Haven and our drop-in centres in Surrey, please visit <
<https://www.cyphaven.net/>>

What is this survey about?

Surrey County Council (SCC), who pay for this service, would love to hear the views of young people to help us understand how the service can best support the needs of children and young people in Surrey now and in the future.

This survey is for young people between the ages of 10-18.

This short survey should take less than 5 minutes to complete.

Accessibility

This survey uses software that is compatible with a screen reader however, if you require this survey in another format or in another language then please contact us by emailing Freya.Keating@surreycc.gov.uk

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-notice/business-intelligence-and-analysis-research-service>>

Introduction

1. How old are you?

- 10-14 years old
- 15-16 years old
- 17-18 years old

2. Which school do you go to?

3. Have you ever felt the need to reach out to a professional or someone close to you for support with when you are feeling worried, stressed, angry or sad (even if you did not act on it)?

- Yes
- No
- Prefer not to say

4. Have you used any of the following to help you when feeling worried, stressed, angry or sad? Please tick as many as you like.

- Accessed support through Mindworks
- Spoken to a GP or your doctor
- Visited a CYP Haven
- Another drop-in centre/youth café
- Attended support groups (online or in-person)
- Received counselling
- Used mobile texting services or helplines
- Spoken to parents/family
- Spoken with friends
- Spoken to teachers or someone at school (SENCO)
- None of the above
- 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/>>

5. Did you know about CYP Havens before this survey?

- Yes
- No
- Not sure

6. Where did you heard about CYP Havens?

- Yes
- No
- Not sure
- At school
- From my parent/carer
- From my friends
- Online
- From my GP/doctor

7. Now that you know a little bit about CYP Havens, do you think you would visit one if you were feeling worried, stressed, angry or sad?

- Yes
- No
- Not sure

8. Would you recommend the CYP Havens to a friend if they were feeling worried, stressed, angry or sad?

- Yes
- No
- Not sure

9. Is there anything else you'd like to share about CYP Havens?

Thank you so much for completing this survey. Your opinion really matters! It is really important to ensure that children and young people have the opportunity to have their voices heard.